



## Support Center Leadership Forum

September 25-28, 2017

**Location:** Magnolia Hotel | 818 17th Street | Denver, CO 80202 | 303.607.9000

**HDI Program Manager:** Allyson Rollins | Phone: 719-439-9742 | Email: allyson.rollins@ubm.com

**Group Facilitator:** Tom Lewis | Phone: 719-955-8117 | Email: tom.lewis@ubm.com

**Please Bring:** Any necessary information related to the topics on the agenda

### Monday September 25

#### Arrival Day

5:00 pm – 7:00 pm	<b>Registration:</b> Take a moment to check in, pick up your name badge, meeting materials, sign a photo release and get your Rockies ticket if applicable.	LL outside The Magnolia Lounge
6:30 pm – 8:00 pm	<b>Meet and Greet:</b> Come join your peers for an informal gathering over appetizers and drinks.	The Magnolia Lounge

### Tuesday September 26

7:30 am -8:30 am	<b>Registration:</b> Take a moment to check in, pick up your name badge, meeting materials, sign a photo release and get your Rockies ticket if applicable.	LL outside The Magnolia Lounge
7:45 am – 8:30 am	<b>Breakfast</b>	The Magnolia Ballroom
8:30 am – 9:00 am	<b>HDI Welcome and Ice Breaker Activity</b> – presented by Allyson Rollins, Program Manager	The Magnolia Ballroom
9:00 am – 9:15 am	<b>Travel to Coors Field for our Discussion and Tour</b>	
9:15 am – 10:30 am	<b>Coors Field Technology Team panel discussion:</b> This an opportunity to ask questions of some of the Coors field IT department employees. What technology is behind the game, merchandise, ticket sales and food outlets? What is their disaster recovery plan? What tools do they use? How do the train the IT employees?	Enter at Gate C to Conference Room # 2
10:30 am – 11:30 am	<b>Tour Coors Field</b>	

11:30 am – 11:45 am **Travel back to the Magnolia Hotel**

---

11:45 am – 12:45 pm **Lunch** The Magnolia Ballroom

---

12:45 pm – 1:00 pm **Introductions:** At your table please take some time to introduce yourself and share where you work. Larimer

---

1:00 pm – 4:15 pm **SME: Skip Weisman - Communication *The 7 Deadliest Workplace Communication Sins.*** This interactive session will introduce the seven biggest communication mistakes taking place in workplace. We will learn to recognize all seven communication sins, be able to identify specific ways they manifest, and learn simple ways to turn negatives around, limiting communication mistakes and begin building new positive communication habits. Key takeaways: There are only 3 outcomes that can result from any communication. 1) Why there is a 67% risk of damaging customer and teammate relationships with every communication. 2) The real dollars and cents cost of these communication mistakes to productivity and profits. 3) The 7 most common and damaging interpersonal communication mistakes. The 3 key reasons these communication mistakes occur. Simple tips, tools, and techniques that can be immediately applied to transform communication in any work environment. Larimer

**\* Break when convenient**

---

4:15 pm – 4:45 pm **Free Time**

---

4:45 pm – 5:00 pm **Meet in the hotel lobby to travel to Coors Field.** - There will be a shuttle on a continuous loop from the hotel to Coors Field.

---

5:00 pm – 6:30 pm **Pregame Picnic and Networking** - There will be a shuttle on a continuous loop from the hotel to Coors Field. Platte River Picnic Area

---

6:30 pm – 9:30 pm **Colorado Rockies Game** - There will be a shuttle on a continuous loop from the hotel to Coors Field. Until 9:45 pm. Section 316

