



# THE CAPITAL REPORTER



April/May 2007 Volume 5, Issue 13

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## May 16th Meeting

### HOW COACHING CAN HELP YOU SUCCEED

Executive coaching is not just for executives. Coaching can assist managers at all levels to become even more successful in their leadership roles – so they can contribute more to their organizations, enhance their careers, and find greater meaning in what they're doing. Madeline Weiss, who has been an executive coach to managers at all organization levels, will address:

- How can coaching help managers?
- What techniques do coaches use?
- How can managers use these coaching techniques with their staff?

Madeline Weiss, Ph.D., is president of Weiss Associates, Inc., a consulting firm specializing in organizational strategy and change, especially as they related to information services and technology. With over 30 years' experience, she consults to global businesses (many in the Fortune 100), international non-profits, universities and professional organizations.

### Agenda

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

### Location

**IMF**  
 700 19th Street NW,  
 Washington, DC  
 19th Street between G and H

## *President's Message by Sandy Seroskie*

At HDI's Annual Conference, I attended Kirk Weisler's session on providing inspirational leadership to engage employees. At the beginning of the session, Kirk asked Capital Area's Jimmy Vo, of Mitre, to give a testimonial on how Jimmy's coaching and inspirational leadership inspired a team member to make a commitment to service excellence. In turn, this team member's transformation has inspired his co-workers' commitment to excellence, benefiting the team and Mitre.

Coaching doesn't require a budget and it can be the best one of the best tools in the leader's tool box. When employees are inspired by their leaders and understand their role within the team and organization, they will be more engaged and committed to the success of the company. Do you recall an employer or mentor who has inspired you. What would you do for them or for their organization? Just about anything, right?

This month, we have the pleasure bringing Madeline Weiss to our local chapter meeting to discuss how coaching can improve our success and to provide us with techniques to assist in coaching our teams. I invite you to join us to re-sharpen your coaching skills.

### *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 have the largest local chapter membership and strive to bring quality programs and speakers to our monthly meetings and we need your support.*

*Vendors interested in sponsoring a meeting, please contact Sandy Seroskie at [Sandra.Seroskie@Carey.com](mailto:Sandra.Seroskie@Carey.com) or James Fernandez at [James.Fernandez@hp.com](mailto:James.Fernandez@hp.com)*

## *Bimpe Oyelese Announced as HDI Global's HDI Analyst of the Year*



We are proud to announce Capital Area's Bimpe Oyelese was announced as HDI Global's Analyst of the Year at HDI's Annual Conference in Las Vegas. 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.

Bimpe is at World Bank where she 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.

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.

## *Spotlight on HDI Excellence Awards*

### *HDI Analyst of the Year*

Each year HDI Global works jointly with the HDI local chapters to identify and award the industry's top first-level support analyst. Support analysts that are nominated at the local chapter will have an opportunity to compete with their peers locally, regionally and globally for this prestigious award. In the fall, the Capital Area Local Chapter solicits HDI Analyst of the Year nominations and applications. Area judges review the applications and score the candidates. The winner is announced at our Annual Awards Luncheon in December.

We encourage area managers to consider recognizing your Analysts—the bright stars in your organization. All nominees are invited with their managers to the Awards Luncheon to recognize and celebrate their success. If you have any questions about the process, visit <http://www.thinkhdi.com/membership/awards/helpdeskanalyst/> or contact [Sandra.Seroskie@carey.com](mailto:Sandra.Seroskie@carey.com)

### *Team Excellence Awards*

HDI honors two outstanding teams with the prestigious award of **Team Excellence**...one for **Internal Support** and one for **External Support**. The HDI Team Excellence Awards honor world-class support organizations that have most enhanced the image of the industry by achieving the highest standards of excellence for delivering internal and external customer service and support. Both the Internal and External Awards use the same criteria for submission, each focusing on People, Process, and Technology aspects of the support center. This year's winners were Progress Energy (Internal Support) and Novell (External Support). Entries are due in November. To review criteria and download the entry guidelines, visit <http://www.thinkhdi.com/membership/awards/teamExcellence/>

## HDI Global Update

### Conference News

Capital Area’s Bimpe Oyelese announced as HDI’s Help Desk Analyst of the Year

Capital Area is presented with Gold Excellence Award

Progress Energy wins Internal Help Desk Team Excellence Award

Novell wins External Help Desk Team Excellence Award

HDI® Recognized in Microsoft’s New Generation Certification (see page 6)

Kirk Weisler has launched an updated website and released a new book The Cookie Thief - visit [www.kirkweisler.com](http://www.kirkweisler.com) for details

Many thanks to Universal Solutions Group, Inc. (USG) and Persysent Technologies Corp for sponsoring our Northeast Regional Conference Reception in Las Vegas



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

<b>Support Center Analyst</b>	Washington DC	5/21/2007—5/22/2007
<b>Support Center Manager</b>	Washington DC	5/23/2007—5/25/2007
<b>ITIL Foundations Certification</b>	Washington DC	6/20/2007—6/22/2007
<b>Support Center Director</b>	Washington DC	6/26/2007—6/28/2007

To register your attendees simply need to 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 [tvaughn@thinkhdi.com](mailto:tvaughn@thinkhdi.com)

Thank you!

## HDI® Recognized in Microsoft's New Generation Certification

**COLORADO SPRINGS, COLO.** – May 8, 2007 – HDI, (<http://www.thinkhdi.com>) the world's largest membership association for IT service and support professionals and the premier certification body for the industry, today announced an agreement with Microsoft Corp. that recognizes HDI Support Center Analyst Certification along with Microsoft Certified IT Professional (MCITP) Certification as a new generation of Microsoft certification.

Microsoft's New Generation Certification program for IT service and support professionals focuses on both technical expertise in designing, developing, implementing and supporting solutions with Microsoft products, as well as the customer service and IT service management skills including business processes, trouble shooting and communication that are core elements of HDI Certification. IT service and support professionals who currently possess HDI Support Center Analyst are eligible to apply for Microsoft's New Generation Certification.

"The evolving support industry demands that IT service and support professionals be not only technically qualified to solve problems, but also have the customer service and IT service management skills necessary to satisfy the customer. Microsoft recognizes that delivering high quality service and support requires more than just technical abilities and understanding. Customer service and IT service management skills are also vital," said Bill Wall, director of certification, Microsoft. "Selecting a certification to meet these requirements was done with careful consideration. In HDI we chose a recognized global industry leader that was focused on service management skills and that was technology neutral. HDI Certification combined with the MCITP Certification meets the needs of the support industry."

"We are very pleased to have participated in this effort with Microsoft, a worldwide leader in IT software, services and solutions," said Ron Muns, founder and CEO, HDI. "HDI and Microsoft have determined the essential skills for well-rounded IT service and support staff and has delineated the optimal certification career path for these professionals. This new certification is in part the result of that collaboration. Microsoft's New Generation Certification demonstrates that the support industry is maturing and that IT support professionals need to have both technical skills and customer service skills. This new certification will help to further strengthen the profession."

For more information, visit – <http://www.thinkhdi.com/microsoft>

### *Many thanks to . . . .*

A big thank you to Diane Poirier and the American Red Cross for hosting our April 18th meeting. The meeting was Birds of a Feather roundtable on the following topics: Metrics, Service Level Agreements/Office Level Agreements and Customer Satisfaction Surveys. Meeting notes will be distributed via email.

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					



**Website Update**

Jack Frost, our Webmaster, is constructing our website. Watch your email for the official launch!

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

**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!