

## HDI Capital Area Local Chapter Meeting Minutes September 17<sup>th</sup> 2008

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### **Topic & Speaker**

Problem Management- Jeff Gore

Jeff Gore, an IT Service Management process consultant - with over 10 years helping customers such as FDIC, Coco-Cola, Cingular and recently - DHS Headquarters and the EPA focused on ways to organizations adopt strong Problem Management processes and start making their IT organizations more efficient.

**Lunch and Networking** 12:00 to 12:30pm

### **Meeting Called to Order**

Brian Farrell called the meeting to order @ 12:30pm

### ***Announcements***

- Welcome to all attendees given by Brian Farrell.
- VP Programs, Brian Farrell, announced the upcoming meeting/events.
  - Vendor Fair-October 30<sup>th</sup>
  - “Analyst of the Year” event- December 5<sup>th</sup>
  - Upcoming reduced cost, ITIL training

### **Presentation**

#### **Jeff Gore**

*Presented Problem Management*

Jeff conducted an excellent presentation on Problem Management. Using PowerPoint he was able to keep the attendees involved by creating open discussions as each slide was presented. His presentation was an overview of Problem Management with a focus on Problem Control, Error Control and Proactive Problem Management. Upon conclusion of the presentation, the attendees were given the opportunity to discuss tips on making their IT organizations more efficient.

### **Closing & Survey Drawing**

*Roninne Depeiza - \$10 Starbucks gift card*

*Ajt Silva- \$10 Starbucks gift card*

*Phillip Glinatsis- \$10 Starbucks gift card.*

### **Meeting Adjourned**

Brian Farrell adjourned the meeting @ 2:00 pm