

# THE CAPITAL REPORTER

**February 2006** Volume 3, Issue 12

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

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**Newsletter Editor: Open**

**Web Master: Open**



## February Meeting



Many thanks to James Fernandez, and Peregrine, for hosting and sponsoring our February meeting.

### Wednesday, February 15, 2006

Our next local chapter meeting is on February 15th at Peregrine from 12:30pm – 2:00pm. Lunch will be provided.

**ITIL Overview** - Virginia Scuderi, of Competitive Advantage, Inc. and our local chapter president, will be presenting an overview of ITIL at our next local chapter meeting.

Following Virginia's presentation, James Fernandez and Bob Malloy will contribute insight about tools, trends and implementation in our industry.

### Meeting Location

Peregrine  
 6550 Rock Spring Drive,  
 Suite 510  
 Bethesda, MD



## Election Results

Thanks to all who took the time to participate in the election of new officers. We appreciate the dedication and commitment offered by all candidates and congratulate our new board of officers for the 2006 – 2008 term beginning in March.

Your new officer board:

<b>President</b>	Virginia Scuderi, Competitive Advantage, Inc. (completing the current term)
<b>VP Programs</b>	Bob Malloy, World Bank
<b>VP Membership</b>	Cynthia Holtz
<b>VP Finance</b>	Earl Brake, Systems Plus, Inc.
<b>VP Communications</b>	Sandra Seroskie (completing the current term)
<b>Newsletter Editor</b>	Paula Locke, Comsys

The first order of business for our new officers is attending the HDI Global Officer's meeting during the HDI Conference in Nashville. It will be a great opportunity for them to be introduced to representatives of nearly 60 other chapters and to begin the learning process of their new roles. Please join me in congratulating them and offering support!

### HDI Analyst of the Year Update

We are happy to announce that the HDI Capital Area Local Chapter Analyst of the Year for 2005, Robert Stanley, will receive a free registration to the HDI Annual Conference in Nashville, TN. HDI gives one free registration for every five paid registrations from one group or company. With the free registration that our chapter receives, we will be passing it along as part of the HDI AOY award. Congratulations, Robert – see you in Nashville!

## Regional HDI AOY Update – from our Regional Director Don Hanson

I am pleased to announce that Karen LeVie from RMI Corporation is our 2006 Northeast Region HDI Analyst of the Year. She had great competition, but her effervescent personality and commitment to customers came through in her interviews. The results were very close, but Karen was the clear winner. We would like to congratulate our local chapter winners listed below:

- Marilyn Charleston, Telcordia Technologies - North Jersey Chapter
- Barbara McKinnon, University of PA School of Nursing - Delaware Valley Chapter
- Cynthia Schuller, Allegient Systems - Hudson Valley Chapter
- Robert Stanley, Carey International - HDI Capital Area Chapter

Congratulations to you all! You are great examples of the best our industry has to offer.

I would also like to recognize the efforts put forth by our judges:

- Mitch Brown, Robert Half
- Technology - Delaware Valley Chapter
- Chris Dunbar, Staples - New England Chapter
- Danielle Gowen, IT Methods Plus - Hudson Valley Chapter
- Beth Netchert, Meridian Health - North Jersey Chapter

The judges get little more than recognition for their participation, so we greatly appreciate their participation and dedication to our industry.

## January 2006 Local Chapter Meeting Summary

Our January meeting was held at World Bank—thanks to Bob Malloy for hosting.

Our discussion topic was KPIs and member were encouraged to bring samples of what they measure to contribute to the overall discussion of what is being captured and how.

Darwin Wakefield, Bob Malloy and Jack Frost brought samples and spent 20 minutes reviewing their processes.

Following the meeting, Bob Malloy

took interested guests on a tour of the World Bank service desk. The meeting did not go completely as planned, however! While Virginia Scuderi was basking in the sun in the Caribbean, Sandy Seroskie was caught in New York with bad weather! We are so incredibly grateful to our officers who came together and contributed to a successful meeting—Thank you Liz and John!

Also, the loyalty and commitment of our members was evident by the support and assistance of Earl Brake and Bob Malloy—thank you!



