



THE CAPITAL REPORTER



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March 21, 2007 Meeting

Team Building Exercises

Building a great culture within your operation requires a few tools and regular exercise. This month's meeting will help you dust off your team building tools and introduce some new ones. Inspired by Kirk Weisler, Comedy Sportz and HDI training, our team will help you re-awaken your team building muscles. Also, don't forget to bring your team building tools and strategies to share.

Agenda

12:00 pm Networking and lunch
 12:30 pm Meeting begins
 1:50 pm Survey drawing
 2:00 pm Meeting ends

Location

World Bank
 1850 I Street NW
 Washington, DC

President's Message by Sandy Seroskie

In the coming weeks, your new officers will meet to create goals for our local chapter for the year. I am thrilled to be on a team, who is fully committed to serving you, our membership. We are interested in hearing your goals for the local chapter. Please contact me at Sandra.Seroskie@Carey.com with your suggestions.

I would like to recognize and thank Virginia Scuderi for her role in reviving the Capital Area Chapter. For the last 4 years, the Chapter has provided a place for members to network and grow. Virginia's leadership has been instrumental in the success of the chapter, which earned the following awards during her tenure: 2003 Rising Star Local Chapter Award, 2004 Chapter Excellence Award winner for Membership and Newsletter, 2005 Chapter Excellence Award winner for Programs and Website and most recently the Gold Circle of Excellence. Virginia is an HDI Instructor and is serving as the Northeast Regional President. She will continue to guide and support the Capital Area as President Emeritus.

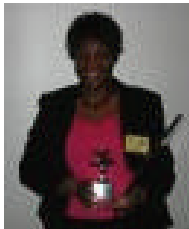
I have enjoyed working with Virginia these past four years and cherish our friendship. Please join me in thanking Virginia for her service and dedication. Virginia may be contacted at scuderiva@comcast.net

Attention Area Vendors

Did you know HDI Capital Area is a non-profit association committed to facilitating peer networking and education in the help desk, customer service and support service industries. We strive to bring quality programs and speakers to our monthly meetings and we need your support.

Vendors interested in sponsoring a meeting, please contact James Fernandez at James.Fernandez@hp.com or Sandy Seroskie at Sandra.Seroskie@Carey.com

Capital Area Analyst of the Year Winner Announced as Northeast Regional Winner



As previously reported, Oyebimpe Oyelese was announced as HDI Capital Area's Analyst of the Year winner at our Annual Luncheon in December of 2007. Bimpe moved on to the Northeast Regional Competition and was announced as the Northeast Regional Winner on March 15th by Northeast Regional President, Virginia Scuderi. Bimpe and other regional finalists were screened by a panel of nine judges, with Bimpe emerging as the winner. Bimpe will compete against other Regional Winners at the HDI Annual Conference in Las Vegas. We are proud to have Bimpe representing our Chapter and the Northeast Region—Good Luck Bimpe!

Oyebimpe Oyelese was born in Ibadan Nigeria, the last of 5 children. She attended high school in Nigeria and earned a degree in Electrical Electronics Engineering at the University of Ibadan, Nigeria in 1997. After graduation, she came over to the United States and worked in the Electrical Engineering field until she discovered her love for computers and Information technology support and went into the Information Technology field.

She has been in client support for seven years and it has been a very fulfilling career - solving problems and taking on more responsibilities. She has been able to say at the end 'Eureka- I found it'. Even though the client support environment could be challenging, she finds a client's appreciative 'thank you' and the fact that she has helped someone make their work easier or enabled and empowered someone to meet a deadline priceless and rewarding, especially at the World Bank where she currently works as a Senior Analyst, staffing the helpdesk, sharing her extensive experience to lead the ITIL exercise and conducting training/coaching sessions on various applications.

Coming from a third world country, she understands the effects of poverty and the impact a good project can have in the lives of people who are not as fortunate. Being able to contribute in some small way gives her a great sense of purpose. Her work at the World Bank is not just a job, it is an opportunity to give back and contribute to the development of countries like her native country.

Bimpe as she is known by her friends, clients and colleagues, is an exceptionally high energy performing professional. She has won several quarterly incentive awards and customer survey awards. She was the HDI AOY nominee for 2005 and also 2006 and was presented with the AOY award in December 2006. She is married to Samson and lives in Frederick, MD.

