Key Selection Criteria

We want the very best presentations for the HDI 2017 program. What are we looking for?

- More than just theory—speaker shares practical experience, real-world examples, and case studies from all points along the path to maturity

- Lessons learned, practical strategies, templates, and real-world, practical measurements and metrics

- A coherent, interest-grabbing presentation featuring high-quality presentation materials and accompanying documentation

- Significant experience and subject matter expertise in the topic proposed, strong content knowledge, experience, and passion

- The ability to facilitate communication, collaboration, and the exchange of ideas with attendees

- Proven, dynamic presentation skills and experience speaking in front of large audiences

- Content that is pertinent to technical service and support executives and managers and that addresses the most pressing issues regarding best practices, processes, technology infrastructure, and people management

- Fresh, timely content that doesn't promote or endorse a specific product/service

- Specific content for experienced support professionals and mature support organizations (versus general or introductory content)

Please provide complete information for each proposal element. Only complete proposals will be recorded in the database and considered for inclusion in the final program; incomplete proposals will not be considered. Also, please be sure to include full contact information for all speakers, co-speakers, and references.