



**October 28-30, 2012**  
**Gaylord Texan**  
**Dallas, TX**

**Registration Form**

Please supply all information requested.



**Personal Information** [PLEASE PRINT]

FIRST NAME \_\_\_\_\_ LAST NAME \_\_\_\_\_  
 JOB TITLE \_\_\_\_\_ COMPANY \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 CITY \_\_\_\_\_ STATE/PROVINCE \_\_\_\_\_  
 ZIP / POSTAL CODE \_\_\_\_\_ COUNTRY \_\_\_\_\_  
 E-MAIL ADDRESS \_\_\_\_\_  
 TELEPHONE \_\_\_\_\_ CELL [OPTIONAL] \_\_\_\_\_

**How to Register**

1. Register online at [www.SMFusion12.com](http://www.SMFusion12.com)
2. Call **866.827.5001**
3. Fax this form to **719.268.0184**
4. Mail this form to:  
**HDI**  
 121 South Tejon Street, Suite 1100  
 Colorado Springs, CO 80903

With an itSMF/HDI Silver or above membership, **Save \$200** off conference registration, **\$100** off 2- and 3-day workshops. Use member price on this form.

Conference Registration	Super Saver Register by May 4		Early Bird Register by June 22		Standard Pricing June 23 - October 28		Amount Due
	Price	itSMF/HDI Member Price*	Price	itSMF/HDI Member Price*	Price	itSMF/HDI Member Price*	
<input type="checkbox"/> Conference Package	\$1,495*	\$1,295*	\$1,695	\$1,495	\$1,895	\$1,695	
<input type="checkbox"/> Executive Package	\$1,895*	\$1,695*	\$2,095	\$1,895	\$2,295	\$2,095	
<input type="checkbox"/> Expo Only Package	Free	Free	Free	Free	Free	Free	
<input type="checkbox"/> <b>Alumni Discount:</b> I am an HDI Conference Alumni [subtract \$100] or <input type="checkbox"/> <b>Alumni Discount:</b> I am an itSMF Conference Alumni [subtract \$100]							-
<input type="checkbox"/> I am an HDI Silver or above member <input type="checkbox"/> <b>I would like a Silver membership</b> [add \$150] or <input type="checkbox"/> I am an itSMF or above member <input type="checkbox"/> <b>I would like an itSMF membership</b> [add \$195]							+

\*Member discount requires HDI Silver membership or above or itSMF Individual membership.

**Payment Method**

**Check** (make payable to HDI)     **Bill Me**  
**Please charge my:**  
 VISA     MasterCard     AMEX     Discover  
 Card # \_\_\_\_\_  
 Exp. Date: \_\_\_\_\_  
 Signature: \_\_\_\_\_  
 Print name as it appears on card: \_\_\_\_\_

All cancellations must be made in writing. You may cancel without penalty until February 14, 2011, after which a \$150 cancellation fee will be charged. No-shows and cancellations after March 14, 2011, will be charged the full conference rate. Cancellation policy applies to both conference and pre-conference workshop registrations.

Pre-conference Workshop	Price	itSMF/HDI Price	Amount Due
<input type="checkbox"/> HDI Support Center Director	\$2,895	\$2,795	
<input type="checkbox"/> HDI Support Center Manager	\$1,895	\$1,795	
<input type="checkbox"/> HDI Desktop Support Manager	\$1,895	\$1,795	
<input type="checkbox"/> Knowledge Management Foundations: KCS™ Principles	\$1,595	\$1,495	
<b>Team Discount:</b> Buy 5, Get 6th FREE! Call 866.827.5001 for group registration.		<b>Total Due</b>	

