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Election Changes

A Farewell to Cynthia Ruel

Cynthia Ruel leaves the current role of VP of Communications & Webmaster, in the last two years, she had the opportunity to work with some fantastic people, and the networking was invaluable. Cyndi is looking forward to the new opportunities as she moves into a Service Portfolio Manger role at her current company.

Joe McGee as VP of Social Media

During the June meeting, Joe McGee was appointed the role of VP of Social Media. Joe McGee currently manages a technical hotline for Konica Minolta. In his current role he operates a call center of around 10,000 calls a month from technicians calling in from the Unites States, Canada, and Mexico. Joe has been involved in the HDI community since 2009 and he is excited supporting HDI as your VP of Social Media.



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What's New @ HDI

New Updated Support Center Self-Assessment

- Free to all members
- Understand the current maturity level of your support center!
- Download the new Self-Assessment at www.ThinkHDI.com/Services

Reminder! HDI Service Management Awards – LAST CHANCE!

- Two new awards: HDI Service Improvement Award & HDI Knowledge-Centered Support Award
- Submission deadline is **June 30, 2014**
- Learn more at www.ThinkHDI.com/Awards

HDI 2015 call for proposals!

Share your expertise with thousands of your peers by speaking at:

HDI 2015 Conference & Expo

Visit www.HDIConference.com for more details.

March 24 - 27, 2015 • Mandalay Bay • Las Vegas



2014 Recap



Since our last newsletter we are off to a good start for the 2014 season. For your reference here is a recap of 2014 in review.

Let's
Recap



May Meeting: Rob Hubley—Mobility Support.

During this meeting Rob (Solutions Director for Randstad Technologies) discussed “Optimizing Your Website for Mobile” at Elaine’s in Wethersfield, CT.

In case you missed this meeting, you may download the presentation from this newsletter by viewing the [Events Page](#).

June Meeting: Whiteboard & Election Announcements

During this meeting we reviewed the following whiteboard topics based on your survey comments:

Metrics

- Managing metrics
- Industry standard metrics
- How to improve first call resolution rates
- Tier Zero
- Analytics
- Metrics: service desk, desktop support and service management
- Metrics to track for a help desk
- Value add KPI reporting to the business
- How to use metrics to trend.
- Trend analysis, forecasting of support needs, proactive responses to volume increases and changes



Tech

- Emerging technology- latest and greatest
- Real Time Communication (BYOT)
- Chat Services
- Efficiency of Automation
- How to make a help desk website more effective
- Maintaining a quality knowledgebase

Staff

- Keeping phone analysts motivated
- Quality assurance / monitoring / coaching / mentoring
- The Career Path of the Analyst
- Employment Engagement
- Service Desk analyst skill and educational requirements

Other

- Implementing ITIL in application Support
- Problem Management
- Continual Service Improvement
- IT Process Improvement or Six Sigma

HDI Membership



CT chapter meetings provide the Help Desk professional with the opportunity to network with others who share the same profession. We also provide industry speakers who present topics that are appropriate to the Help Desk profession.

We welcome all Help Desk Professionals to our CT chapter meetings, non-National HDI members will be required to pay \$25 at the door.

- Student Membership – \$35
- Local Chapter Membership – \$75
- Resources Membership – \$165
- Professional Membership – \$495
- Professional Plus Membership – \$795
- Team Package Membership – \$1,995
- Leadership Connection Membership \$4,500 – \$6,500

More information can be obtained on the [HDI Website](#).



What's Coming Up

Connecticut Chapter of HDI – What's Coming Up

In May the Connecticut Chapter of HDI continued what has become an annual tradition, our season-ending whiteboard session. But things have changed...

If you are not familiar with this tradition, it's your opportunity to join the chapter officers as they plan events for the upcoming season. What started out years ago as a physical whiteboard, markers and sticky notes has become an online, virtual whiteboard submission process. So what did you, our chapter members ask for?

- Metrics, metrics and more metrics! Industry standard metrics, ways to improve your results, trending strategies and much more.
- Technology: what technologies are on the horizon, how to take advantage of your current tools, supporting chat, etc...
- People management: motivation tips, mentoring, career planning
- And let's not forget the fundamentals: implementing ITIL, process improvement strategies, etc...

