HDI Joint Chapter Event

Charlotte Columbia Greenville Raleigh

The IT Service & Technical Support Community

Join us in Charlotte for one the largest HDI events of the year featuring six outstanding guest speakers, multiple regional HDI chapters, networking, vendors, prize giveaways, and more! Topics for this event include Social Media, Call Center Technologies, IT Service Management, Career Management and more! This event is FREE and lunch will be provided!!

Date: Thursday, July 21, 2011
Time: 11:00 AM – 5:00 PM
Location: Johnson & Wales University
801 West Trade Street, Charlotte, NC 28202
Academic Center Auditorium
RSVP: www.hdicharlotte.org

Bring your business cards to be included in drawings for door prizes and giveaways!! Prizes include an iPad, Kindle and much more!!

Keynote Presentations

Chris Dancy

Enterprise 2020 & Social Media

The human cloud was enacted as part of international data terrorist act of 2017. Your employees wrestle with ubiquitous activity streams, during outages in the serendipity api. Your peers leap frog over hierarchy by "personal sourcing" large pieces of their day to day work to facesource. Your "logan runner" starts to flash, your health is starting to suffer, a matching set of personal/geo/cohablital criteria has been found in your mastication subsystem. Two of your virtual avatars are engaged four simultaneous projects, your sentient mobility agent was stolen while shopping during lunch and you realize that you were just laid off by 17 of your current employers. All you wanted to do was get out of college in 2013 and work in IT. How did all this happen?

Terry Dunigan

Using Call Center Metrics to Determine Caller Satisfaction

Are you using your call center tools and technologies to help gauge customer satisfaction? This presentation will explore the popular metrics call centers use to measure performance. We all use a different reporting structure to determine if we are meeting our call center goals. The data we use to determine which is the most important for driving caller satisfaction is as varied as our management styles.

Patrick Bolger

Chaos To Value : The IT Service Management Journey

What does it take to move your company from helpdesk to ITSM maturity? The journey of service improvement can take the IT organization from the reactive and technology-centric focus characterized by the 'chaotic' IT helpdesk, through the first stages of ITIL adoption, to a vision of business-centered service delivery that demonstrates IT value.

Alan Taylor

"But I Need Help Now!!!" Why Simply Logging A Ticket Is No Longer Good Enough

There was a time when customers were content with calling the IT help line and getting a ticket logged; comfortable with the knowledge that someone knew about their problem and was going to fix it. That used to be good enough because there were plenty of other "non technology" things to do until the issue got fixed. Those times are long gone. Today when a customer calls the IT help desk they want their problem fixed, *right now* and often get frustrated when it takes too long to resolve an issue. In this discussion we will cover how customer expectations have changed over time and what IT *service* desks can do (and are doing) to meet the ever growing customer demand for services.

Jerry Ewing

Joe McLaughlin

Taking Charge Of Your Career

Furthering Your IT Career
How To Market Yourself
Hot Technologies In The Job Market
Interviewing Tips

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