



THE CAPITAL REPORTER



September 2011 Volume 1, Issue 8

Inside this issue:

President's Message	2 & 3
Sept Meeting Info	4
October Leadership & Vendor Event	5
Membership Info	6
Vendor Sponsors	7&8
H.O.P.E project , Local Chapter info, and August meeting info	9
HDI Training	10
Oct. Vendor Sponsorship & Aug. Recap	11
HDI Awards Information	12 & 13
Fusion & HDI 2012 Conferences	14
RightStar ITIL V3 Class	15
Calendar	16



**Wednesday, September 21st
Making Connections
and Building Relationships**

We connect with people every day, some more strongly than others. Each encounter is full of promise, and what we do with the opportunity is what turns strangers into support systems and colleagues into comrades. Making connections and building relationships give people an insight into who you are, creating trust, knowledge, and friendships. By investing in others, giving a little of ourselves, and remembering that we have more in common than we have differences, we grow. Start improving the relationships in your life. Join Sophie Klossner, HDI's Membership Director, as she invites us to build our relationships here and now. Visit page 4 for full details.

LOCATION

Chemonics International
1717 H Street, NW (on H between 17th & 18th Streets)
Washington, DC

Plenty of parking in nearby garages (avg. \$15). One block from Farragut West Metro (Orange line); two blocks from Farragut North Metro (Red line). Guests must check in with security guard at front desk. Tell the guards you are there for the "HDI Meeting at Chemonics". You'll be directed to the Chemonics reception area and someone will escort you from there

COST

There is no cost for this meeting, but seating is limited, so register early! Please be considerate and let us know if your plans change after you register and you are unable to attend.

AGENDA

12:00 to 12:30 PM - Registration and Networking
12:30 to 1:50 PM - Presentation
1:50 to 2:00 PM - Closing Remarks and Gift Card Survey Drawing.

REGISTRATION

Registration closes, Tuesday, September 20th at 11:55 PM. To register, go to <http://hdcapitalareaSept212011.eventbrite.com>

**HDI CAPITAL AREA 2011—2012
LOCAL CHAPTER OFFICERS**

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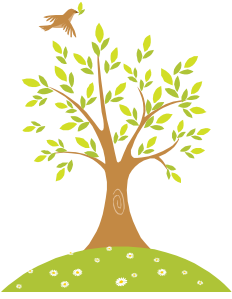
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President Emeritus: Sandra Seroskie
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President's Message by Lee Weekley

Hello fellow members, its September already. The first order of business this month is the call for nominations. **It's now time to call for nominations for the Analyst of the Year and also the Desktop Support Technician of the Year.** The Analyst of the year award recognizes front-line support analysts that exemplify outstanding customer service. Nominees will demonstrate knowledge and understanding of industry standards, commitment to excellence in customer service, while consistently exceeding performance objectives.

This award is intended for the support industry's top front-line, first-level support analysts who receive and handle tickets, possess the knowledge and skills required to provide quality service and support for internal or external customers. The Desktop Analyst of the year award will recognize support technicians that exemplify the best of the best in the industry! Nominees will demonstrate extraordinary commitment, dedication, technical aptitude and service to customers while consistently exceeding performance objectives. This award is intended for the support professional who responds to incidents escalated by the service desk that are related to customer equipment; additional skills, knowledge, tools, or authority are required. These are great ways for you to get the most of your membership. It is free to both the nominator and the nominee. Every nominee will be recognized at our annual AOY luncheon in December and you both will be treated to a great lunch at Maggiano's. This is a great incentive program for your agents and technicians and a great way to thank them and recognize them for all their hard work. You will be seeing more information from us in the next few weeks concerning these two areas including a call for nominations. Start thinking now who you might nominate.

