

Individual HDI Audio Session.....\$20.00

****POST FULL CONFERENCE PRICE \$140.00****

WOW! FULL CONFERENCE
\$109.95

(with handouts in PDF files)

The full conference will include all sessions recorded LIVE at the 2019 HDI Conference in Orlando, Florida. We will also include most session handouts in PDF files.

Sessions recorded LIVE at the Rosen Shingle · April 9-12, 2019 · Orlando, Florida USA

GENERAL SESSIONS

- Opening General Session:** HOPE THEORY: How Belief, Behavior, and Accountability Drive High Performance (*Libby Gill*) © 2019 All Rights Reserved
- General Session:** 5 Steps To Make The Impossible Possible (*Ben Nemtin*) © 2019 All Rights Reserved
- General Session:** Relentless Adaptation: Best Practices for Today's Digital Economy (*Amber Mac*) © 2019 All Rights Reserved
- Closing General Session:** The Fred Factor 2.0: New Ideas on How to Keep Delivering Extraordinary Results (*Mark Sanborn*) © 2019 All Rights Reserved

CONCURRENT SESSIONS

- Session 101:** Your Metrics Are Talking to You...But Are You Listening? *Roy Atkinson*
- Session 102:** How to Write Like a Human in an Age of Speed *Leslie O'Flahavan & Jeff Toister*
- Session 103:** Creating a Positive Culture: The View from the C-Suite *Cindy Leavitt (CASE STUDY)*
- Session 104:** Business Process Improvement on a Shoe-String Budget *Rachel Mulry (CASE STUDY)*
- Session 105:** We've Been Hacked: Why Security Needs All Hands on Deck *Phyllis Drucker*
- Session 106:** Feed the Bots: Strategies to Improve Chatbots Through Knowledge *Julie Mohr*
- Session 107:** Automation: The Next Big Service Desk Initiative *Willette Glenn & Bobby Rubio (CASE STUDY)*
- Session 108:** People Strategy: An Agile Experiential Revolution *Patricia Blackstaffe*
- Session 109:** Duck, Duck, Goose, and the Black Swan: Modernizing Incident Response *Dave Cliffe*

- Session 201:** Chat for Technical Support: First American's Continuing Journey Toward Best Practice *Mary Cruse*
- Session 202:** Oh, You Meant That? Setting and Managing Expectations *Lou Hunnebeck*
- Session 203:** Autonomous Leaders: Creating a Self-Managed Team *Gina Montague (CASE STUDY)*
- Session 204:** Northwestern Mutual's Service Transformation *Jeremy Lewandowski (CASE STUDY)*
- Session 205:** Radical Success: Managing Service and Support as a Business *Jeffrey Rumburg*
- Session 206:** ITIL 4: What's It All About? *John Custy & Donna Knapp*
- Session 207:** CX Advocacy in a Digitally Transforming *Multichannel World, Janice Dietz, & Taffany Van Rossen*
- Session 208:** Finding the Right Fit: Making the Right Hires, Right Now *James Johnson (PANEL)*
- Session 209:** The Emerging Tech Hat Trick: Changes at the Help Desk *James Stanger*
- Session 210:** Taking Support to the Next Level: Communication, Collaboration, Coordination *Vincent Geffray*

- Session 301:** "As You Wish": Enabling the Power of Story with Your Data *Adam Rauh*
- Session 302:** Boondoggle to Beneficial: Rethinking Customer Surveys *Andrew Gilliam*
- Session 303:** The Language of Listening: Drive Results and Employee Engagement *Jason Wischer*
- Session 304:** Agile Service Delivery: Making Work Flow *Manuel Palachuk*
- Session 305:** This Girl Scout Wasn't Prepared for a Firestorm: The Importance of Disaster Communication) *Bren Hanson (CASE STUDY)*
- Session 306:** Turning the Aircraft Carrier in Higher Ed: Texas A&M's KCS Voyage *Michael Crocker, Jon Griffey & Matt Lacy (CASE STUDY)*
- Session 307:** Extending Service Management Across the Enterprise *Craig McDonogh*
- Session 308:** Streamlining Deskside Support at UCF: Getting Into the Zone *Stephen Johnson & JP Peters (CASE STUDY)*
- Session 309:** An Extraordinary Workplace Is More Than Ping Pong Tables and Bean Bag Chairs *Kai Dickens*
- Session 310:** Learning from Incidents: 5 Lessons from High-Performing Teams *Donna Knapp*

