

THE CAPITAL REPORTER

August 2005 Volume 3, Issue 6

Inside this issue:

<i>Current News</i>	1
<i>President's Corner</i>	2
<i>VP-Finance</i>	2
<i>VP-Membership</i>	3
<i>SPIN</i>	3
<i>VP-Programs</i>	4
<i>Upcoming Events Schedule</i>	4
<i>Calendar and Training</i>	5

2nd Annual Vendor Fair Luncheon and Keynote
by Ron Muns,
Founder and CEO of HDI
Wednesday, September 21, 2005



**EMBASSY SUITES
HOTEL®**
at the Chevy Chase Pavilion
4300 Military Road N.W.
Washington, DC 20015
202-362-6300

Reserve your seat now and save \$10.00! Reservations are \$20.00 unless you reserve your seat and payment is received by August 24th—rsvp@hdcapitalarea.com. Payment instructions will be sent to you upon receipt of your RSVP.

Come early and hear from the leader of our industry; visit with local vendors to see the latest technology; network with others in the industry and collect tickets to be entered in the prize giveaway at the end of the meeting.

Prizes include:

- Bose Headphones
- iPOD
- Portable DVD
- Digital Camera
- Gift Certificates

Participating vendors include:

- Axios
- bmcRemedy
- Competitive Advantage, Inc.
- Front Range
- Funk
- Peregrine
- RightStar
- Spherion
- Touchpaper
- Unipress

**HDI CAPITAL AREA 2005—2006
LOCAL CHAPTER OFFICERS**

RSVP: rsvp@hdcapitalarea.com
P.O. Box 3423 Oakton, Virginia 22124

President: Virginia Scuderi
President@hdcapitalarea.com

Vice President-Programs: Sandy Seroskie
VPPrograms@hdcapitalarea.com

Vice President-Membership: Liz Rodgers
VPMembership@hdcapitalarea.com

Vice President-Communications: John Holmes
VPCommunications@hdcapitalarea.com

Vice President-Finance: Tom Kraft
VPFinance@hdcapitalarea.com

Newsletter Editor: Open

Web Master: Open

President's Corner

by Virginia Scuderi



OFFICERS NEEDED

It's that time of year again... time to look for eager, enthusiastic people willing to commit to our local chapter as an officer.

Some of you may recall 2001, when the chapter did not resume after its traditional summer break. Many of you remember how much you realized that the local chapter was important to you for growth, career development and camaraderie. Without committed individuals, we will not have a chapter. For the last 3 years we have had the good fortune of working with extremely talented and extraordinarily dedicated people. Without them, this chapter could not flourish. It is now time to pass the baton and the opportunity to share the experience is upon us again.

In December, we will hold elections for the following officer positions:

- VP Programs
- VP Membership
- VP Finance

The newly elected officers will "shadow" the

current officers until March when they will officially begin their two year tenure.

Watch this column in the coming months for more details for each position . If you are interested in any of these or would like to help out on a committee, please contact any of us for more information.

HDIAOY

It is also time to consider who you will consider nominating for the HDIAOY. It is the opportunity to acknowledge that extraordinary individual on your support team by nominating him or her as the HDI Analyst of the Year. The nominees will be judged by a local chapter committee and the winner will be announced at our Annual Holiday Luncheon and Awards Ceremony on December 7.

The winner will then be submitted to the Regional competition. The winner of the Regional competition will be sent to the HDI Conference in Nashville, all expenses paid. There the Global HDI Analyst of the Year Award will be announced. More details will follow.

Vice President Finance

by Tom Kraft



Vendor Fair 2005:

HDI local membership and the support of our local vendors is what drives the success of our chapter. The upcoming Vendor Fair in September highlights Ron Muns, founder and CEO of HDI; sponsored by our many vendors. To date we have received a total of \$2,250.00, with that total expected to double as more vendors commit and leverage our large membership. The money is used to finance the expenses of providing a first class event. This is the second annual vendor fair and it is expected to be a success due to the great support of our chapter members and the vendors that support us and the support industry. It is a win win situation as we work together to promote the support industry. Hope to see everyone at this year's event, please spread the word.

Vice President Membership

by Liz Rodgers



Every month HDI Global sends the local chapters a comparison of membership totals in each chapter. Since our "rebirth" in 2003, the Capital Area Local chapter has had the

honor of holding the highest number of members. Each year all of the local chapters have a goal to increase their memberships by 10% from June to June. So far we are on target to meet our goal again this year. Our latest statistics are:

Total members: 292
 2nd largest chapter: Chicago - 208
 3rd largest chapter: Delaware Vly—204

We are grateful to members who bring guests to meetings in an effort to share knowledge and interest in HDI and our chapter. We have been tracking members bringing guests since the July meeting and will be awarding the member who brought the most guests from July through November at our December Awards and holiday Luncheon on December 7.