We have some exciting programs coming over the next few months. Our September 14th meeting will feature HDI's own Sophie Klossner. She will present a exciting interactive session on making connections and building relationships. The meeting will be held at Chemonics International located at 1717 H Street, NW (on H between 17th & 18th Streets) Washington, DC. In October we will be conducting our annual vendor fair. This year it will be held at Serco Customer Demo Center in Reston. HDI Capital Area Local Chapter's 2011 Annual Vendor Fair Event is scheduled for Wednesday, October 19, 2011 at the Serco Demo Center (12012 Sunset Hills Rd, Suite 600, Reston, VA 20190). The event is located at Reston Town Center, with ample free parking. We will have an opening keynote, two presentations and a vendor showcase focused on the needs of today's technology, call center and technical support & service desk professionals. Kim Marshall will kick off the event with an inspiring keynote on leadership. Kim Marshall has served in leadership roles for over 15 years in the Information Technology Sector. As a Program Manager, Kim has developed, inspired, and supported cross-functional teams to deliver complex solutions for Public and Private Organizations. Her passion for the success of her team members and clients, coupled "Lead by Example" philosophy, has provided the foundation for many real-life winning outcomes. Kim's personal commitments to mentoring and developing future leaders include; education sponsorships for young women, motivational and instructional programs for non-traditional college students, and Public speaking. Kim's experience, education and final certifications are representative of her commitment to being and delivering your best effort at all times. Kim credits her loving parents and her faith for these character traits and "A Genuine Foundation includes: determination, integrity, passion, loyalty, wisdom, and humor." Kim holds a Bachelor of Science in Accounting from Valdosta State University, Project and Risk Management courses from George Washington University, and Professional Designations for: PMP, ITIL, CCVP, CCNA, CCDA, and CCSA. Kim is a member of Women In Technology International, Program Management Institute, and Toastmasters International. It's Kim's hope that by sharing her thoughts and insight, others will feel empowered to make or continue on with changes that lead to the successful attainment of their goals. Roy Atkinson will present Social IT: The New Frontier? Mr. Atkinson's presentation is an overview of why many organizations are struggling with social media, and whether to use these new tools. This presentation will explore this hot topic –whether there is a role for social media in IT support, and whether your organization might already be using these tools without realizing it. Areas of discussion will include current practices, innovative uses, social media policy, and leveraging social media for support.

President's Message by Lee Weekley (Continued)

Roy will discuss the variety of social media from forums to SharePoint to Twitter, and look at some emerging practices and how organizations might change some of their thinking about social media. Roy Atkinson is HDI's chief writer for white papers, Focus Books, SupportWorld articles, and a key in-house subject matter expert, holding both ITIL and HDI certifications. A member of HDI's Conference Faculty in 2008 and 2011, he was co-author of the groundbreaking HDI Social Media White Paper in 2009. Roy is one of the top IT Service Management Online Influencers 2011 according to PeerIndex. He has served on Focus.com Roundtable discussions and presented webinars on Thought Rock Live. He speaks frequently on the topics of Social IT, customer service excellence, and the mobile device revolution. Roy took the position as Senior Writer/Analyst at HDI in October of 2010, after 14 years in IT support as a technician, consultant and manager in both small business and enterprise settings, with help desk/service desk and desktop support experience. He currently holds the positions of Chapter Advisor for HDI Northern New England and president of Bangor (Maine) Toastmasters. His HDICast podcasts are available on HDIConnect. You can join his nearly 7,000 followers on Twitter as @RoyAtkinson and @HDI_Analyst, and find him on LinkedIn, Facebook, Identi.ca, Gist, Plaxo and Google+ as well. Robert Ryan's session describes how to use ITSM benchmarking against three distinct comparison groups to maximize potential gains to the overall performance of your IT organization through a focused, limited scope approach that will achieve measurable results. The speaker explains specific sources for benchmark data, what elements of source data fit to IT organizations of varying size, scope and mission, and how to turn this benchmark data into practical outcomes embedded in your IT operations. Robert Ryan, a dynamic author, speaker, and senior IT consultant in the IBM Global Business Services, Supply Chain consulting practice, has spent 27 years consulting in support of change initiatives of all sizes and types, with a focus on IT Service Management. He has consulted widely with the U.S. military, federal and state civilian agencies, and the energy and financial industries. He is based in Washington, DC, and is the co-author of "The Business of IT: How to Improve Service and Lower Costs," which focuses on implementing IT service management in IT organizations.