- Session 401:** Making Feedback Matter: Taking Voice of Customer to the Next Level *Nate Brown*
- Session 402:** The Secret Ingredients to a Great Service Culture *Nancy Van Elsacker Louisnord*
- Session 403:** Using Data, Knowledge, and Analytics to Make Better Business Decisions: The First American Corp. Experience *Brad Biagi, & Pete McGarahan (CASE STUDY)*
- Session 404:** When Two Become One: Successfully Consolidate and Create Service Desks *Jarrold Sandel & Erik Zempel (CASE STUDY)*
- Session 405:** HR Isn't IT, Silly: Strategies for Enterprise Service Management *Phyllis Drucker*
- Session 406:** AI Isn't Taking Your Job...Unless You Give Your Job Away *Roy Atkinson*
- Session 407:** Live Chat: The Channel Is Mature but Chat Quality Still Isn't Good Enough *Leslie O'Flahavan*
- Session 408:** Shifting Left?: How to Drive End-User Adoption *Ed Perez*
- Session 409:** Developing and Advancing a Centralized Support Center in K-12 Districts *Brian Grinstead, Mary Sawyer, & Adam Smeets (CASE STUDY)*
- Session 410:** Automation for the Princesses: How to Slash Ticket Resolution Times *Jade Kahn & Hagop Yaglian (CASE STUDY)*

- Session 501:** Metrics Magic: Ask the Experts! *Rae Ann Bruno, John Custy, Jeffrey Rumburg (PANEL/ROUNDTABLE)*
- Session 502:** Elevating the Customer Experience by Simplifying the Feedback Process *Lucia Caron*
- Session 503:** Solving the Analyst Empowerment Problem *Jeff Toister*
- Session 504:** How Boeing Increased Support Options While Reducing Overall Spend *Heather M. Brammer & Angie Tobin (CASE STUDY)*
- Session 505:** Hunt Zombies, Kill Your Darlings, and Prototype Like a Star *Justin Muller (CASE STUDY)*
- Session 506:** Championing the Inclusive but Often Elusive CMDB *Jessica Alfaro*
- Session 507:** 12 Steps to Successfully Implement AI for Service Desks *Charlie Guerini*
- Session 508:** Using Design Thinking to Create an Amazing Customer Experience *Ben Brennan*
- Session 509:** From Dysfunctional to Cohesive: 5 Behaviors of Successful Teams *Gregg Gregory*
- Session 510:** Collaborating for Success: The Future of Service and Support Culture *Bob Roark*

- Session 601:** AI, Self-Service, and User-Facing Knowledge in Technical Support: Research in Review *Roy Atkinson & Chris Savio*
- Session 602:** Luxury Support Knows No Boundaries: A Look Inside The Blue Box *Cory Rothman (CASE STUDY)*
- Session 603:** Writing Is a "Hard Skill"; All Support Professionals Need *Leslie O'Flahavan*
- Session 604:** Walk-Up Support: Transforming the Service and Customer Experience *Rae Ann Bruno & Jill Weber (PANEL)*
- Session 605:** In and Out: Lessons Learned Using Rightsourcing *Mitch Bryant (CASE STUDY)*
- Session 606:** How to Make Better Business Decisions Utilizing Data, Knowledge, and Analytics: A Roundtable with First American *Mary Cruse, Brad Biagi, & Pete McGarahan*
- Session 607:** Quality Matters: Increasing Quality to Increase CSAT *Beth Jacobsen*
- Session 608:** The Fundamentals of Cybersecurity Awareness *Marvin Stein*
- Session 609:** Building Trust: Being a High-Trust Leader *Lea Brovedani*
- Session 610:** A Crash Course on Change Control: A Capabilities Approach *Greg Sanker*

- Session 701:** Seven Steps for Building a CX Dashboard That Drives Results *Sue Duris*
- Session 702:** CXEQ: The Superpower All Service and Support Pros Need *Glynis Devine*
- Session 703:** The Good, The Bad, and the Ugly: Managing Struggling Employees *Thomas Wilk*
- Session 704:** Categorization: A Method to the Madness *Julie Mohr*
- Session 705:** The Duality of Strategic Sourcing *Jeff Ruffini & Dan Wilson (CASE STUDY)*
- Session 706:** How to Implement a Chatbot for ITSM That Delivers Results *Fran Fernandez*
- Session 707:** Service Management Disrupted! ITSM to ESM *Doug Rabold*

- Session 801:** Using Customer Service Data for Continuous Improvement *Gina Montague*
- Session 802:** Why You Should Be Disrupting the Customer Journey *Dennis Gershowitz*
- Session 803:** If It Weren't for These Freaking People: The Pool of Relationships *Deborah Monroe*
- Session 804:** Our Weight Loss Journey: Trimming Bulky Processes Using Lean IT *Kyle Barnick, Lynne Jeffers, Josh Naylor, Charles Rita, Ivette Torres (CASE STUDY)*
- Session 805:** Next Step, Quality: 5 Steps to Increasing Service Desk Effectiveness *LaTonya Morgan, Monica Morrison (CASE STUDY)*
- Session 806:** ITSM Frameworks: Your Choices, Risks and Benefits *Ric Mims*
- Session 807:** Indifferent;Intrigued;Engaged: Taking Employees from Zero to Hero *Garilynn Wollard*
- Session 808:** What IT Support Can Learn from Customer Support Technology *Liz Allen*

The listed sessions are scheduled to be recorded; however, some changes may occur due to circumstances beyond our control.

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