Congratulations **Sue Littlepage** for bringing the most guests to our August meeting!

We would also like to acknowledge the winners of our drawings for FREE Bronze membership at the Government Customer Support Conference:

R. Timothy Twomey	Sarah Lewis
Anthony Frank	Barbara Allen
Tony Skarlatos	Lissa Scott
Hugh Jihson	



SPIN WITH HDISM
 "The Best Practices of the Efficient Support Organization"

Presented by **Pat Albright, President, IT Support Consultants, Inc**

Thursday August 25, 2005 at 1:00 pm Eastern

Register now for this live web seminar featuring **Pat Albright, President, IT Support Consultants, Inc.** Pat will focus on the **Best Practices of Efficient Support Organizations.** It is the goal of most support organization's to continually improve processes and to create value for the overall organization. Pat will share her experience and discuss how to develop, implement, and measure processes, and the importance of implementing technology's that are the cornerstone of successful support organizations. Pat will share her 20 years of experience and the real life challenges of how to integrate, people, process, and technology.

Space is limited, but cost is FREE to HDI Silver Members and above.
[Reserve Your Seats Today Online](#) or call HDI at 800-248-5667. [Learn more about SPIN now!](#)

www.HDICapitalArea.com

Vice President—Programs

by Sandy Seroskie



Many thanks to Kristin Ekanger and the American Bankers Association for hosting our July meeting. Thanks also to Heather Donnelly, for another outstanding presentation.

Many thanks to our August meeting host, World Bank and especially to Bob Malloy and his staff for making this opportunity available and for providing an impressive tour of their help desk.

Our meeting allowed us to discuss several of the most popular call tracking systems utilized in our industry. Meeting discussion notes will be made available on our website by the end of the month.

Remember to mark these special dates in your calendar. NOTE that our Annual Holiday Luncheon and Awards Ceremony is on a different date.

Mark your calendars
for our

2nd Annual Vendor Fair
featuring a Keynote by

Ron Muns
CEO and Founder of HDI

Wednesday
September 21st

Vendors interested
in securing a table should
contact **Sandy Seroskie**

VPPPrograms@hdcapitalarea.com
or at 202.895.1258

Upcoming Events

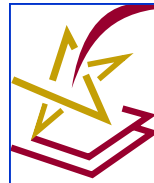
- | | |
|---------------------|---|
| September 21 | Special Guest Speaker, Ron Muns
2nd Annual Vendor Fair |
| October 19 | Birds of a Feather discussions
Topics: Virus Management, Continuity, Security, etc. |
| November 16 | Special Guest Speaker, John Custy
Topic: Metrics |
| December 7 | NOTE: Date change
Special Guest Speaker, Jay Rifenburg
3rd Annual Holiday Luncheon at Maggiano's
Awards Ceremony |

TRAINING NOTE

For the first time, HDI will be making the certification exams available at the HDI University event in Orlando on September 28—30. The exam will be proctored and delivered during the last portion of the third day of the HDM and the HDA Bootcamp. Call HDI (1-800-248-5667) or Competitive Advantage, Inc. (301-570-8630) for details.

September 2005

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



Competitive Advantage, Inc.

Raising the Bar of Excellence

HDI and ITIL Certification Training

www.CompetitiveAdvtg.com 301-570-8630



**HDI Capital Area Local Chapter official partner—
inquire about special local chapter rates.**

Help Desk Analyst Certification Training

Sept 14 —16 Rockville, MD
Dec 14—16 Vienna, VA

Help Desk Manager Certification Training

Oct 12 – 14 Rockville, MD

ITIL Foundation Training and Exam

Oct 26—28 Rockville, MD

Knowledge Management Training

Oct 10—11 Rockville, MD

To advertise in our Newsletter or Website—
contact a Capital Area Local Chapter Officer.

October 2005

SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6	7	8
9	10	11	12	13	14 Ofcr Mtg	15
16	17	18	19	20	21	22
23	24	25	26	27	28 Articles Due	29
30	31					

AmerIT Learning

(formerly American ITIL®)

ITIL® Education

**ITIL® Foundations Certification Classes
Dulles/Herndon, VA**

- May 18-19, 2005
- August 3-4, 2005
- September 12-13, 2005
- November 2-3, 2005

**Only \$799
Act now!**

\$1,099 / \$899 for HDI or itSMF members
(includes workbook, materials, exam, breakfast & lunch)

**To register call 913-568-4065 or
email info@americanitil.com**

Why AmerIT Learning?

- ✓ Top Quality Instructors
 - ✓ Minimum 15 years Real IT Experience
 - ✓ Only Certified ITIL® Service Manager's
- ✓ Interactive Learning (FUN, not death by Powerpoint)
- ✓ Best Value for your \$ (ask for our Testimonials !)

