



LinkedIn: [Connecticut Chapter HDI](#) | **Twitter:** [CT HDI Pres](#) | **Web:** <http://cthdi.org> | **Email:** socialmedia@cthdi.org

Farewell to George Comenale



5 years ago, I stood with Larry Richard at my side as he announced his retirement from the board and that I would follow in his footsteps. Since that day the chapter has continued its upward trend by first earning the Gold then President's Circle awards of excellence, by ranking among the highest in the country when it comes to membership growth. We were the first to introduce an online election model, we introduced new locations to our agenda and even added WebEx meetings during the winter months, when meeting at a central location had often been challenging.

Beyond the things done in the background, the chapter has brought a higher and higher caliber of speaker to the events. This year, 80% of our speakers have presented at the National HDI Conference and I thank all of the officers for making this all happen:

- Kay's never-ending energy
- Al's contagious enthusiasm
- Jocelyn's love for the industry
- Joe's creativity
- Wendy's attention to detail
- Carol's meticulous record keeping
- And Theo's relentless work with HDI

Typically, it was me standing behind the podium but it's these folks, kept the bus rolling full-speed ahead. But now it's time for me to step aside and let someone else take the wheel. My successor has been part of our little family for many years and I am confident he will do far more for the chapter than I've done. Theo Sullivan has been a tremendous part of our chapter, volunteering his time not only to our local chapter, but working very closely with HDI global to improve its services. I thank him for all he's done thus far and have the utmost faith in the success he will bring to CT chapter.

As for me, I will not disappear – CT chapter has been an important part of my life for many years and I look forward to seeing you all again soon.

George Comenale

In This Issue

- Farewell to George Comenale P.1**
- Election Changes P.2**
- 2015 Recap P.3**
- What's Coming Up. P.4**
- Upcoming Events P.4**
- About Our Sponsors. P.5**

CT HDI Chapter Website

- Review current and past meeting topics and presentation slides 24/7.
- Access prior newsletters
- For more information visit us on the web at <http://cthdi.org>



Election Changes

During our June 2015 meeting, we announced the following election results:

- President Change: Theo Sullivan, The Hartford Insurance Group
- Librarian: Carol Dichele, Travelers Insurance
- VP of Membership Change: Diana Culver, Travelers Insurance
- Secretary Change: Deborah Ehrhardt, Travelers Insurance
- VP of Vendor Relations: Al Brunelle, Regan Technologies

Your New President: Theo Sullivan



My work in the IT industry began over 18 years ago at Wiremold, a family owned company, where my role was a combination of Helpdesk and Desktop Support. After that, I started as a Service Desk Analyst at Uniprise, a division of United Health Group, and moved up quickly to become a Team Leader. For the past ten years, I have worked at The Hartford in many roles such as Service Desk Engineer, Team Leader and Executive Support.

Attending an HDI meeting was a recommendation by my manager at The Hartford for a development opportunity that I welcomed. After attending my first meeting, I realized what a wonderful organization the local HDI chapter is, and that I needed to be part of it. The content of the programs the local chapter put on, the networking opportunities of such skilled members and the ability to stay current with industry trends and standards was a perfect fit for me.

In 2009, I became a member of HDI. Soon after, in early 2010, I became VP of Communications for our local CT chapter. This opportunity allowed me to send many exciting communications about the upcoming programs that the board would be putting on for our members. In June of 2012, I took on the VP of Membership position in which, as part of the local chapter, we were able to grow our membership. I was also able to partner with HDI in 2014 to identify an issue with the national membership database which they are in the process of correcting. Now in June 2015, I am taking on the role of President. I am very excited to continue working with new and seasoned CT HDI Board members to bring you the quality programming that we have come to know and love.

Theo Sullivan, President of HDI CT Chapter

Member Feedback



Topics for the 2015/ 2016 Season

During the June meeting we revealed some of the topics you would be interested in hearing more about.

- Preventing analyst burn out, team communication tools.
- Windows 10 information.
- Effective Metrics, Reporting, Keeping good employees, competitive salaries and reward programs.
- Self-service solutions - what's working, what's not.
- The hiring of the "ideal" analyst for 2015 and beyond (skills, backgrounds & how to retain them)
- Outsourcing (is it still needed)
- Stress Management Branding with multiple communication methods to service desk and on-site support such as chat, in-person, call, social media, etc.
- Support Model in the Future; Support Tools in the Future

2015 Recap



Since our last newsletter we are off to a good start for the 2015 season. For your reference here is a recap of 2015 in review.