We also polled the members about your willingness to travel to our events. Not surprisingly the most popular answer was "depends on the topic", but the next most popular response was up to 20 miles. We appreciate the investment in time you are making to join us and we'll work hard to keep bringing top-notch speakers to the Connecticut Chapter.

Lastly, we asked our members how many events we should hold each season. 75% of our members asked us to maintain the current 7 events per season schedule. So what did the remaining 25 % ask for? Was it fewer meetings? Thankfully the answer is no! Remember to visit our website often, you never know – we may sneak in an extra meeting if the right speaker comes along!

I hope each of you has your best summer ever and we look forward to seeing you in September.

- George Comenale

HDI @ 25 Years

Membership, a 25-year tradition –
Since 1989, HDI has offered our members a vast array of resources designed exclusively for the advancement of the technical service and support industry, and its practitioners.

Local chapters, a 24-year tradition –
The first HDI local chapter, Chicagoland, was launched in 1990. HDI supports a vast community of local chapters located all across the United States and Canada.



Upcoming Events

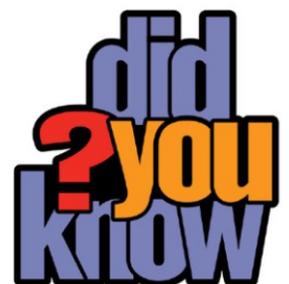
Event meetings for 2014/ 2015

- 9/19
- 10/17
- DEC- TBD



Technology Fun Facts

- 160 billion emails are sent daily, 97% of which are spam.
- A twillionaire is a twitterer with a million or more followers.
- There are more than 4 billion cell phones in use. About 3 million cell phones are sold every day.
- The first known cell phone virus, Cabir.A, appeared in 2004.
- Flickr hosts some 5 billion photographs, Facebook hosts more than 15 billion.
- The first public cell phone call was made on April 3, 1973 by Martin Cooper.





About Our Sponsors



Business runs better when IT runs at its best. Tens of thousands of IT organizations around the world -- from small and mid-market businesses to the Global 100 -- rely on BMC Software (NASDAQ: BMC) to manage their business services and applications across distributed, mainframe, virtual and cloud environments. BMC helps customers cut costs, reduce risk and achieve business objectives with the broadest choice of IT management solutions, including industry-leading Business Service Management and Cloud Management offerings. For the four fiscal quarters ended March 31, 2013, BMC revenue was approx. \$2.2 billion. <http://www.bmc.com>



IT's role in the organization has evolved, and must now focus on increasing overall performance, mitigating risk and driving businesses forward to provide a competitive advantage in the marketplace. On top of increased IT complexities, today's CIOs need ways to drive business value and strategic innovation within smaller budgets and shorter time frames.

- With awards from VAR Business and CRN Magazine, high profile partnerships and long-term contracts with notable Fortune 200 companies, Regan has a demonstrated ability to deliver world-class solutions that drive efficiency for our clients.
- We go beyond solutions. We provide *people*. Respected and certified technology engineers – *the best of the best*. Regan has sustained growth by establishing trusted relationships with our clients, which include some of the world's largest financial institutions and insurance companies. <http://www.regantech.com/>



About Randstad Technologies

For more than 25 years, Randstad Technologies has been connecting companies around the world to customized technology solutions that meet and surpass objectives. We combine our deep industry expertise with our broad range of full-service capabilities - recruitment, consulting, projects, outsourcing - to deliver the right fit to our clients and candidates. From recruitment to technology solutions aimed at protecting and maximizing the value of technology investments, we power our clients' success - and drive our candidates' growth.

Randstad is a \$22.0 billion global provider of HR services and the second largest staffing organization in the world. From temporary staffing to permanent placement to inhouse, professionals, search & selection, and HR Solutions, Randstad holds top positions around the world and has approximately 29,300 corporate employees and around 4,500 branches and inhouse locations in 39 countries around the world. Founded in 1960 and headquartered in Diemen, the Netherlands, Randstad Holding nv is listed on the NYSE Euronext Amsterdam.

Learn more at www.randstad.com and access Randstad's panoramic US thought leadership knowledge center through its Workforce360 site that offers valuable insight into the latest economic indicators and HR trends shaping the world of work.

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For more information visit the [CT Chapter Sponsorship PDF](#)