

THE CAPITAL REPORTER

November 2005 Volume 3, Issue 9

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Quality Metrics: Evolving to the Next Level Beyond the Basic Performance Metrics



We have received many requests for metrics as a topic at our monthly meeting, so we contacted John Custy to present Quality Metrics: Evolving to the Next Level Beyond the Basic Performance Metrics at our **November 16th** meeting. John is the founder and Managing Partner for JPC Group, an organization

focused on improving customer satisfaction, employee morale and business processes. John is recognized for his innovation and ability to identify the changes necessary for an organization to improve. John has been actively involved in the support industry for the last 20 years, both as a practitioner and as a consultant. He has been involved in developing standards for both individual and site certification for multiple industry associations. Many thanks to James Fernandez and Peregrine for hosting our November meeting.

Location: Peregrine
 6550 Rock Spring Drive, Suite 510
 Bethesda, MD

Time: 12:30pm—2:00pm
 Come early for lunch and networking

Metro: White Flint on Red Line and bus
 (go to www.wmata.com for details)

**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



An Award Winning Team...

is dependent on quality leadership. Over the last three years, the HDI Capital Area Local Chapter has been the proud recipient of several of HDI's Team Excellence Awards, including awards for: Programs, Membership, Newsletter, Website. Every year some of our officer positions are

up for election while others remain for another year, thus ensuring stability of the leadership. We are seeking energetic, creative, committed people who are interested in getting more involved in the chapter and serving the IT local community through participation as an officer of our local chapter.

We are looking for people who are able to commit to two years as an officer for the following positions:

- VP of Programs
- VP of Membership
- VP of Finance
- Newsletter Editor
- Webmaster

As you can see, these positions are critical to the operation of the chapter. Several of the officers have changed jobs and cannot continue to serve the chapter, so your help is needed.

If you are interested in running for any of these positions or would like to nominate someone, please contact me. Elections will be in January so a two month coaching may take place before beginning the two year term in March 2006.

What Do I Get?

The compensation for being an officer of the chapter is not monetary – these are volunteer positions. HDI gives each officer a free Gold Membership for the length of tenure. Personally, what you will get is invaluable; personal reward of contributing to the IT industry locally and of seeing the growth of individuals in our chapter, experience in leadership, the credibility of being associated with a highly regarded and recognized organization, the opportunity to continue to grow within HDI and opportunities to network with caliber people of the same industry.

Officer Descriptions

The HDI Local Chapter Officer Guidelines outlines the general responsibilities for these positions as follows:

Vice President of Programs identifies topics, speakers, and meeting agendas with the assistance of a programs committee, other board members, and Chapter members. The VP of Programs serves as the primary contact person for fielding educational program ideas and requests and communicating these ideas to HDI Global, as well as presenting them on the web site. In the President's absence, the VP of Program leads Chapter meetings and social activities.

The Vice President of Programs is responsible for managing the Program Committee.

The Vice President of Programs, along with other officers, is encouraged to attend the HDI Annual Conference & Expo, and the annual Local Chapter Summit, to grow professionally, network with peers, learn from other officers, and expand the overall understanding of HDI.

Vice President of Membership designs and implements strategies for building Local Chapter membership and supports the Vice President of Programs officer in leading Chapter meetings and other activities in the President's absence. The VP of Membership also coordinates membership drives and related activities with the Vice President of Programs and establishes committees or programs to build membership. The Vice President of Membership has access on a continuous basis to the National Help Desk Institute member and prospect database for their specific geographic area.

The Vice President of Membership acts as the public spokesperson for the Local Chapter inquires in any specific area. The Vice President of Membership is responsible for managing the Membership Committee.

The Vice President of Membership, along with other officers, is encouraged to attend the HDI Annual Conference & Expo, and the annual Local Chapter Summit, to grow professionally, network with peers, learn from other officers, and expand the overall understanding of HDI.

Vice President of Finance is responsible for Local Chapter expenditures and receipts and maintenance of financial transactions related to the Local Chapter. Ensures that all financial commitments are for Local Chapter purposes only and that HDI Global is not liable for Local Chapter expenses, liabilities or financial litigations, or taxes associated with Local Chapter activities. The Vice President of Finance is responsible for submitting monthly and annual financial reports to the Local Chapter Officers board and to HDI Global.

