

Six Great Speakers

One Great Event

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

EVENT SPONSORS



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

Chris Dancy



Enterprise 2020
&
Social Media

Patrick Bolger



Chaos to Value :
The IT Service
Management
Journey

Jerry Ewing



Taking Charge Of
Your Career

Terry Dunigan



Using Call Center
Metrics To Determine
Caller Satisfaction



Joe McLaughlin

Alan Taylor



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