2018 HDI Leadership Forum Events
Dates: June 11- 14, 2018
Location: One Ocean Resort | Atlantic Beach, FL
Group: Desktop Support
Facilitator: Roy Atkinson

Monday

7:00 pm – 8:30 pm	**Networking Reception**
	All Leadership Forum participants are encouraged to attend this social activity. There will be appetizers and drinks available.

Tuesday

7:45 am – 8:30 am	**Breakfast**

8:30 am – 9:00 am	**HDI Welcome**
	Presenter: Allyson Rollins

9:00 am – 10:30 am

Session Type or Title: Roundtable

Session Description: Introductions

- Quick intro from Roy (<5 minutes) on ground rules, etc.
- Name, Title, Company, Industry Vertical (healthcare, utilities, etc.), Company size
- What do you call *desktop support* and why?
- What is your single biggest struggle or challenge right now?*
- What is your biggest opportunity right now?*

5 minute intro

~5 minutes each (~70 minutes)

+ 15 Minute Break

= 90 minutes

*Noted by facilitator for discussion later

10:30 am – 12:00 pm

Session Type or Title: Facilitated discussion

The Joys of Red Tape

12:00 pm – 1:00 pm	**Lunch**
1:00 pm – 2:00 pm	**Session Type or Title: Facilitated Discussion**

Marketing the Value of Desktop Support / Rebranding Desktop Support
What services do you provide? How do you market them?

Have you rebranded? Would you like to? What's involved? What are the pros and cons? How could it help convey the value of the work? |
| 2:00 pm – 4:00 pm | **Session Type or Title: Roundtable**

Discussion of topics raised by attendees:

Topic 1 (50 minutes)

- Office 365
  - MFA
  - Theft of mobile numbers
  - NERC CIP (Critical Infrastructure Protection) and OneDrive/Cloud
  - Other challenges

Break

Topic 2: (50 minutes)

Workflow for onboarding, provisioning, and offboarding
This includes: workstation, phone(s), access rights on the network and files, email account, badge, and parking
Automating this workflow
- What would it look like?
- What's the ROI?
- What would it take?
- What are all the tasks?
- Who would do it? |
| 4:00 pm – 5:00 pm | **Facilitated Open Discussion / Parking Lot / Future Topics**
Facilitated by: HDI Forum Facilitator

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 – 6:30 pm	**Free Time**
6:30 pm – 8:30 pm	**Group Dinner**

Wednesday

7:45 am – 8:30 am	**Breakfast**

8:30 am – 9:15 am	**Group Workshop / Session/ Activity** Facilitated by: Allyson Rollins or SME This will consist of circuit discussions, SME Workshop or another group activity.

9:30 am – 10:30 am	**Session Type or Title: SME/Speaker** **Relationship Building, Team Dynamics** and related topics (from attendee input)

10:30 am – 10:45 am	**Break**

10:45 am – 12:00 pm	**Session Type or Title: Roundtable**
	Session Description Facilitated discussion:
	Inventory and hardware asset management (HAM)
	    ▪ What tools do you use?
	    ▪ How does this fit with CMDB?
	    ▪ How is it updated and maintained?

12:00 pm – 1:00 pm	**Lunch**

1:00 pm – 2:30 pm	**Session Type or Title: SME** *Presenter: Gina Montague*

Session Description: Case Study: **Creating a Self-Managed Team**
In this case study, learn how Infinite Campus, a team of 43 with 1 Support Manager has created self-managed teams without the traditional hierarchal organization chart. Over the past 3 years, customer satisfaction and employee satisfaction has increased. There are no job titles per se, but there are leaders. The team is involved in recruiting, onboarding, peer-evaluations, recognition, workflow process, and solving problems. You'll leave this session with ideas on how to create self-managed teams.

2:30 pm – 2:45 pm	**Break**
2:45 pm – 5:00 pm	**Site Tour**
5:00 pm – 5:30 pm	**Free Time**
5:30 pm – 7:00 pm	**Group Reception**

Thursday

7:45 am – 8:30 am	**Breakfast**

8:30 am – 10:00 am

Session Type or Title: Roundtable

Session Description: What Are You Responsible For?

Attendees should put together a list of the various roles and responsibilities in their groups. We will explore all the things "desktop support" covers, and learn from each other how these are handled in different organizations.

- How do you document and share?
- Do you have a "Runbook"?

10:00 am – 10:15 am	**Break**

10:15 am – 11:30 am

Session Type or Title: Roundtable

Session Description: Facilitated discussion:
Disaster Recovery/Business Continuity and the Role of Desktop Support

11:30 am – 12:00 pm

Leadership Forum Closing
Facilitated by: Allyson Rollins