HDIAOY Chapter Winners and Northeast Regional Candidates

Congratulations to the HDIAOY Chapter Winners and Northeast Regional Candidates: Allen Kronenwetter, Baltimore; Oyebimpe Oyelese, Capital Area; Kim Humphreville, Connecticut; Jeanne Hyden-Christy, DelVal; Christopher Senseman, New England; and Talib Moghul, New Jersey.

Thank you to the Northeast Regional Judges: Barry Boyer, Brenda Dersham, Chris Dunbar, Jeff Liddy, Catherine McAnally, Kelly McLaughlin, Cynthia Schuller, Ritu Sharma and Ed Taylor.

HDI Global Update

Conference News

April 30 - May 3, 2007

Mandalay Bay Resort - Las Vegas, NV

<http://www.thinkhdi.com/hdi2007/conferencepackages.aspx>

Special Conference Discount Incentives

\$100 off HDI Members

\$100 off Conference Alumni

\$100 off Early Bird Discount: Register before February 17, 2007 to receive \$100 off the Conference or Executive Package event fee

If you have paid for your registration already, please contact Virginia Scuderi at scuderiva@comcast.net



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 in 1st Quarter of 2007

Support Center Analyst (SCA)	Washington DC	3/19/2007 - 3/20/2007
Support Center Manager (SCM)	Washington DC	3/21/2007 - 3/23/2007

To register your attendees simply need to go to the HDI website, 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 tvaughn@thinkhdi.com
Thank you!

The 6th Annual Government Customer Support Conference and Expo

Join us at The 6th Annual Government Conference and Expo May 7-9, 2007 in Alexandria, VA for practical, actionable information on the strategy, vision, and execution which create advanced Federal, state and local Government contact centers, help desks and other service portals. Leaders of help desks, contact centers, web service portals, and other customer touch points for Government's internal and external customers come together yearly at our annual Government Customer Support Conference and Expo (GCSC) to learn, share, and synergize as a community of practice! For more information, please visit www.governmentconferenc.com or call 425-398-9292.

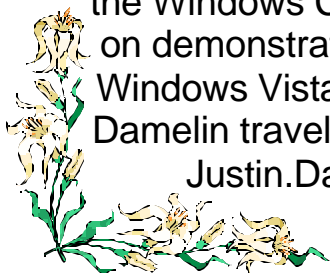
SPECIAL OFFER: Join High Tech High Touch Solutions' rapidly growing help/service desk and call/contact center community of practice and you will receive a document of Ivy's personal list of 750 incredible weblinks (\$179 value) at no charge. Also receive our fun, thought-provoking, free newsletter, **eSharings**, given in the spirit of sharing information with people in call centers, help desks, and leadership roles. Included are special offers from "friends" in the industry, loads of tips and resources, notifications about events and special discounts. This is a limited time offer so don't wait. Do it right now. Go to www.hthts.com, sign up to join our community and you will receive the link to access your special gift. Your name and e-mail will **never** be shared with, rented to, or sold to anyone else. I promise. So, are you ready? Your free bonus is waiting!

P.S. This offer is only guaranteed for a limited time, so be sure to sign up today at www.hthts.com to receive your free list of invaluable weblinks.

Many thanks to

A big thank you to Diane Poirier and the American Red Cross for hosting our February 21st meeting. Justin Damelin of Microsoft gave an outstanding presentation and demonstration of Windows Vista.

Mr. Damelin is a Solution Specialist with Microsoft Corporation. He manages the Windows Client business for the Mid-Atlantic States District and focuses on demonstrating the business value of Windows Client deployments and Windows Vista adoption across the enterprise customers segment. Mr. Damelin travels quite a bit, but can be reached at Justin.Damelin@microsoft.com with questions.



March 2007						
SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21 HDI Meeting	22	23	24
25	26	27	28	29	30	31



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

April 2007						
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18 HDI Meeting	19	20	21
22	23	24	25	26	27	28
29 HDI Conference	30 HDI Conference	HDI	HDI	HDI		

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 Paula Locke
(cherryhill01@comcast.net)
for more information!