



# THE CAPITAL REPORTER



**October 2008 Volume 10, Issue 9**

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**The HDI Capital Area 2008 Vendor Information Fair and Show**  
**OCTOBER 30, 2008**  
**9:00 a.m. - 4:00 p.m.**

The HDI Capital Area Local Chapter Vendor Information Fair & Show is a full day of instructional sessions plus a vendor showcase focused on the needs of today's technology, call center and support & service desk professionals. Included will be mini-seminars on a variety of *tools and techniques*, vendor product demonstrations and a complete vendor showcase of the latest *software, hardware and service offerings* relating to the call center, help desk and technical support industry. There will be three keynotes and breakout sessions on a variety of subjects. Our main keynote speaker will be the ever-popular Kirk Weisler. Brenda Iniguez, FrontRange will present one of her excellent breakout sessions on ITIL and IT Service Management, and well known and respected customer service and quality guru Barry Maners, from The Fraser Group will share some excellent valued added management and customer service strategies. Please see page 4 for more details.

Location: National 4-H Youth Conference Center, 7100 Connecticut Ave, Chevy Chase, MD.

Breakfast, lunch, coffee breaks and dessert will be included in this all-day event as well as fabulous door prizes!

Plan on attending the Capital Area Local Chapter's Event of the Season!

\$25/for HDI Members and \$35 for non-members (non-members price includes a free HDI bronze membership, see page 2). To register, contact [rsvp@hdicapitalarea.com](mailto:rsvp@hdicapitalarea.com).

**HDI CAPITAL AREA 2008—2009 LOCAL CHAPTER OFFICERS**

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## President's Message by Sandy Seroskie



Little Green Men probably won't shock anyone given that Halloween is coming. This year, October not only brings Halloween, it brings **HDI Capital Area's Event for IT Service and Support Professionals**. On **October 30<sup>th</sup>**, we will take you away with a Caribbean Cruise theme for a day of networking and rejuvenation. The day will be filled with networking, food, learning, fun and prizes. **Kirk Weisler** will talk about *Positively Contagious Leadership* to Increase Engagement on your Planet, Harness the Power of Traditions, Stories, and Discovery, Grow your Culture, Zap Negativity, Inspire vs Require to get the Results You Desire, Go Green with Your Work Environment by Growing Green with Your People, How to Increase Your Effectiveness, Infectiousness by being More Positively Contagious. **Brenda Iniguez** and **Barry Maners** will hold keynote sessions to help you implement new ideas. Area vendors will come out to share technologies you can implement at your service desks. **REGISTER EARLY - DON'T MISS THIS GREAT EVENT**. Come get energized on October 30<sup>th</sup> and discover new islands with the chance to win earthly prizes. Please see page 4 for details.

## HDI Membership Levels

Whether you want to join HDI as an individual or provide your entire support organization with the bene-

	Bronze	Silver	Gold	Platinum	Platinum Plus
One Association Local Chapter	✓	✓	✓	✓	✓
HDI's Annual Conference & Expo discounts		✓	✓	✓	✓
Special event discounts		✓	✓	✓	✓
Training discounts		✓	✓	✓	✓
HDI eStore discounts		✓	✓	✓	✓
Web access for members only		✓	✓	✓	✓
Annual Subscription to <i>Support World</i>		✓	✓	✓	✓
Access to the Support Professional Information Network (SPIN)		✓	✓	✓	✓
Discounts for entire employee site				✓	✓
HDI Industry Leading Publications			1 set	1 set	5 sets
Online Training			1 Course	1 Course	2 Courses



## Help Desk Institute Analyst of the Year Nominations Due October 15, 2008

*Sponsored by Robert Half*

This is a fabulous and FREE way to recognize your Help Desk rock stars!!!! The award process begins at our local level in the Fall. We encourage members to nominate their outstanding Analysts by emailing the following information to [rsvp@hdicapitalarea.com](mailto:rsvp@hdicapitalarea.com) by October 15th:

- Help Desk Analyst's Name
- Company
- A paragraph describing the individuals achievements (why you are nominating them)
- Manager's name and contact information.

A nomination form is sent to the Manager to complete and return. A panel of judges score the nomination forms and the winner is announced at our Annual Awards Luncheon in December 5th at Maggiano's. Local chapter winners compete for the regional award and regional winners then compete for the global award.

There is no charge for nomination - the only requirement is that nominees work for a company with at least one HDI member.

For the last two years, the 2007 and 2008 HDI Global Analysts of the Year, Bimpe Oyelese of the World Bank and Ruben Canales of Spherion for IMF, were from our Capital Area Local Chapter. Can there be a three-peat? There is a wealth of talent in the DC Metro Area and we want to recognize your star performers.