We are looking for vendors to sponsor this event. The Vendor benefits include –

- ✦ Exposure to clients and prospects:
- ✦ Invitations will easily reach over 500 people. Our goal is to attract 80 to 100 attendees. We will invite 500 – 600 people directly with a three touch approach (i.e. e-mail, web site and reminder post-card)
- ✦ We are extending the invitation to three HDI Chapters (Washington, DC, Baltimore, MD and Richmond, VA). Additionally, we will send out information to several chapters in nearby Philadelphia and Delaware Valley.
- ✦ After registration, vendors will receive an electronic event invitation to distribute directly to their client contacts.
- ✦ Additional exposure:
- ✦ We will encourage attendees to visit your table
- ✦ We ask all vendors to donate a prize; by providing a desirable product(s) [see Sponsorship Levels in the attached material for details] for the door prize drawing opportunity, you will be asked to announce your company and draw the ticket to present the prize.

Free Lunch! Free Dessert! Free Beverage Breaks!

I also wanted to remind all of you that Fusion 2011 is coming to the DC area on September 25. This is an exciting conference that combines HDI and ITSMF and delivers nine exciting and informative tracks. The tracks are virtualization and ITSM; the people factor; business, services and IT processes; service operations; service catalog and port-folio management; IT governance and security; the executive view; the government view; and the beginners view. I served as the track chair for the government view track and I can tell you that these programs will be very informative and rewarding. Don't forget to register. Visit <http://www.servicemanagementfusion.com/> to register.

I am still looking for members to tell us what topics you would like to see covered in our meetings. I would also like to hear about any suggestions or comments that you might have concerning the operation and format of our meetings. Please email me at president@hdcapitalarea.com with any suggestions, comments, or questions.



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About the Speaker



Sophie Klossner: Executive Director, HDI Membership and Local Chapters

Sophie has been an influential member of the HDI team since 1992. She focused on event planning, content and coordinating speaker development for the first two years with HDI as well as managed HDI's human resource department for 8 years. In 1999, Sophie became the Local Chapter Director and Chief Member Advocate, working closely with Local Chapter officers and members to maintain open lines of communication, representing members needs and issues, and building strong relationships with all of HDI's chapters, officers and members. In December 2009, Sophie became the Executive Director of HDI Membership, where she brings her many years of member advocacy and relationship strengths in expanding membership and bringing value to the HDI members.

Sophie enjoys the out-of-doors. She loves to camp, hike and garden. She "rescues" dogs and currently has 4 rescue dogs. Sophie and her husband have 35 acres of Colorado Mountain property and are working on building a log home for their primary residence.

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SAVE THE DATE for HDI Capital Area's Annual Leadership Event Wednesday, October 19th

COST

We have priced this event to fit every training budget, but seating is limited, so register early: **\$5.00 HDI Members or \$10.00 Non-members.**
Register at <http://hdicapitalareaoctober192011.eventbrite.com>

Why is the price so low? HDI Capital Area Local Chapter is a non-profit association dedicated to providing IT Service and Technical Support professionals a forum that includes networking with area professionals, programs and speakers to HELP YOU SUCCEED. We could not offer this price without our Vendor Sponsors.

HDI Capital Area Local Chapter's 2011 Leadership & Professional Development Event. It is a full day of instructional sessions, plus a vendor showcase focused on the needs of today's technology, call center and technical support & service desk professionals. Attend to get re-energized; enjoy networking with area professionals and visit vendors to earn stamps on your for raffle tickets to be entered into the drawing for great prizes including an iPad and prizes valued between 50 and 200 dollars!

Get Informed!

We have amazing keynotes and vendors who will supply information to help you on your professional development journey.

Get Connected!

Join the best and brightest IT Service and Support professionals from around the Washington DC Metro area in a day that is sure to connect you to folks who can help you improve your support center.

Get Fed!

Not only are we offering free lunch and dessert – we are offering you information to feed you and your support center!

Get Prizes!

There will be a raffle drawing for prizes including an iPad and Kindle (you must be present for the raffle drawings to win).

