

HDI Capital Area Local Chapter Meeting Minutes

January 21, 2009

<http://www.hdicapitalarea.com>

rsvp@hdicapitalarea.com

Topic & Speaker

Using ITIL's Key Metrics: Impact Core Business Decisions and Help Protect your IT Budget

Nikki Haase

Lunch and Networking 12:00 to 12:30

Meeting Called to Order

Brian Farrell called the meeting to order @ 12:35

Announcements

- Thank you to Earl Brake and the International Trade Administration for hosting
- HDI Annual Conference of the Year discussion
- Recognition of NJ Robinson, Capital Area Analyst of the Year
- Officer Introductions

Presentation

Nikki Haase

RightStar Systems

Using ITIL's Key Metrics: Impact Core Business Decisions and Help Protect your IT Budget

The presentation may be downloaded at:

<http://www.hdicapitalarea.com/resources.html>

Closing & Survey Drawing

Drawing Winners received gift cards

Meeting Adjourned

Brian Farrell adjourned the meeting @ 2:00 pm