

# HDI Capital Area Local Chapter Meeting Minutes

## August 20, 2008

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### **Topic & Speaker**

Tools of the Trade: Successes and Room for Improvement  
Brian Farrell

**Lunch and Networking** 12:00 to 12:45pm

### **Meeting Called to Order**

Brian Farrell called the meeting to order @ 12:45

### ***Announcements***

- Welcome to all attendees.
- Thank you to Lee Weekley and SI International for hosting the event.
- VP Programs, Brian Farrell, announced the upcoming meeting/events.
  - September 17<sup>th</sup> at Fairfax County Public Schools in Annandale VA with the focus on Problem Management.
  - Vendor Fair-October 30<sup>th</sup>
  - “Analyst of the Year” event- December 5<sup>th</sup>

### **Presentation**

#### **Brian Farrell**

*Presented Tools of the Trade: Successes and Room for Improvement*

The presentation & templates may be downloaded at:

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

Conducted 3 breakout sessions, which were run by Lee Weekley (SI), Frank Bowers and Brian Farrell. The breakout sessions focused 3 main tools, which included ACD, ITIL and CRM's. Groups gathered to discuss their list of tools they have been using in their help desk environments and gathered to share success stories as well as possible areas for improvement as it relates to each tool.

### **Closing & Survey Drawing**

*Drawing Winners*

### **Meeting Adjourned**

Brian Farrell adjourned the meeting @ 2:00 pm