AGENDA	
9:00 to 9:30 AM	Registration, Networking and Vendor Tables Open (Coffee, Tea and Donuts will be provided)
9:30 to 9:45 AM	Welcome
9:45 to 10:30 AM	Opening Leadership Keynote: Marie Clark
10:30 to 10:45 AM	1 st Prize Drawing at 10:30 Must be Present to Win Break
10:45 to 11:45 AM	Roy Atkinson: Social IT: The New Frontier
11:45 to 12:45 PM	2 nd Prize Drawing at 10:30 Must be Present to Win Lunch, Networking and Vendor Tables Open
12:45 to 1:45 PM	Robert Ryan: ITSM Benchmarking Maximize potential gains to the overall performance of your IT organization
1:45 to 2:15 PM	Refreshment/Dessert Break/Last Chance to Visit Vendors
2:15 to 2:30 PM	Closing Remarks and Prize Drawing (MUST BE PRESENT TO WIN!)

ABOUT THE SPEAKERS

Marie Clark will kick off the event with an inspiring keynote on leadership. Marie's goal in life is to help people connect with the best parts of their self, creating confident and happy people that first lead themselves and then lead others. She is employed as a Program Manager for Jacobs Technology, supporting the first responder community through FEMA. She was elected by her peers serve on the Member Advisory Board for HDI, the premier professional association for the IT Service and Support Industry, and is currently the Northeast Regional Director with that organization. She is also a member of the Advisory Board for York Technical Institute's Computer Technology and Internet Security Program.

Roy Atkinson will present Social IT: The New Frontier? Roy's presentation is an overview of why many organizations are struggling with social media, and whether to use these new tools. is HDI's chief writer for white papers, Focus Books, SupportWorld articles, and a key in-house subject matter expert, holding both ITIL and HDI certifications. A member of HDI's Conference Faculty in 2008 and 2011, he was co-author of the groundbreaking HDI Social Media White Paper in 2009. Roy is one of the top IT Service Management Online Influencers 2011 according to PeerIndex.

Robert Ryan's session describes how to use ITSM benchmarking against three distinct comparison groups to maximize potential gains to the overall performance of your IT organization through a focused, limited scope approach that will achieve measurable results. Robert Ryan, a dynamic author, speaker, and senior IT consultant in the IBM Global Business Services, Supply Chain consulting practice, has spent 27 years consulting in support of change initiatives of all sizes and types, with a focus on IT Service Management.

LOCATION Serco Customer Demo Center, 12012 Sunset Hills Rd, Suite 600, Reston, VA

HDI Membership Levels

HDI offers several levels of membership to match your needs and budget.



Student Membership \$35 and Bronze Membership \$75

- Local chapter membership and networking opportunities (*a \$75 value*)
- Access to thousands of members-only online resources including webinars, Ask the Expert, Research Corner, white papers, and templates (*an \$1,800+ value*)
- Discounts on HDI conferences, events, training, and merchandise

Silver Membership \$165

- Local chapter membership and networking opportunities (*a \$75 value*)
- Access to thousands of members-only online resources including webinars, Ask the Expert, Research Corner, white papers, and templates (*an \$1,800+ value*)
- SupportWorld subscription (*a \$79 value*)
- Discounts on HDI conferences, events, training, and merchandise

Gold Membership \$495

- One online ITIL Lite course (*a \$99 value*)
- Two additional “web only” accounts (*a \$100 value*)
- Hard copies of quarterly Focus Books and annual Practices & Salary Report (*a \$240 value*)
- Access to HDI Support Center Self-Evaluation (*a \$500 value*)
- Local chapter membership and networking opportunities (*a \$75 value*)
- Access to thousands of members-only online resources including webinars, Ask the Expert, Research Corner, white papers, and templates (*an \$1,800+ value*)
- SupportWorld subscription (*a \$79 value*)
- Discounts on HDI conferences, events, training, and merchandise