**Professional Information** [MUST BE COMPLETED TO PROCESS YOUR REGISTRATION AND CREATE YOUR EVENT BADGE]

<p><b>Level of Responsibility</b></p> <input type="checkbox"/> C-Level <input type="checkbox"/> Manager <input type="checkbox"/> President <input type="checkbox"/> Supervisor <input type="checkbox"/> Vice President <input type="checkbox"/> Staff <input type="checkbox"/> Executive <input type="checkbox"/> Other <input type="checkbox"/> Director	<p><b>Product Interest</b></p> <input type="checkbox"/> Chat <input type="checkbox"/> Cloud Computing <input type="checkbox"/> Communications Services <input type="checkbox"/> Computer Hardware <input type="checkbox"/> Consulting <input type="checkbox"/> Customer Relationship Management Systems (CRM) <input type="checkbox"/> Data Center <input type="checkbox"/> Disaster Recovery <input type="checkbox"/> Communication Software <input type="checkbox"/> Headsets (wired/wireless) <input type="checkbox"/> IT/Network Management <input type="checkbox"/> Outsourcing <input type="checkbox"/> Password reset tools <input type="checkbox"/> PC tune-up tools <input type="checkbox"/> Quality Assurance Systems <input type="checkbox"/> Remote Control/Monitoring <input type="checkbox"/> SaaS	<p><input type="checkbox"/> Security Software/Systems/Tools  <input type="checkbox"/> Self-diagnosing/self-healing systems  <input type="checkbox"/> Self-service tools  <input type="checkbox"/> Service Management Systems  <input type="checkbox"/> Software distribution systems  <input type="checkbox"/> Software imagining systems  <input type="checkbox"/> Software licensing  <input type="checkbox"/> Storage  <input type="checkbox"/> Telecommunications  <input type="checkbox"/> Training  <input type="checkbox"/> VoIP &amp; Unified Communications  <input type="checkbox"/> Wireless devices  <input type="checkbox"/> Workforce/Performance Management Systems/Tools         </p>	<p><b>Annual Company IT Budget</b></p> <input type="checkbox"/> \$50,000-\$500,000 <input type="checkbox"/> \$500,001-\$5,000,000 <input type="checkbox"/> \$5,000,001-\$20,000,000 <input type="checkbox"/> \$20,000,001+	<p><b>Industry</b></p> <input type="checkbox"/> Advertising <input type="checkbox"/> Aerospace <input type="checkbox"/> Agriculture/Natural Resources <input type="checkbox"/> Automotive <input type="checkbox"/> Chemical/Biotechnical <input type="checkbox"/> Computers - Hardware <input type="checkbox"/> Computers - Software <input type="checkbox"/> Communications <input type="checkbox"/> Construction <input type="checkbox"/> Consulting <input type="checkbox"/> Consumer Products <input type="checkbox"/> Distribution <input type="checkbox"/> Education <input type="checkbox"/> Entertainment <input type="checkbox"/> Financial Services - Banking <input type="checkbox"/> Financial Services - Insurance <input type="checkbox"/> Financial Services - Securities <input type="checkbox"/> Government - Federal	<p><input type="checkbox"/> Government - Other  <input type="checkbox"/> Government - State  <input type="checkbox"/> Healthcare  <input type="checkbox"/> Hospitality - Restaurants, Hotels, etc.  <input type="checkbox"/> Insurance  <input type="checkbox"/> Legal  <input type="checkbox"/> Manufacturing (non-computer)  <input type="checkbox"/> New Media/Publishing  <input type="checkbox"/> Nonprofit/Association  <input type="checkbox"/> Outsourced Service Provider  <input type="checkbox"/> Pharmaceutical  <input type="checkbox"/> Retail  <input type="checkbox"/> Telecom  <input type="checkbox"/> Travel/Tourism  <input type="checkbox"/> Transportation  <input type="checkbox"/> Utilities/Energy  <input type="checkbox"/> Other: _____         </p>
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**Purchase Role**

 Approve purchases  
 Recommend solutions  
 Specify/define needs  
 No involvement

**Company size**

 1-50     2,001-5,000  
 51-100     5,001-10,000  
 101-500     10,001-20,000  
 501-1,000     20,001-50,000  
 1,001-2,000     50,001+

**Annual Company IT Budget**

 \$50,000-\$500,000  
 \$500,001-\$5,000,000  
 \$5,000,001-\$20,000,000  
 \$20,000,001+

**Type of Support Provided**

 Internal Only - for company employees  
 External Only - for customers  
 Blended - both employees and customers

**Number of IT service and support staff**

 1-3     51-100  
 4-10     101-500  
 11-20     501-5,000  
 21-50     5,001+