HDI

HDI Executive Forum Meeting
April 8 and 9, 2018
MGM Grand

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Saturday April 7, 2018

6:30 pm – 8:00 pm	**Networking Happy Hour – all Forum participants are invited to attend this social activity. There will be appetizers and drinks available, plus great opportunities to re-connect with your group, meet new participants, engage and build your connections!**

Sunday April 8, 2018

7:45 am – 8:30 am	**Breakfast**

8:30 am – 9:00 am	**HDI Welcome – presented by Allyson Rollins, Program Manager**

9:00 am –9:30 am	**Executive Forum Group Introductions and ice breaker exercise**

9:30 am – 11:00 pm	**Roundtable Discussion: Change Navigation / Organizational Change Management /Release Management – The group will share where they are with OCM and break into smaller groups to discuss challenges and solutions with each other.**

How does implementing tech changes impact staff, budgets, and your business overall? Interactive discussions will include, but are not limited to:

- **Change from a people and process prospective**
- **If you change technology, does this impact staff?**
- **How does changes to staffing and budgets impact how you do business?**
- **Transformation from a contact center to service center, it is not just about technology but about the culture too!**
- **What are your best tips and tricks to navigate OCM**

11:00 am – 12:00 pm	**Roundtable Discussion - Employee Culture: How do you improve morale and employee engagement? What type of rewards and recognition programs do you have in place?**
12:00 pm – 1:00 pm	**Lunch**
1:00 pm– 3:00 pm	**Show and Tell: Organizational Structure – Bring your org charts for your company and your department to share during this session and post on HDIConnect Executive community.** **Roles, Responsibilities and Job Descriptions in the Service Desk: Where do the tasks belong? Are your company's job responsibilities tasked to the right roles? Are there other roles that need to take the tasks? What are the levels, Analysts, techs, how do you redefine the roles to fit the services desk, who does the dashboards?**
3:00 pm – 4:00 pm	**Speed Discussion: Knowledge Base – The group will break out into three smaller groups 1, 2 and 3. Each group will rotate every 15 minutes to discuss each question below. 3 volunteers will be needed to host each station and scribe the key findings to share with the group at the end of the discussion rotations.** 1) **How do you measure success with your Knowledge Base?** 2) **Adoption and Engagement of KM.** 3) **KM Process – What is working well for your organization? What has not worked well. Should each process have an article?** **Address this question at the end of the session: How do you collaborate and share the knowledge base information, so it is more collaborative throughout the organization?**
4:00 pm – 5:00 pm	**Facilitated Open Discussion / Parking Lot: This is an opportunity for open discussion regarding challenges faced, successes experienced, tools, RFPs, vendors, etc. Take this time to ask questions of your peers, share ideas or generate topics that are not mentioned on the agenda. What are some current issues you are facing that you would like to discuss? Use your post-it notes to capture your thoughts throughout the day not pertaining to the agenda items. Utilizing the parking lot area in the meeting room, stick your topic, idea or question in the**

	designated area to be discussed at this time during the day.
5:00 pm – 5:30 pm	Free Time
5:30 pm - 6:30 pm	Group Happy Hour
Monday April 9, 2018	
7:45 am – 8:30 am	Breakfast
8:30 am – 9:30 am	Speed Circuit Discussions: This will include all HDI Leadership Forum groups. This session will include different topics set up on each table. Participants will spend approximately 5-10 minutes at each table rotating through each topic until the hour has been reached. HDI representatives will be at each table taking notes of each discussion and we will condense all of the notes into one document and distribute to the participants through your HDIConnect group.
9:30 am - 10:15 am	SME: will present on Artificial Intelligence (AI): How can AI be used within any business, what are the capabilities of AI? What are the main elements of AI? How can we shape the future of AI and execute on that? What are some quick wins to implement now? This session will provide a roadmap or guide to walk you through what to think about next in the AI Journey!
10:15 am – 10:30 am	Break
10:30 am – 12:00 pm	Facilitated Collaborative Discussion: Artificial Intelligence (AI) within your organization: AI is a part of the culture, not just a technology implementation. • What are others doing with AI? • What does the current landscape of AI look like in service and support? • How does your company view or use AI? • How have you partnered with other departments in the business to implement AI?

- **How will they use it for other aspects of the business?**
- **What are some quick wins to implement now?**
- **What can you be doing to prepare for AI?**

12:00 pm – 1:00 pm	**Lunch**
1:00 pm – 3:00 pm	**SME: Roy Atkinson will share his expertise regarding Customer Journey Mapping** ***Break When Convenient**
3:00 pm – 5:00 pm	**Site Visit – MGM**

- **IT Support Services System Overview – 15 minutes**
  - o **Organizational background**
  - o **IT overview – technologies used**
  - o **Organizational Structure**
- **Project Overview   - 15 minutes**
  - o **Service Desk Operations   - 45 minutes**
    - ▪ **Tour desk and provide overview**
    - ▪ **Staffing – Training (onboarding and ongoing) and Hiring Process**
    - ▪ **CSI Stats and Awards**
    - ▪ **Metrics, what do you measure and why**
    - ▪ **Share managing for daily improvement process**
    - ▪ **Daily Weekly employee engagement, daily huddles etc..**
    - ▪ **Drill down a bit on Ticket System usage and process implementations**
- **Panel or General Q & A – 30 minutes**