Platinum Membership \$795

- One online HDI certification course. Choose from HDI Customer Service Representative, HDI Support Center Analyst, or HDI Desktop Support Technician (*a \$595 value*)
- Two additional “web only” accounts (*a \$100 value*)
- Hard copies of quarterly Focus Books and annual Practices & Salary Report (*a \$240 value*)
- Access to HDI Support Center Self-Evaluation (*a \$500 value*)
- Local chapter membership and networking opportunities (*a \$75 value*)
- Access to thousands of members-only online resources including webinars, Ask the Expert, Research Corner, white papers, and templates (*an \$1,800+ value*)
- SupportWorld subscription (*a \$79 value*)
- Additional Gold memberships available for \$295 per member (*a \$100 savings*)
- Additional “web only” accounts available for \$50 each (*a \$100 savings*)
- Discounts on HDI conferences, events, training, and merchandise for all employees at the Platinum member’s location

Platinum Plus Membership \$1,995 (Includes one individual Platinum membership and four individual Gold membership)

- One online HDI certification course. Choose from HDI Customer Service Representative, HDI Support Center Analyst, or HDI Desktop Support Technician (*a \$595 value*)
- One ITIL Lite course for all five members (*a \$495 value*)
- Hard copies of quarterly Focus Books and annual Practices & Salary Report for all five members (*a \$1,200 value*)
- Access to HDI Support Center Self-Evaluation for all five members (*a \$2,500 value*)
- Local chapter membership and networking opportunities for all five members (*a \$375 value*)
- Access to thousands of members-only online resources including webinars, Ask the Expert, Research Corner, white papers, and templates for all five members (*a \$9,000+ value*)
- SupportWorld subscription for all five members (*a \$395 value*)
- Additional Gold memberships available for \$295 per member (*a \$100 savings*)
- Additional “web only” accounts available for \$50 each (*a \$100 savings*)
- Discounts on HDI conferences, events, training, and merchandise for all employees at the Platinum member’s location

Forum Memberships \$4,500 - \$6,500

- Packages and pricing vary by Forum group. Forums include: Desktop Support, Executive, Government, Healthcare Providers, Higher Education, Law, Retail, and Support Center Leadership, and coming soon, Technical Support. Find the Forum that’s right for you
- Multiple live meetings per year with your specific Forum group, including customized content (*a \$2,500 value per meeting*, number of live meetings is different by group) . Plus more! Visit <http://www.thinkhdi.com/join/levels.aspx> for more details on all membership levels

HDI Capital Chapter Sponsors

PLATINUM



Serco (www.serco.com) has grown to become one of the world's leading service and outsourcing companies by working in partnership with its customers and staff to manage change smoothly and positively - and pursue continuous improvement relentlessly. We think innovatively to help governments improve services across many areas of public life, from justice to healthcare, education to defense.

We combine a deep public service ethos with the commercial know-how that gives us the ability to deliver. We combine a breadth of expertise across different markets with a profound depth of knowledge about each one. Our work ranges from the management of programmers and entire services to the outsourcing of operations and even the creation of entirely new businesses. For more information, contact Lee Weekley at leroy.weekley@serco.com or 703-234-6817.



Robert Half
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Robert Half Technology is a leading provider of IT professionals on a project and full-time basis. We offer our clients flexible, cost-effective staffing solutions that allow them to maximize the power of technology for the ongoing success of their business.

We help businesses locate highly skilled IT professionals with experience in:

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Web Development

Help Desk/Technical Services

Software Development

Data/Database Management

Internet/Intranet

Systems Integration

Security

Infrastructure Management

Project Management/Business Analysis

Sales Contact: Email:

huma.azim@rht.com

Website URL: www.rht.com



RightStar
SYSTEMS

RightStar Systems is a leading provider of ITIL-based service management solutions for upper-middle market firms and government agencies. As an Elite BMC Software Solution Partner, RightStar develops its own add-on modules and provides consulting, design, and implementation services for BMC Service Support, Service Assurance, and Service Automation products. RightStar also conducts onsite process assessments and provides strategic recommendations for delivering services to the business more efficiently.

