

HDI Capital Area Local Chapter Meeting Minutes

February 15, 2006

<http://www.hdicapitalarea.com>

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Topic

Introduction to ITIL presented by Virginia Scuderi, Competitive Advantage, Inc.

Practitioner Overview: Bob Malloy, World Bank

Selecting Tools Overview: James Fernandez, Peregrine

Attendees

Daisy Aniebonam
Noel Asinero
Julie Bogdash
Earl Brake
James Fernandez
John Castilia
Cynthia Holtz
Denise Lancaster
Jack Castilla
Paula Locke
Patricia Scanlon
Ellen Melle

Philip (GAO)
Deborah Shepard
Rafael Samuels
Robert Malloy
Candice Peacock
Angela Pookrum
Virginia Scuderi
Sandy Seroskie
Robert Stanley
Farah Ali
Kathie King

Lunch and Networking

Meeting Called to Order

Virginia Scuderi called the meeting to order @ 12:30

Announcements

- Thank you to James and Peregrine for hosting and sponsoring lunch
- HDI Local News
 - Next month, Team Building meeting. Will send the announcement.
 - Special note: GAO became a platinum member and received their site certification
 - Robert Stanley, our HDI Analyst of the Year winner will write an article later this year on how winning the Award has benefited him
- Newsletter has been posted to the website
- New officer introduction
 - Bob Malloy, VP Programs
 - Earl Brake, VP Finances
 - Paula Locke, VP Newsletter
 - Sandy Seroskie, VP Communications

- HDI National News
 - Circle of Excellence: New program for the Team Excellence award for local chapters. New criteria, guidelines and will help direct the way we do things. Sign in is important, attendance. You are encouraged to bring guests
 - HDI Conference, March 18 – 22: In December, we had awards luncheon, HDI AOY award. 4 candidates and the winner, Robert Stanley, represented our chapter at the regional competition. Grateful and proud of Robert. We have come together as a chapter to use our free registration (for 5 paid attendees) to send Robert to the conference. Carey International, his employer, is paying his expenses.
 - First local chapter officer meeting is on Sunday at conference, as a chapter we try to defray costs for our volunteer officers..
 - New classes and certifications, HDI launching ITIL course at the conference
 - Virginia our local chapter authorized training partner (ATP) is heading to Colorado Springs to train for Support Center Team Lead certification training, a new HDI course.
 - HDM and HDA BC Pre-conference courses and certification exams are being offered on site after the courses at the HDI Conference in Nashville, TN in March. 2 day course, then exam. We would like everyone's feedback if you would be inclined to take exam after course.

- Introductions

Presentations

Virginia Scuderi
Competitive Advantage, Inc.

Presented ITIL Overview

The presentation may be downloaded at:

http://www.hdicapitalarea.com/uploaded_files/presentations/ITIL_Overview.pdf

Bob Malloy
World Bank

Presented ITIL Preparation Tips

The presentation may be downloaded at:

http://www.hdicapitalarea.com/uploaded_files/presentations/ITIL_Preparation_Tips.pdf

Attendee Questions

Q: Did organization establish a baseline or ROI for effort?

A: Not yet – still new. In about a year will look back

Q: With senior leadership – did they create committees to help with org/culture changes?

A: Yes – weekly meeting w/ leadership and committees

Q: How your support center cert help prepare you?

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A: They had documentation, they rewrote and involved everyone and helped with training/knowledge of the documentation. Knew the flaws in the other groups, wrote things in there like “if the Help Desk is not involved in process, do not receive FAQs, they will not support the product.”

Q: How much did you have to redo documentation for ITIL?

A: Very little – more terminology and consistency. Flow chart more detailed.

James Fernandez

Peregrine

Presented ITIL Tool Selection

The presentation may be downloaded at:

[http://www.hdicapitalarea.com/uploaded_files/presentations/ITIL Tool Selection.pdf](http://www.hdicapitalarea.com/uploaded_files/presentations/ITIL%20Tool%20Selection.pdf)

Meeting Wrap Up

ITIL Overview Pocket Guide may be downloaded at <http://itsmf.net> on the Publications page.

Your feedback helps us plan moving forward

ITIL Foundation Course in March (Washington DC).

Survey Drawing

Drawing Winners

Jack Castilla – Peregrine Mug & Magic Ball

Paula Locke - Peregrine Mug & Magic Ball

Julie Bogdash - Peregrine Mug & Magic Ball

Deborah Shepard - itSMF Pocket Guide

Patricia Scanlon – No Excuse by Jay Rifenburg

Philip (GAO) – ITIL Class

Meeting Adjourned

Virginia Scuderi adjourned the meeting @ 2:00 pm