**SPIN WITH HDI<sup>SM</sup>**

**"Role of the Service Desk in Configuration Management"  
Presented by Bob Last, Content Manager, HDI**

**Tuesday February 21, 2006 at 1:00 pm Eastern**

[Register now](#) for this live web seminar featuring Bob Last, Content Manager, HDI.

[www.HDICapitalArea.com](http://www.HDICapitalArea.com)

## HDI Certification Training Updates

HDI is launching some new seminars at the conference in Nashville, TN in March. Among them is a brand new seminar for team leads. This will be a two-day seminar in preparation for a certification exam. Here is an overview:

### ***Support Center Team Lead (SCTL)***

The Support Center Team Lead (SCTL) Certification level is designed specifically for support center analysts, team leads, and supervisors that require fundamental management and leadership skills due to current or future increased responsibilities. This skills building and certification course focuses on best practices for support center operations and how to effectively coach and lead a team. The accompanying two-day course will prepare current and future team leaders for excellence in their changing roles and assist them in

preparing for the HDI SCTL Certification examination.

The new program ensures that the HDI-certified Support Center Team Lead will learn the following:

- Best practices for support center operations
- Effective leadership and management skills
- Coaching team members using an 8 step method
- Team building and motivational techniques
- How to manage stress and conflict
- How knowledge management can improve productivity, and increase employee and customer satisfaction
- Understanding the importance of support center metrics and key performance indicators problem solving and project management skills

### **Proctored Certification Exams**

As of April 1, 2006, all HDI certification exams will be distributed through VUE rather than Prometric. If you have exam vouchers to take the exam at a Prometric site and cannot take your exam before April, please contact HDI to transfer the voucher to VUE.


# February 2006



**Competitive Advantage, Inc.**  
 Raising the Bar of Excellence  
 HDI and ITIL Certification Training

www.CompetitiveAdvtg.com 301-570-8630



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

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

**Competitive Advantage, Inc. Training Calendar**


March 1 – 3 HDA Bootcamp, Washington, DC  
 7 – 9 Knowledge Management, Reston, VA  
 29 – 31 ITIL Foundation, Vienna, VA

April 6 – 7 Support Center Team Lead, Vienna, VA  
 26 – 28 Help Desk Manager, Washington, DC

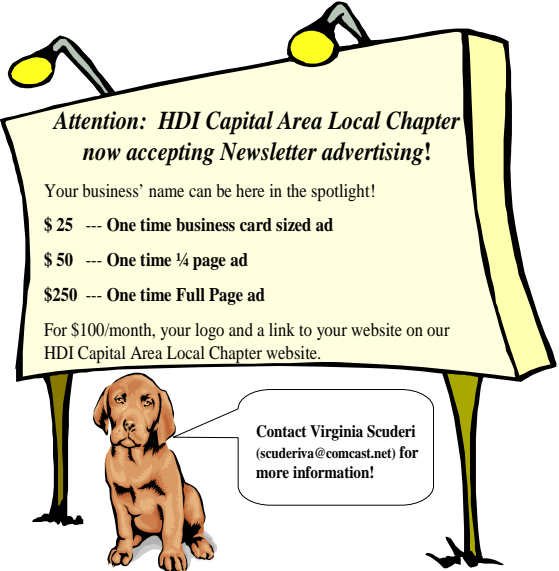
May 11 – 12 Support Center Team Lead,  
 Washington, DC  
 24 – 26 HDA Bootcamp, Vienna, VA

[www.CompetitiveAdvtg.com](http://www.CompetitiveAdvtg.com)  
 301-570-8630

# March 2006

SUN	MON	TUE	WED	THU	FRI	SAT
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26	27	28	29	30	31	

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



**Attention: HDI Capital Area Local Chapter  
 now accepting Newsletter advertising!**

Your business' name can be here in the spotlight!

- \$ 25 --- One time business card sized ad
- \$ 50 --- One time ¼ page ad
- \$250 --- One time Full Page ad

For \$100/month, your logo and a link to your website on our HDI Capital Area Local Chapter website.

Contact Virginia Scuderi  
 (scuderiva@comcast.net) for  
 more information!