Nick Miles

nick.miles@rightstar.com

571-490-7913

www.rightstar.com

BOMGAR

Bomgar helps more than 5,500 companies around the world transform their IT support operations by significantly increasing operational efficiency and customer satisfaction, while dramatically reducing overall support costs. If you have any immediate questions, please contact a Bomgar representative

at 866.205.3650 or visit <http://www.bomgar.com/sales.aspx>

HDI Capital Chapter Sponsors (Continued)

GOLD



Established in 1988 and headquartered in Baltimore City, The ACI Group, Inc. (www.aci.com) has been a leader in the IT staffing business for over 20 years. We provide value to our clients in the form of targeted, cost-effective, reliable resource solutions that help them reach their business objectives. Using rigorous requirements gathering, best in class technical expertise and creative recruiting solutions, ACI has the best combination of skills to let your business stay focused on business.

The ACI Group is an SBA Certified Small Business, incorporated in the state of Maryland, and serving Washington DC, Pennsylvania, Northern Virginia, Maryland, and Delaware. For more information, contact Drew Elburn delburn@aci.com or 410-534-4800.



XA Systems provides a unique and comprehensive balance of technical expertise, operational best practices and creativity capable of taking your IT organization to the next level of reliable business performance.

We deliver solutions that can rapidly transform your IT organization into a high performance operation with measurable results. For more information about products and services contact us at 703-766-5049 or <http://xasystems.com/>

SILVER



FrontRange Solutions is a global Service Management solution provider. Used by 130,000 companies, FrontRange covers the service support spectrum with award-winning IT Service Management and CRM solutions. With the addition of VoIP, client lifecycle and infrastructure management, only FrontRange delivers the breadth of functionality to support the full service lifecycle. For more information visit us at <http://www.fronrange.com>.



For over 20 years, EasyVista Inc. (www.easyvista.com) has been a visionary leader in the IT Management market providing IT Service Management (ITSM), IT Asset Management (ITAM), CMDB and Automatic Inventory worldwide. EasyVista is fully integrated and organically grown, available SaaS and On-Premise, includes all 15 ITIL v3 processes, and is codelessly customizable.

EasyVista Inc. is the USA subsidiary of Staff&Line Group and opened in the U.S. market with its IT Management solution, EasyVista in 1999. With over 60 certified partners worldwide the company has a direct presence in six countries (USA, France, UK, Italy, Spain, Portugal) and customers on 6 continents. It boasts over 3,300 customers in vertical sectors including: banking, insurance, financial services, higher education, retail, healthcare, utilities, telecommunications, managed service providers, IT consulting, and the public sector. Global customers include L'Oreal, Expro, Arkema, and Inergy Automotive. For more information about Easy Vista, please contact sales@staffandline.com or (888) EZV-ITSM.

Vendors interested in sponsoring our local chapter, please contact vendors@hdicapitalarea.com

The H.O.P.E. Project
Helping Other People Excel

<http://www.hopeprojectdc.org/>

Mission and Vision

The H.O.P.E. Project is a Pilot training and development program for young adults designed to prepare participants for an entry-level position as a Help Desk Support Professional. By design, the H.O.P.E. Project provides high quality technical and soft skills training targeting economically and socially disadvantage young people ages 18-25. The Mission includes preparing participants to pass several technical certifications, from Microsoft and CompTIA. H.O.P.E. provides a unique learning environment, with quality instructors, industry approved curriculum and social coaching.

The Purpose

The need for meaningful job opportunities for young people in Washington DC ages 18-25 is well documented and communicated. Equally well known is the need to provide qualified candidates to meet today's tough job market. The H.O.P.E. Project method and content are designed to produce tech savvy professionals qualified for entry level technical support positions. Transforming the H.O.P.E. participant from an unemployed or under-employed young person takes innovation, inspiration, involvement, and investment. This project will serve as a blueprint for other organizations to model their career training programs.

The H.O.P.E. Project is in need of volunteer trainers to supplement their program. If you are able to assist, please contact Raymond Bell at raybelljr@gmail.com



HDI Capital Area Local Chapter

[HDI Capital Area Local Chapter](#) is a non-profit chapter of [HDI](#), the premier worldwide membership association for the IT Service and Technical Support industry, serving the Washington DC metro area, including Northern Virginia and nearby Maryland.

Our mission is to provide quality programs designed to inspire and motivate personal and professional growth. Our regularly scheduled meetings foster an atmosphere to share camaraderie, inspiration and knowledge with colleagues in the industry featuring subject matter experts, group discussions, networking opportunities and HDI Training and Certification events.