Visit <http://www.hdi-capitalarea.com/analyst.html> for details or e-mail [rsvp@hdicapitalarea.com](mailto:rsvp@hdicapitalarea.com) with questions.



Sophie Klossner (HDI), 2008 Winner Ruben Canales and Katherine Spencer Lee (Robert Half Technology)



Ron Muns (Founder of HDI), 2007 winner Bimpe Oyelese, Katherine Spencer Lee (Robert Half Technology) and Sophie Klossner (HDI)



With more than 100 locations in North America and Europe, Robert Half Technology is a leading provider of technology professionals for initiatives ranging from web development and multiplatform systems integration to network security and technical support. Robert Half Technology offers online job search services at [www.rht.com](http://www.rht.com)



# HDI CAPITAL AREA LOCAL CHAPTER INVITES YOUTO REGISTER FOR OUR IT SERVICE AND SUPPORT EVENT

## Get Informed – Get Connected – Get Fed – Get Prizes



National 4-H Youth Conference Center  
7100 Connecticut Ave  
Chevy Chase, Maryland

On Thursday, October 30, 2008, join the best and brightest IT Service and Support professionals from the DC Metro area in a day that’s sure to connect you to folks who can help you improve your support center. The event is **PRICED TO FIT EVERY TRAINING BUDGET - \$25 for HDI Members or \$35 for non-members (includes a free HDI bronze membership).**

The featured keynote is by our favorite corporate storyteller and Chief Morale Officer, Kirk Weisler, who will give a keynote presentation on Positively Contagious Leadership. Kirk consistently fills his sessions and has inspired people around the world to improve their corporate cultures and results. He is the author of The Dog Poop Initiative and The Cookie Thief, each book containing a fully illustrated metaphorical message to help teams become scoopers and avoid the rush to judgment that can damage relationships. **SEATING IS LIMITED**; reserve your seat TODAY by sending an RSVP to [rsvp@hdicapitalarea.com](mailto:rsvp@hdicapitalarea.com).

It is fall in DC, but we will take you away to the tropics with our Caribbean cruise theme. Enjoy networking with area IT professionals, visit vendors to earn stamps on your passport to be entered in the prize giveaway. Register today!

### October 30, 2008 Agenda

- 8:30 am – 10:00 am: Registration & Continental Breakfast Vendor Floor Opens
- 10:00 am – 11:00 am: Welcome & Keynote Address – Kirk Weisler
- 11:00 am – 11:15 am: BREAK
- 11:15 am – 12:15 pm: Keynote & Breakout Session #1: Brenda Iniguez
- 12:15 pm – 2:00 pm: Lunch in Vendor Hall – Vendor Floor Open
- 12:45 pm – 1:30 pm: Launch Pad Sessions
- 1:45 pm – 2:45 pm: Keynote & Breakout Session #2: Barry Maners
- 2:30 pm – 3:30 pm: Dessert/Coffee & Vendor Floor Open
- 2:45 pm – 3:30 pm: Launch Pad Sessions
- 3:30 pm – 4:00 pm: Closing Remarks/Prize Giveaway (must be present to win)





HDI is coming to Washington DC! We are pleased to announce that HDI is planning several training classes in the Washington DC area. We encourage you to promote these classes to your local members and their peers, as it is a great way for your chapter to earn extra income. It is also a great way for your members to get training without the cost of travel.

Join us for our HDI Training and Certification Events

10/21-10/23/2008	Washington, DC	HDI Support Center Manager (see below for special savings).
11/17-11/18/2008	Washington, DC	HDI Support Center Analyst
11/19-11/21/2008	Washington, DC	HDI Support Center Manager
12/03-12/05/2008	Washington, DC	ITIL® v3 Foundation

To register your attendees, go to the HDI website, [www.thinkhdi.com](http://www.thinkhdi.com) and click on the Training/Certification tab, then on Course Schedule. Scroll down to find the desired class and click on register. There you will see "Promotional Code" ... Please advise your attendees to use the source code **LC07** when registering. Your chapter will receive **\$50** for every paid attendee using this code. Contact Tiffany Vaughn at HDI for registration information at 719-268-0309 or email her at [tv Vaughn@thinkhdi.com](mailto:tv Vaughn@thinkhdi.com)

Thank you for your support!!