**Wednesday September 27, 2017**

7:30 am – 8:00 am	Breakfast	The Magnolia Ballroom
8:00 am – 9:00 am	<b>Speed Circuit Discussions:</b> The main topic is <b>Self- Service</b> . We will have 8-10 tables with topics that relate to self-service. During this hour you will have the opportunity to network and talk with all attendees by visiting each table discussing each topic as it relates to self- service. This has been an attendee favorite for the past year.	The Magnolia Ballroom
9:00 am – 10:15 am	<b>Show and Tell Session: Self Service Portals</b> - Each participant will share what they are doing regarding a specific topic such as self-service. <b>Come prepared to share!</b>	Larimer
10:15 am – 10:30 am	<b>Break</b>	Library area
10:30 am - 12:00 pm	<b>Facilitated Roundtable Discussion: Problem Management</b> - drill down deeper beyond concepts. How to do it right. Best practices. What recommendations do you have? How have you implemented it? Has it helped? Get a copy of Jim Bolton's survey to find out where everyone is on PM?	Larimer
12:00 pm – 1:00 pm	<b>Lunch</b>	The Magnolia Ballroom
1:00 pm – 3:30 pm	<b>SME Session / Workshop: Jeff Rumburg – The CSI Imperative!</b>  The advent of Chief Service Officers and Chief Improvement Officers offer telling clues about why some support organizations succeed at institutionalizing continual service improvement while most others fail. For these pioneering companies, CSI is not a mere slogan, project or program, but rather a core discipline that is carefully developed, nurtured, and managed over time.  In this presentation, Mr. Rumburg, who has been retained as an IT service and support expert by some of the world’s largest corporations, will present case studies of support organizations that have successfully built a culture and discipline of continual service	Larimer / Champa  (joint Session)

improvement. Additionally, he will provide a sample CSI timeline and an empirical model for Continual Service Improvement.

Attendees will learn about the core discipline of CSI, the role of chief service and chief improvement officers, common pitfalls of implementing CSI, and the five success factors for effective CSI.

**\*Break when convenient**

---

3:30 pm – 4:30 pm	<b>Roundtable Discussion:</b> Dashboards, what story do you need to tell and how do you tell it through your dashboard? What is the value behind the metrics?	Larimer
4:30 pm – 5:00 pm	<b>Facilitated Open Discussion / Parking Lot:</b> 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 faced by IT Support Services 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.	Larimer
5:00 pm – 5:15 pm	<b>Break</b>	
5:15 pm – 5:30 pm	<b>Meet in the hotel lobby and walk to LIME</b>	
5:30 pm – 6:30 pm	<b>Group Happy Hour and Networking Reception</b>	Lime
6:45 pm or 7:00 pm	<b>Dutch dinner reservations</b> – be sure to sign up for one at the registration table.	

---

**Thursday September 28, 2017**

---

7:45 am – 8:30 am	Breakfast	The Magnolia Lounge
8:30 am – 9:30 am	<b>Chat Case Study: Tom Lewis of HDI</b> will share the HDI Chat journey successes, processes and any roadblocks that were hit along the way.	Larimer
9:30 am – 10:30 am	<b>Celebrate Successes or Discuss a Current Challenge-</b> What initiatives do you support, have you implemented <b>or</b> what's your current challenge? The group will take this time to share a current challenge or success with each other in hopes of gathering feedback to help improve the issue or celebrate your achievements.	Larimer
10:30 am – 10:45 am	<b>Break</b>	Library area
10:45 am – 11:15 am	<b>The One Thing:</b> This is an opportunity to share what your key take aways are from the meeting. What will you take back to your organization and begin to implement?	Larimer
11:15 am - 12:00 pm	<b>Future Topics Discussion:</b> this session will be facilitated by Tom Lewis. The purpose is to gather information regarding the effectiveness of this Forum group, specifically how can we develop the future meetings and program content from your perspective. What categories are important: people, technology, process, professional development? <b>Bring all your ideas with you.</b> Tom will work with Allyson Rollins and your steering team to build the next agenda based on your feedback. – <b>Volunteers needed to meet with Allyson and Tom 1 X per month for the 2018 Desktop Steering Team.</b>	Larimer
12:00 pm	<b>Forums Concludes:</b> Be sure Take your Forum surveys and post any information to HDIConnect group site.	