The Vice President of Finance is also responsible for managing the Arrangements Committee and in the Capital Area Local Chapter, will serve as vendor liaison to promote relations between the chapter and vendor communities.

The Vice President of Finance, along with other officers, is encouraged to attend the HDI Annual Conference & Expo, and the annual Local Chapter Summit, to grow professionally, network with peers, learn from other officers, and expand the overall understanding of HDI.

The **Newsletter Editor** is responsible for editorial content, productions, and distribution of Chapter newsletters on a monthly basis. This includes program, meeting, and membership announcements from the President and Vice Presidents and HDI Global.



HDI Analyst of the Year Award nominations are being accepted now. The deadline for all nominations has been **EXTENDED to November 18**. The nominees will be announced immediately with the winner of our local chapter HDI AOY Award being announced at the December 7 Holiday Luncheon.

Thank you, Kathie King, for volunteering to be on this committee. Anyone interested in joining the committee, please contact Virginia Scuderi

The Newsletter Editor is responsible for managing and maintaining the Newsletter Committee, if applicable.

The Newsletter Editor, along with other officers, is encouraged to attend the HDI Annual Conference & Expo, and the annual Local Chapter Summit, to grow professionally, network with peers, learn from other officers, and expand the overall understanding of HDI.

The chapter **Webmaster** is responsible for designing, maintaining, and keeping the local chapter website current and operable. The Webmaster works closely with other officers to post minutes, meeting announcements, newsletters, and officer information on the local chapter website.

The Webmaster works with HDI Global webmaster to provide HDI links on local website and vice versa.

The Webmaster, along with other officers, is encouraged to attend the HDI Annual Conference & Expo, and the annual Local Chapter Summit, to grow professionally, network with peers, learn from other officers, and expand the overall understanding of HDI.

If you are interested in contributing to the local chapter as an officer, please contact me for more details about the position and time requirements.

Special Thanks!

To John Holmes and True North Solutions for hosting our October meeting and providing a tour of their support center.

Vice President—Programs

by Sandy Seroskie



3rd Annual Holiday Luncheon with Jay Rifenbary

As we move to the Thanksgiving and holiday season, it is a time for celebrations. Join us for our 3rd Annual Holiday Luncheon and Awards Ceremony Featuring a Keynote by Jay Rifenbary. The luncheon will be on Wednesday, December 7, from 12 - 4pm, at Maggiano's, Tyson's Corner Galleria and the cost is \$20. This is a great opportunity to recognize the key resources in your organization by taking them away from the office for an inspired keynote and an

EXCELLENT 3 course meal with iced tea, coffee or hot tea. Jay has a powerful message about responsibility, purpose and integrity, which will help you achieve personal and professional success. He is the author of the International Best-Seller, "No Excuse! Key Principles for Balancing Life & Achieving Success", awarded "Book of the Year" by the North American Book Dealers Exchange.



SPIN WITH HDISM
"From Passion To Perfection"

Presented by Jim Bolton, President, ITIL Solutions Architect, Propoint Solutions, Inc
Tuesday November 15th, 2005 at 1:00 pm Eastern

(12:00 p.m. Central/11:00 a.m. Mountain/10:00 a.m. Pacific)

From Passion to Perfection: Measure Your Success and Improve Your Process. Define measurable goals for success. Build feedback tools into your process to measure-as-you-go and develop a culture for continuous business process improvement!

Register now for this live web seminar featuring **Jim Bolton, President, ITIL Solutions Architect, Propoint Solutions, Inc.** Jim has more than a decade of experience in architecting IT Service Management solutions. Jim's application of ITIL best practices, ISO process disciplines and Six-Sigma quality improvement methodologies bring a balanced approach to elevate service excellence. Having led assessment and reengineering projects for nearly twenty Help Desks over the past six years, Jim brings extensive experience in IT best practices. Jim is VP of Programs for the Colorado Springs HDI chapter, an HDI Support Center Certification Auditor, a member of the standards committee for Support Center Leadership, a writer and speaker on IT Service Excellence, and an EXIN accredited ITIL training provider. Jim earned his MBA in Technology Management from University of Phoenix .

