

HDI Capital Area Local Chapter Meeting Minutes

October 30, 2008

<http://www.hdicapitalarea.com>
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Topic & Speaker

HDI Capital Area IT Service and Support Event

Welcome & Keynote: Kirk Weisler—Positively Contagious Leadership & the Little Green Men

Keynote & Breakout Session #1: Brenda Iniguez—Synergizing the Generations and ITIL Update

Keynote & Breakout Session #2: Barry Maners—Measuring the Quality of Service: True Performance & the Consensus Reality

Vendor Launch Pad #1: Bill Donahue, TechTeam Government Solutions—Finding the hidden gems in Your Call Center and Unleashing the Power of Web 2.0 for Useable Analytics

Vendor Launch Pad #2

Nikki Haase, RightStar Systems—ITIL Service Management Good Practices

Program

Sandra Seroskie, President of the Capital Area, welcomed the group to the meeting. Sandra recognized and thanked the vendors for their support of the event.

*The presentations may be downloaded at:

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

| Time | Session | Location |
|-------------------|---|-----------|
| 8:30 am—9:30 am | Breakfast & Books with Kirk Weisler: Kirk will share books and stories to help you and your team grow. | Ohio Room |
| 8:30 am—10:00 am | Registration & Continental Breakfast Vendor Floor OPENS | Ohio Room |
| 10:00 am—11:00 am | Welcome & Keynote Address Kirk Weisler—Positively Contagious Leadership & the Little Green Men | Ohio Room |

| Time | Session | Location |
|-------------------|--|----------------|
| 11:00 am—11:15 am | BREAK | |
| 11:15 am—12:15 pm | Keynote & Breakout Session #1 Brenda Iniguez— Synergizing the Generations and ITIL Update | Ohio Room |
| 12:15 pm—2:00 pm | Lunch in Vendor Hall Vendor Floor OPEN | Ohio Room |
| 12:45 pm—1:30 pm | Vendor Launch Pad #1 Bill Donahue, TechTeam Government Solutions— Finding the hidden gems in Your Call Center and Unleashing the Power of Web 2.0 for Useable Analytics | Minnesota Room |
| 1:45 pm—2:45 pm | Keynote & Breakout Session #2 Barry Maners—Measuring the Quality of Service: True Performance & the Consensus Reality | Ohio Room |
| 2:45 pm—3:30 pm | Dessert/Coffee Break | Ohio Room |
| 2:45 pm—3:30 pm | Vendor Launch Pad #2 Nikki Haase, RightStar Systems—ITIL Service Management Good Practices | Minnesota Room |
| 3:40 pm—4:00 pm | Closing Remarks/Prize Drawing <i>Must be Present to Win/One prize per winner!</i> | Ohio Room |

HDI Capital Area Local Chapter would like to sincerely thank our generous sponsors and our Local Chapter for supporting our HDI Capital Area Local Chapter 2008 IT Service & Support Event. Vendor support enables us to bring quality programs to the capital area.

Platinum Sponsors

RightStar Systems

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TechTeam Government Solutions

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TechTeam is a Gartner recognized industry leader for outsourced help desk solutions. Dedicated to help desk solutions for over 25 years, handle more than 3 million contacts annually in 33 languages. As the first U.S. help desk company to become ISO 9001 certified and an early adopter of ITIL, our portfolio of clients includes major manufacturers, large retail operations, and financial organizations, as well as Government and international clientele. Our ability to leverage our commercial best practices was rewarded by a recent USA Contact award, which has resulted in TechTeam's selection for contact center solutions for OPM and GSA PBS.



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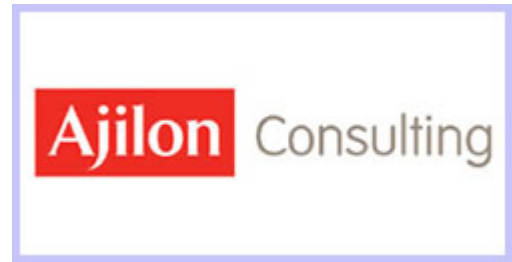
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Ajilon Consulting partners with clients to achieve their unique business objectives through the use and implementation of technology. Our flexible delivery methods include both project-based solutions and IT staff supplementation in a range of disciplines, including application development & integration, infrastructure management, IT quality management, project management, testing & laboratory services, supplemental IT services and more. We operate Global Solutions Centers at strategic locations worldwide for a competitive approach to increased performance and competitive cost structures. With approximately 13,000 employees and 64 locations worldwide, Ajilon Consulting is a subsidiary of Adecco SA, the global leader in workforce solutions headquartered in Melville, New York.



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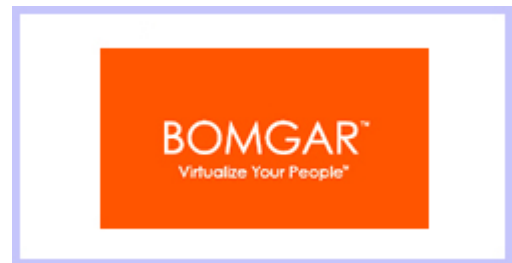
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Bomgar Corporation specializes in remote support technology enabling the virtualization of the support staff. The Bomgar technology enables the Help Desk or Technical Support representative to request and take control of a user's desktop for troubleshooting and resolution consistently through any firewall, anywhere in the world. The technology is delivered via hardware appliance, the Bomgar Box™, for enterprises of all sizes. It is the most robust remote support solution available for multiple operating systems including Windows, Linux, Mac and Windows Mobile. Bomgar also offers a pre-packaged integration with BMC Remedy Service Desk tracking system and supports multiple languages such as French, German, Japanese and Spanish.



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Knowledge Accelerators

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Knowledge Accelerators is a knowledge services company. We design, implement, and manage global enterprise knowledge systems for clients. Having created the Knowledge Factory, which allows an assembly-line approach to knowledge content creation, Knowledge Accelerators creates multimedia knowledge at a high velocity, high accuracy rate. The company has created an extensive library of multimedia solutions for desktop applications that is a user self-service and analyst resource. In addition, Knowledge Accelerators creates custom knowledge for clients in 20 languages and 12 delivery formats. Knowledge Consulting services are also available.



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Robert Half Technology

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Over the years, firms have relied on information technology (IT) to help reduce costs and improve productivity. Companies are once again looking to technology and the highly skilled professionals who develop, support and manage it to boost their competitive edge. To accommodate variable workloads, many firms are utilizing a mix of full-time and project IT talent. This allows them the flexibility to access the specific skills required and, at the same time, protect the jobs of internal employees. Robert Half Technology is a leading provider of skilled IT professionals on a project and full-time basis. Our combination of online candidate recruiting activities and personalized service backed by more than half a century of experience enables us to identify and provide the talent our clients need -- when they need it most. Robert Half Technology's international network of skilled IT professionals is ready to help our clients carry out a variety of complex technology initiatives and enhance their productivity.



Closing & Survey Drawing

Drawing Prizes included an iTouch and Gift Cards. Each vendor drew the raffle ticket and presented the prize they contributed.

Meeting Adjourned

Sandy Seroskie adjourned the meeting at 4:00 pm