



2018 HDI Leadership Forum Events
Dates: September 17 -20
Location: The Wigwam | Litchfield Park, AZ
Group: Desktop Forum
Facilitator: Roy Atkinson
“Decisions are made by those who show up”

Monday

7:00 pm – 8:30 pm **Welcome Reception:** All Forum attendees 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**
Facilitator: Allyson Rollins

9:00 am – 10:30 am **Self Service vs. White Glove Service:** Show and Tell
Facilitator: Roy Atkinson
Come prepared to share how your organization provides service to your customers. Self-Service Versus White Glove (Concierge) Service: How Does Your Organization Do It and Why?

10:30 am – 12:00 pm **Shift – Left:** Roundtable Discussion
Facilitator: Roy Atkinson
Shift-Left

- What it means in desktop Support
- HR and Salary implications

12:00 pm – 1:00 pm **Lunch**

1:00 pm – 2:30 pm **Problem Management:** Subject Matter Expert Presentation
Presenter: To Be Confirmed
Problem Management and the role of Desktop Support.
What is the methodology, what is best? 5 Whys, Waterfall, root cause analysis, ITSM and PM, tips for RCA, how do you determine how long to spend on a problem before you move on? Timelines when it come to PM, what is worth it?



2:30 pm – 2:45 pm	Break
2:45 pm – 4:30 pm	User Notifications: Roundtable Discussion Facilitator: Roy Atkinson User Notifications: How, When, Why and How Much Is Too Much? How do we notify our users? When is it important enough to communicate? What is the threshold? Do different users require different notifications?
4:30 pm – 5:00 pm	Open Discussion / Parking Lot Facilitator: Roy Atkinson 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 – 9:30 am	Business Value of Desktop Support: Workshop Facilitator: Roy Atkinson This workshop will cover defining value, measuring value and supporting the value of the business organization. How do you show the organization your departments business value? What is business value? How is it determined by business organization? How do you market value back to the organization? How do you best support the value? How do you measure the business value? What type of metrics are collected to reflect business value?



9:30 am – 10:30 am

10:30 am – 10:45 am **Break**

10:45 am – 12:00 pm **Virtual Desktop Infrastructure (VDI): Show and Tell**
Facilitator: Roy Atkinson
Virtual Desktop Infrastructure (VDI) Use Cases: What works, what doesn't and why? What has been successful? What are some roadblocks? What have you learned from your experiences? What are you using? What is the backbone, VMware, Citrix, etc. What are your protocols?

12:00 pm – 1:00 pm **Lunch**

1:00 pm – 2:30 pm **Delivering Excellent Customer Experience in Desktop Support**
Presenter: **Roy Atkinson**
In this interactive presentation, we'll examine:

- What is customer experience (CX), and how does it differ from customer service?
- Why does CX matter to the service and support organization?
- What are some consequences of improving CX in an IT organization?
- What does CX look like from the point of view of desktop support?
- How can desktop support help improve CX?
- How can CX be measured and tracked for improvement?

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 Networking Reception**



Thursday

7:45 am – 8:30 am **Breakfast**

8:30 am – 10:00 am **Future of Desktop Support:** Roundtable Discussion
Facilitator: Roy Atkinson
What's Next for Desktop Support?
How does the coming of automation, predictive analytics, and robotic process automation affect desktop support (if it does)? What does desktop support need to be looking at for the next 3 years? Are the skills going to changes, technical skills etc.?

10:00 am – 10:15 am **Break**

10:15 am – 11:30 am **Staffing Desktop Support:** Show and Tell
Facilitator: Roy Atkinson
Staffing Desktop Support, how desktop differs from the service desk, WFM for DT Support, travel time, utilization, scheduling, what methods do you use? Is it by device or headcount? What is the right number? How do the numbers differ by organization? Is there a best practice formula?

11:30 am – 12:00 pm **Leadership Forum Closing**
Facilitator: Allyson Rollins