Capital Area Local Chapter sponsoring  
HDI Manager's Certification Class  
October 21– 23, 2008

Virginia Scuderi

The HDI Support Center Manager course focuses on best practice standards and the skills necessary to successfully manage the strategic and tactical components of a support organization. Additionally, this course provides participants with a raised awareness and understanding of the ITIL® best practice framework and its application

#### Where

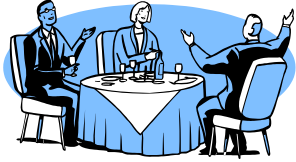
Ronald Reagan Building & International Trade Center  
1300 Pennsylvania Avenue NW, Washington, DC  
14th Street NW, midway between Constitution Ave. and Pennsylvania Ave.  
Federal Triangle Metro Station

The cost is \$1795 Members and \$1895 Non-Members, but we are offering a \$100 savings to the first 8 HDI members to register or a free HDI bronze membership to non-members (a \$75.00 value, see page 2). To take advantage of these savings, **DO NOT register online.**

**To register, contact Tiffany Vaughn at [tv Vaughn@thinkhdi.com](mailto:tv Vaughn@thinkhdi.com)** or 704.795.9850 and be sure to reference HDI Capital Area Local Chapter for the discount or free bronze membership.

## HDI Capitol Area Annual Awards Luncheon Dec 5th

11:00 a.m. - 3:00 p.m.



*Maggiano's Little Italy  
Tyson's Galleria 2001  
International Dr.  
McLean, VA 22102*

*Save the date December 5th and join us for our Annual Awards Luncheon where we will recognize our HDI Analyst of the Year Nominees (page 3) and announce the winner of the Capital Area award. The winner will go on to the regional competition, with the Regional Winner being sponsored by Robert Half (page 3) to attend the HDI Annual conference.*

*This has become a tradition in the Capital Area, where Managers take the opportunity to bring their teams to celebrate. You will enjoy a three course meal and an inspirational keynote speaker.*

*Registration is \$25 per person and includes a three course meal, coffee, hot tea and iced tea. Seating is limited, so please register EARLY - don't miss this annual tradition! RSVP to [rsvp@hdicapitalarea.com](mailto:rsvp@hdicapitalarea.com) and we will email you an invoice.*

### Agenda

*11:00 to 11:30 Networking and Cash Bar  
11:30 to 12:50 Lunch is Served (2 Courses)  
1:00 to 2:00 Keynote Speaker  
2:00 to 2:15 Dessert/Coffee Served  
2:15 to 2:45 HDI Analyst of the Year Awards  
2:50 to 3:00 Survey Drawing/Meeting Ends*



## September Meeting Recap

### Problem Management

Many thanks to BDO Seidman for hosting the September 17th meeting. Jeff Gore did an excellent presentation on the Problem Management processes and tips on making your IT organization more efficient.

## Calling Exhibitors

The HDI Capital Area Local Chapter invites you to participate in our 2008 Vendor Information Fair & Show scheduled for **Thursday, October 30, 2008**. This exclusive event is limited to only fifteen (15) vendor-partners. Visit [www.4HCenter.org](http://www.4HCenter.org) for more information or contact:



Heather J. Donnelly  
Vendor Liaison Officer  
HDI Capital Area Local Chapter  
**Direct: 703-835-6497**  
**E-mail: [hjdonnelly@yahoo.com](mailto:hjdonnelly@yahoo.com)**



## 2008 HDI Service Management Conference & Expo

Reserve three days in October to drill into the hottest topics affecting service management professionals. Intense, hands-on workshops facilitated by industry experts will provide you with in-depth information, templates, and tools. Network and share experiences with your peers as you learn how to enhance your service management operations. This exciting event will reenergize you. When you leave, you will have a toolbox full of knowledge that will help you focus on the critical role of support in service management.

For more information and to Register visit <http://www.thinkhdi.com/sm2008/>



### Local Chapter Meetings November 2008

Our November local chapter meeting will be **Wednesday, November 19th**. We look forward to seeing you there.

**Discussion :** Round Table Discussion "Reducing Stress and Boosting Morale in Tough Economic Times"

#### WHERE

Fairfax County Public Schools  
The Nancy F Sprague Technology Center  
4414 Holborn Ave.  
Annandale, VA 22003

The state of the economy places a lot of stress on employees and businesses, which can make the work environment especially tense. In this interactive session, the HDI team will review the challenges you are encountering and share ideas to boost morale that won't break the bank.

#### AGENDA

12:00 to 12:30 Networking and Lunch  
12:30 to 1:50 Meeting Begins  
1:50 to 2:00 Survey Prize Drawing  
Meeting Ends

Reserve your seat by contacting RSVP to [rsvp@hdicapitalarea.com](mailto:rsvp@hdicapitalarea.com)




# October 2008

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13 Columbus Day 	14	15	16	17	18
19	20	21 HDI Manger Certification See Page 5	22 HDI Manger Certification See Page 5	23 HDI Manger Certification See Page 5	24	25
26	27	28	29	30 Vendor Fair see page 4	31 	



# November 2008

SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6	7	8
9	10	11 Veteran's Day 	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27 	28	29
30						

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Please visit <http://hdcapitalarea.com/> for newsletters, presentations and meeting information.

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