HDI Capital Area is led by a Board of Directors, who are volunteers dedicated to the chapter's mission and vision. For more information, please visit our website at www.hdicapitalarea.com



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.

Date	Location	Course	Member Price	Price
9/23 - 9/25 2011	National Harbor, MD	HDI Support Center Director	\$2795	\$2895
9/23 - 9/25 2011	National Harbor, MD	HDI Desktop Support Manager	\$1795	\$1895
9/24 - 9/25 2011	National Harbor, MD	Service Management Essentials	\$1495	\$1595
10/12 - 10/13 2011	Philadelphia, PA	HDI Support Center Team Lead	\$1495	\$1595
10/17 - 10/18 2011	Baltimore, MD	HDI Support Center Analyst	\$1295	\$1395
10/19 - 10/21 2011	Baltimore, MD	HDI Support Center Manager	\$1795	\$1895

To register your attendees, 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 tv Vaughn@thinkhdi.com

Join HDI



HDI is dedicated to helping IT service and support professionals and their organizations maximize the return on their professional development expenditures. To this end, HDI focuses on establishing best industry practices, developing certification and training programs based on internationally-recognized standards, and providing members with timely access to valuable industry resources and events.

HDI Capital Area Local Chapter provides an opportunity for support professionals in the DC Metro Area to meet on a regular basis. We hold monthly meetings to provide programs on topics important to the support industry and the opportunity for peer networking. Whether you want to join HDI as an individual or provide your entire support organization with the benefits of HDI membership, HDI offers several levels of membership to match your needs and budget. Your annual dues support both your national and local chapter memberships.

Please visit <http://www.thinkhdi.com/join/levels.aspx>.



CALLING ALL VENDORS
JOIN US FOR OUR
OCTOBER 19TH VENDOR EVENT



HDI Capital Area is so grateful for the continued support of our Vendor Sponsors (see pages 7 & 8). It is your support that enables us to bring quality speakers, programs and events to the DC area.

We are holding our Annual Vendor Event on October 19th in Reston, Virginia. We have three fantastic speakers and a great event lined up (see page 5). This meeting is a wonderful opportunity for vendors to interact with attendees and create new connections in our community.

For vendors who are not chapter sponsors, you may choose to take advantage of our Vendor Sponsorship program and take advantage of the discounted registration fee. Please contact our Event Director, Joan O'Hare, for more details and to secure a table at events@hdicapitalarea.com

Sponsorship Level	Vendor Registration Fee	Minimum Door Prize(s) Retail Value
Platinum Chapter Sponsor*	0	\$150
Chapter Sponsors*	\$250	\$150
Event Sponsor	\$500	\$200



HDI Capital Area Local Chapter August Recap

Many thanks to Lauren Burke and Robert Half Technology for hosting and providing lunch for our August meeting. We are also thankful for Yung Chou, of Microsoft, for donating his time and providing an engaging presentation on Cloud Computing Essentials for IT Professionals.

Congratulations to our August drawing winners:

- John Morton - Stopwatch
- Matt Weigl - Stopwatch
- Mike Grinder - Necklace
- Kristen Ekanger - Help Desk Guide
- DeSean Fisher - Help Desk Guide
- Joseph Njoku - Starbucks card
- William Quarles - Starbucks card

See you in September!



HDI CAPITAL AREA MEMBERS
Call for Help Desk Analyst and Desktop Support Technician of the Year
Nominations



We often discuss the benefits of recognition and this is a PRIME opportunity to recognize the superstars at your desk. We have two awards programs this year: **Help Desk Analyst and Desktop Support Technician**. Each company may nominate up to two people in each category. This quality program is FREE and a benefit of your HDI Membership (the Analyst and Technician do not have to be a member). The Capital Area has an outstanding program in place for Analyst of the Year, with top-notch judges scoring candidates and selecting three Capital Area Analysts who have represented the Northeast Region, with two winning Global Awards. We are proud to add the new Desktop Support Technician award to our successful program.

