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Analyst & Desktop Support Tech of the Year– Deadline Extended

HDI Awards

- HDI honors the very best of the technical support profession with a variety of industry-renowned awards.
- Recognize individuals, teams, and organizations that have most enhanced the image of the support industry by attaining the highest standards of quality and customer satisfaction.
- Ideal way to acknowledge and celebrate professional achievement.
- Internationally recognized awards provide the industry's finest with a sense of prominence and accomplishment, while earning them trust and credibility from employers and customers.

Submit your nomination by November 14, 2016 at www.ThinkHDI.com/Awards

Connecticut Local Chapter Winners:

Previous Analyst of the Year Winners
 2008 Debbie Buoniconti, Mass Mutual
 2009 Luke Piotrowicz, Travelers
 2010 Mya Rath, The Hartford
 2011 Patrick McGee, The Hartford
 2012 Mike Gryniewicz, Travelers
 2013 Joe Coppola, Travelers
 2014 Phoenix Lombardi, Travelers
 2015 Erick Rodriquez, Hartford Health Care

Previous Desktop Support Technician Winners

2012 Heath Hunt, The Hartford*
 2013 Steve Ratcliffe, Travelers
 2014 Dan Ahern, The Hartford
 2015 Nicole Sladick, The Hartford**
 *National Finalist **National Winner

Benefits of Recognition:

The HDI Industry Awards are a great way to recognize Top Talent. All nominees and their nominators will be invited to attend the HDI CT Chapter Award Luncheon on December 9th. Winners of the CT Chapter titles will later compete for the Regional title. Recipients of the Regional title will advance to the National HDI Conference which is held in May, 2017 in Washington, DC.

HDI proudly acknowledges Robert Half Technology as the premier sponsor of the HDI Awards program. Since 2004, Robert Half Technology has given award finalists the opportunity to be honored as leaders within the technical support industry, attend the industry's leading conference, learn and grow in their professions, and network with peers from around the globe.

RobertHalf.com/Technology



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2016 Recap



September Meeting: Future Helpdesk and Desktop Support by Roy Atkinson

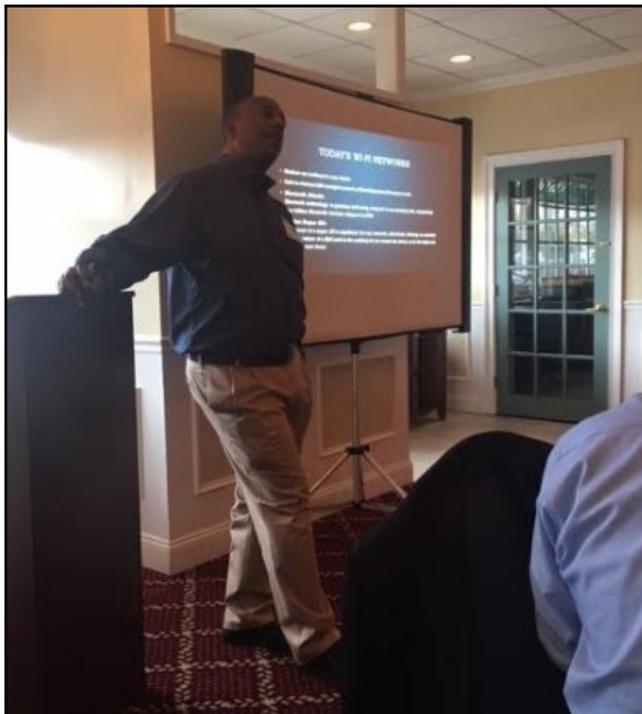
During this meeting, Roy Atkinson presented "Future Helpdesk and Desktop Support" at Konica Minolta. Roy amazed us with new terms such as "Shadow IT" and "Shift Left" during his presentation.

Let's
Recap



October Meeting: Mark Thompson Presented Cyber Security

During this meeting, Mark Thompson presented on "Cyber Security" at Elaine's restaurant. Jamaal Providence from TEK Systems, one of our gold sponsors spoke about the services and products provided by TEK Systems. At the end, he surprised a lucky attendee with a gift card.



New Sponsor



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<http://itechsolutions.com>

HDI Membership

HDI members are passionate. They're united by common objectives and challenges, by a pride in their industry, and by a drive to be great at what they do. Join thousands of your friends on a journey that will advance your career and improve your support center—join HDI today! It's where you belong.





What We Accomplished

Connecticut Chapter of HDI – What We Accomplished

By the time you read this, we'll have wrapped up a tremendous 2016 fall season here at the Connecticut Chapter of HDI.

In September HDI's very own Roy Atkinson presented, "Future Helpdesk and Desktop Support" at Konica Minolta. In his presentation he left the audience engaged with factual data for support organizations and how it is changing as we move into the future. Roy presented during our Chapter's membership drive which included many first-time meeting attendees.

During our October meeting, Mark Thompson presented on the subject, "Cyber Security." His presentation was very timely since October celebrates Cyber Security Month. Mark provided attendees with ideas to help protect against attacks on personal and/or company devices.

In December, we have setup our Analyst and Desktop Support of the Year Ceremony at The Chowder Pot in Hartford, CT. This year the CT Chapter has scheduled a small Vendor Fair for our members to learn more about services from our vendors. This is a great way to meet technology companies and services available in your area.

The Connecticut local chapter is seeking the following board positions. Are you ready to help shape our future and join the board? What are you waiting for?

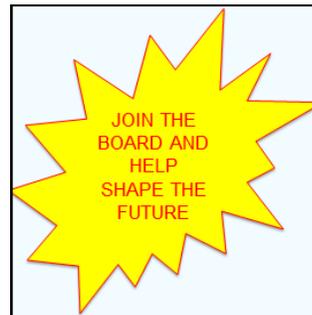
The following positions are available:

1. VP Of Social Media
2. VP Of Communications
3. VP Of Programs

For more information, visit <http://cthdi.org/shapethefuture>

Your board is hard at work planning more exciting speakers and topics as we continue to map out the rest of the topics for the 2017 season.

Joe McGee, President of CT HDI Chapter



Upcoming Events

Event meetings for 2016/2017

- December 9: Award Ceremony & Vendor Fair
- January: Webinar TBD
- March 24: Foundations for the Division of Mental Labor By James Abbott



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Vendor Fair—December 9, 2016

The CT HDI Chapter is pleased to bring a vendor fair to our December meeting at The Chowder Pot restaurant on December 9th. The following vendors will be at this meeting. The vendor fair will be open before and after the award ceremony.



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