

A Coast-to-Coast Tour Featuring Malcolm Fry's Power of Metrics for Optimal ITSM Performance

To introduce one of our newest training courses, HDI is hosting a four-week tour. Malcolm Fry, instructor of the new Power of Metrics for Optimal ITSM Performance course, will present a daylong workshop in each of the fifteen cities below. Both the upcoming workshops and the HDI training course will take an in-depth look at the ITIL 2011 Edition metrics for incident, problem, change, and service desk management. A copy of the complete course description and outline is available online at www.ThinkHDI.com/PowerOfMetrics.



Dates and Locations

February 27 – Dallas	March 14 – Albuquerque
February 29 – Miami	March 15 – San Diego
March 1 – Tampa	March 16 – LA/Orange County
March 2 – Atlanta	March 19 – Sacramento
March 6 – Washington, DC	March 20 – San Francisco
March 7 – Boston	March 21 – Salt Lake City
March 9 – Chicago	March 22 – Denver
March 13 – Phoenix	

Capacity varies by location. Register early to reserve your seat!

Details

- Each workshop runs from 8:00 a.m. to 3:00 p.m.
- Morning and afternoon refreshment breaks provided
- Courseware and the "Good Day, Bad Day" Microsoft Excel workbook (a \$99 value) provided on location
- Hosted by the HDI Local Chapter in each city
- Visit www.ThinkHDI.com/MetricsTour for details and registration

Thanks to our sponsors, this course (a \$695 value) is available free for these events only.