All nominees and managers will be our honored guests, at our Annual Awards Luncheon, on Friday, December 9th, at Maggiano's Little Italy. Thanks to the success of this event, we have reserved a larger room. We will recognize each nominee and their manager. Every nominee will receive a plaque and the winners will receive the Analyst of the Year or Desktop Support Technician award. The very popular Kirk Weisler, international speaker and HDI's Chief Morale Officer, will give the keynote at this year's luncheon.

DON'T MISS THIS OPPORTUNITY to recognize your key analysts and technicians. The only investment you make is time to send the information below and complete the application. Your return is truly a heartwarming event that has become a yearend celebration for our teams. We encourage members to nominate your outstanding Analysts and Technicians by emailing the following information to Sandy Seroskie, **by Thursday, October 20th**, at presidentemeritus@hdicapitalarea.com

- Help Desk Analyst or Desktop Support Technician's Name
- Company
- A paragraph describing the individuals achievements (why you are nominating them)
- Manager's name and contact information

The criteria and nomination form is sent to the Manager to complete. **We encourage you to send the information above early, so you have more time to complete the application.**

The local chapter Analyst of the Year and Desktop Support Technician of the Year will compete for the regional award and regional winners then compete for the global award. The winner of the Regional Analyst of the Year and Desktop Support Technician Award will receive a free registration to the Annual Conference courtesy of Robert Half Technology.



ADDITIONAL HDI RECOGNITION PROGRAMS



HDI Manager of the Year

Ultimately, leadership is about getting things done that drive action, get results, and improve performance. It's the ability to influence and motivate others, and provide the tools and environment that allow others to best contribute towards the attainment of goals. A true leader has the confidence to stand alone, the courage to make tough decisions, and the compassion to listen to the needs of others. They might not set out to be a leader, but they become one by the quality of their actions and the integrity of their intent.

The HDI Manager of the Year acknowledges and honors a service and support manager who has been in his, or her, current management role for the past 12 months, supporting any – or all – IT services within their organization. Through this award program, HDI seeks to recognize prominent professionals who most clearly demonstrate the ability to service and advance information technology within their organizations.

For all the criteria and eligibility needed for this award, visit www.thinkhdi.com/MOYaward. Complete the online application form and submit all required documents before the deadline of **October 31**. Nominations may come from peers, direct reports, bosses, or self nominations.

This award does not go through our local chapter nomination process and is not done on a regional basis. All nominations come directly to HDI National for judging.

Team Excellence Award



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.

The finalists will be honored at HDI's Annual Conference & Expo during a morning General Session where the winning teams will be announced. Winners of the Internal Support and External Support Team Excellence Awards will be featured in a full company profile in Support World Magazine and Industry Insider and on HDI's website. Winning teams will also be announced in a press release which is issued via PR Newswire and to a targeted media/analyst list.

For all the criteria and eligibility needed for this award, visit <http://www.thinkhdi.com/files/awards/team-excellence-flyer2011.pdf> *Submissions must be received by **October 31**.*

This award does not go through our local chapter nomination process and is not done on a regional basis. All nominations come directly to HDI National for judging.

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- New and experienced managers who are responsible for operational and tactical planning.
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- CTOs who require the integration of the support center's strategy with those of other IT departments.
- Customer service and contact center professionals who are expanding their services to include help desk and/or technical support operations.

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Next Class: October 4 - 6, 2011 in Vienna, VA

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When is the class?

The class will be held over three days ~ Tuesday, October 4 through Thursday, October 6, 2011, from 9 am to 4 pm each day.

Where will the class be held?

The class will be held at RightStar's Headquarters: 1951 Kidwell Drive, Suite 110, Vienna, VA 22182

What does ITIL® v3 training cost?

The total cost for 3 days of live training is \$1,550 per person, including your certification exam and all of your Polestar courseware. Hotel accommodations, if required, are additional.

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Or register by calling Susan Pritt at 703.242.7200



ITIL® v3 Foundation Certification Training Class & Exam

October 4 - 6, 2011

9:00 am to 4:00 pm

Location:

RightStar Systems

1951 Kidwell Drive
Suite 110

Vienna, VA 22182

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September 2011

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	 Labor Day	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	



October 2011

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

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