March Meeting: Ten Ways to Engage Your Team by Jocelyn DeMaio

During this meeting Jocelyn from The Hartford Financial Group presented “Ten Ways to Engage Your Team” at On the Border restaurant in Rocky Hill, CT.

Let's
Recap



May Meeting: Effective Operations through Six Sigma Designs By James Abbott

During this meeting James Abbott flew in from South Carolina to present “Effective Operations through Six Sigma Designs” at the Newington Public Library. More information about his courses can be found at <http://effectivecallcenters.com>.



June Meeting: Season closing & election announcements

The meeting was held at Sliders in Wallingford, CT. George Comenale announced the results of the 2015/2016 election. Members also spoke about topics for the upcoming season.

Our Newest Sponsor



Is your company not utilizing the “Try before you buy model.”? Contact TEK Systems and let them find top quality talent for temp or permanent work.

For more information visit them on the web at <http://teksystems.com>.



Staffing Firms Create 25,238 Jobs in Connecticut

2014 National Staffing Statistics

Average number of temporary workers each week: 3.2 million

Source: ASA (American Staffing Association). For more info [click here](#).



What We Accomplished

Connecticut Chapter of HDI – What We Accomplished

By the time you read this, we'll have wrapped up a tremendous 2014/2015 season here at the Connecticut Chapter of HDI.

Since our last newsletter we've had three great meetings. HDI 2014 Conference presenter, (and CT HDI VP of Finance) Jocelyn DeMaio talked about employee engagement while we enjoying a delicious meal at *On the Border* in Rocky Hill.

A month later, James Abbott traveled from South Carolina to discuss staffing strategies and let me tell you: I sat near the back of the room and during both of these presentations, all eyes were locked in on these wonderful presenters.

Our meeting presenters have all had a common theme, they are the best of the best. I was thrilled at the line-up our chapter pulled together this year and look forward to our next season.

Speaking of your chapter officers, I can't say strongly enough how much I appreciate all the time and effort these volunteers put forth. Next time you see one, please thank them.

Continuing on the topic of officers, our annual election wrapped up on 6/11 and here are the results:

VP of Vendor Relations: Al Brunelle returns for another term

Librarian: Carol Dichele also returns for another term

VP of Membership: Diana Culver of The Travelers joins the board. Diana's positive attitude and friendly demeanor will be enjoyed by all.

Secretary: in a hotly contested race, Deb Ehrhardt moves into the role. Deb has been a member of HDI for more than ten years and has served on past boards. Her predecessor, Wendy Parker, has been a major part of our success over the last two years – keeping us all organized and on track. It was a joy to spend time with Wendy and we thank her for everything she's done, and wish her all the best.

You'll hear a little less from the chapter during July and August as your officers regroup and start mapping out the 2015/2016 season. But rest assured, there's lots going on and next year will be the best ever!

George Comenale

Upcoming Events

Event meetings for 2015

- 9-25– Windows 10
- October: TBA
- December: TBA



Become A Sponsor

- Your logo on our website
- Your company logo on newsletters & communications
- Attendance for members of your company

See what package is right for your company. Click [here](#) for more details.

A Message From Your HDI Officers

Sponsor a Meeting: We are always looking for locations to have our meetings. The locations should have easy access, free parking, large meeting room, and ability to bring in food. If you are interested in hosting a meeting, please contact [Theo Sullivan](#).

Thank you for your support during the last year. Your Board members will be planning events throughout the summer and will have more information for you in August. Until then, be safe and enjoy the summer with family and friends.



About Our Sponsors



With over 30 years of experience and more than 2,400 businesses selecting TEKsystems as their preferred IT support Staffing provider, TEKsystems offers you a proven track record of success in delivering top IT support talent on a contract, contract to hire or direct placement basis. Annually, we deploy over 26,000 IT support professionals to support helpdesk operations, desktop support technology deployments, IT asset inventories and installations, moves, adds, and changes. Our proprietary Staffing Quality Process ensures you receive the best match of talent for your IT support needs. Every week we speak to over 100,000 IT professionals. Our connections with the IT workforce provide us with a real-world pulse on what works and how to get IT done and who does IT best. We leverage our unique perspective within our client organizations and our TEKsystems network to design proven managed, and project based, and outsourced solutions. <http://teksystems.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 in-house, 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 in-house 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. <http://randstadusa.com>

Please show your support for your local HDI chapter and promote your products and services to hundreds of potential customers by becoming a sponsor.

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