Communication - Updates

Practices Survey and Salary Survey

The Annual Practices Survey and Salary Survey will be online for two more weeks for your participation. The survey is more accurate with the volume of participation so, please go to www.thinkhdi.com to take the survey.

The Surveys will be presented as one book this year and is expected to be delivered to members by the end of this year (2005).

Special Offer on Publications for Local Chapter Members

Contact Virginia Scuderi (scuderiva@comcast.net) for the order form:

The Ultimate Customer Support Executive – by Phil Verghis

Regular Price for HDI Members: \$39.95 Value
Regular Price for Non-members: \$49.95 Value

In his eye-opening new book, The Ultimate Customer Support Executive, global support expert Phil Verghis unveils the secrets of getting and keeping customers for life in this hyper-competitive world. By successfully merging people, processes and technology, Verghis demonstrates how to unleash the power of the customer to propel your company to new levels of success and turbo-charge your career at the same time!

The Dog Poop Initiative Book & CD – by Kirk Weisler

Regular Price for HDI Members: \$20.00 Value
 Bundle pricing: Buy 5 or more and get an additional 10% off!

A true story of scoopers and poopers, of pointers and heroes. Of those who score real goals, and those who score zeroes. Also, get The Dog Poop Initiative on CD! This CD contains the entire book in three different formats: 1) With the author reading 2) As a power point presentation 3) Read by a child

For more information on these books, check out HDI's website at www.thinkhdi.com and click on the "eStore" tab

This special pricing is exclusively for HDI Local Chapters and their members! Take advantage of this special offer before December 31, 2005...as it expires on that day!!!

Regular Price for HDI Members: \$20.00 Value
 Bundle pricing: Buy 5 or more and get an additional 10% off!

A true story of scoopers and poopers, of pointers and heroes. Of those who score real goals, and those who score zeroes. Also, get The Dog Poop Initiative on CD! This CD contains the entire book in three different formats: 1) With the author reading 2) As a power point presentation 3) Read by a child

For more information on these books, check out HDI's website at www.thinkhdi.com and click on the "eStore" tab
 This special pricing is exclusively for HDI Local Chapters and their members! Take advantage of this special offer before December 31, 2005...as it expires on that day!!!

Welcome

To our new members and first time meeting attendees:

Wanda Gregory Lisa Hosterman
 Leslie Haworth Angela Pookrum

November 2005

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



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

Dec 14 – 16 Vienna, VA
 Mar 1 – 3 Rockville, MD
 May 24-26 Vienna, VA

Help Desk Manager Certification Training

Feb 1 – 3 Vienna, VA
 Apr 26 – 28 Rockville, MD
 Jun 28 – 30 Vienna, VA


ITIL Foundation Training and Exam

Mar 29 – 31 Vienna, VA

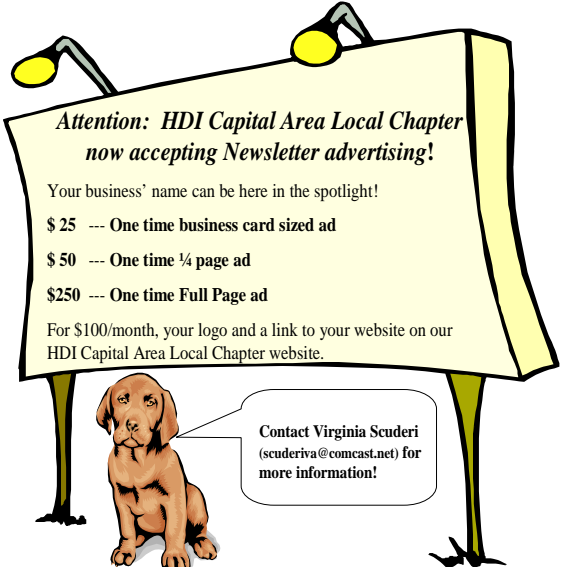
Knowledge Management Training

Mar 7—9 Vienna, VA

December 2005

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

