



CT HDI

Spring 16' Newsletter



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

HDI National Conf. 2016, April 12– 15th (Orlando, FL)



An event unrivaled in the technical support community, the HDI 2016 Conference & Expo unites nearly 2,500 professionals to gain the knowledge, resources, and contacts to become champions of the industry. With nine learning tracks, eighty sessions, five keynote speakers, and nonstop networking opportunities, you won't just attend HDI 2016—you'll return home with renewed motivation and enthusiasm, inspired to make an immediate impact on your career and your organization. We all strive for greatness...this is your chance to achieve it.

UNITE AND TRIUMPH

Where:

The Rosen Shingle Creek
9939 Universal Blvd
Orlando, FL 32819
866.996.6338 | 407.996.6338

Reasons to Attend:

- 80 Sessions to keep your mind occupied
- 5 Keynote speakers
- Over 50 Vendor's at the Expo Hall
- Attend Jocelyn DeMaio's: Building Your Brand session
- Cheer Nicole Sladick who will be competing for the National Desktop Support Technician of the Year title.

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Officer Positions—Shape the CT HDI Chapter (Join the board)

Are you interesting in joining the CT HDI board? The CT HDI Chapter has the following positions available to our members.

- VP of Social Media
- VP of Communications
- VP of Content Operations
- Secretary

If you are interested in running for these positions please send the following information below to Theo Sullivan at president@cthdi.org.

- ⇒ 250 word biography
- ⇒ Summary of email must include the position you are seeking to join
- ⇒ Picture

Note: Submissions must be received by May 13th by 5pm.

2016 Spring Recap



Let's
Recap

January Webinar: Becoming an IT Champion



Meeting Sponsored by Cherwell



Visit <http://www.cherwell.com/> for a solutions that may benefit your organization.

Bill Sheridan presented, Becoming an IT Champion for our January Webinar. Bill is from Advance Market Place who is affiliated with our new sponsor Cherwell Software. In Bill's presentation we learned about cutting costs, simplifying & reducing processes, bringing different departments and teams together and lastly improving ITSM solutions to allow for future growth. CT HDI partnered up with HDI New England, HDI Northern New England, and HDI Rhode Island to offer this webinar in January. A special thanks to **Cherwell Software** for making this webinar possible. In the event you missed this webinar, you may find it [here](#).

New Membership Model

Starting February 8th, please be aware of the following changes:

- Annual Membership now becomes \$295.00

Bulk Discounts

- Save 10% when you purchase six to ten memberships (\$265 per membership).
- Save 15% when you purchase eleven to fifteen memberships (\$250 per membership).
- Save 20% when you purchase sixteen to one hundred memberships (\$236 per membership).

Multiple-Year Memberships

- Save 5% when you purchase a two-year membership (\$560 total).
- Save 10% when you purchase a three-year membership (\$796 total).
- Save 15% when you purchase a five-year membership (\$1,254 total).
- Purchase a lifetime membership for \$5,900.

Student Membership

You can apply to receive a student discount. The membership rate for verified students is \$49 per year.

Early Bird Renewal

Renew 90–80 business days prior to your current membership's expiration date and save \$50!

Membership News

Based on feedback from those in the tech support industry, HDI has overhauled and simplified its membership model! No more unnecessary member levels, no more confusing pricing structure, and no more unclear benefits. We now have one membership level available for the new low price of **\$295** with a streamlined and improved set of benefits.

- Gain industry knowledge
- Learn from your peers
- Excel in your career
- Improve the maturity of your support organization
- Acknowledge and celebrate professional achievement
- Save money on professional and organizational development

www.ThinkHDI.com/Membership!

What does this mean for you as a current member?

You'll continue to enjoy your current benefits until your membership is up for renewal; when that time comes, you can renew at the new annual price of **\$295**. For 80 percent of our members, that will be a significant reduction in price. Some of you will see a slight increase with the new membership model, but we hope you agree that the changes we've made are well worth the investment—for your career and your support center.

More information can be found at <http://thinkhdi.com/membership>



What We Accomplished

Connecticut Chapter of HDI – What We Accomplished

Since our last newsletter we've had a wonderful webinar "Become an IT Champion" presented to us by Bill Sheridan from Advance Market Place who is affiliated with our new sponsor Cherwell Software. In Bill's presentation we learned about cutting costs, simplifying & reducing processes, bringing different departments and teams together and lastly improving ITSM solutions to allow for future growth.

In the months to come we have an action packed schedule. In April we have the HDI 2016 Conference & Expo in Orlando, FL. Please make sure to let us know if you are attending as we would like to get everyone from CT together for a Happy Hour while in Orlando. In May we have our very own Jocelyn DeMaio presenting "Building Your Brand" at the First & Last Tavern in Plainville, CT. Finally in June we will have our networking, whiteboard and election results at Jimmy Buffet's Margaritaville at Mohegan Sun in Uncasville, CT.

Our chapter officers work hard to provide the CT Chapter members the quality programming you have come to know and enjoy throughout the HDI 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. For me it has been very rewarding to get know and be part of this great HDI family. If you have ever thought that you could help out and are interesting in joining the board, we will have elections in May for the following positions:

VP of Social Media

- Maintain the local chapter website.
- Send meeting invites and newsletters to chapter members.
- Create LinkedIn posts and Twitter tweets about upcoming chapter event.
- With the consensus from the other board members, edit and include all articles submitted for publication in newsletter.
- Perform other duties as pertain to the office of VP of Social Media defined by HDI

VP of Communication

- As the Newsletter Editor the primary duty is to design and maintain the newsletter.
- Pass out and collect surveys at local chapter meetings.
- With the consensus from the other board members, edit and include all articles submitted for publication in newsletter.
- Be the back up to take minutes of every meeting.
- Maintain association records of activities.
- Communicate with National for information regarding upcoming National events.
- Perform other duties as pertain to the office of VP of Communication as defined by HDI.

VP of Content Operations

- Get consensus for posting items from Board and/or members.
- Post meeting summaries, invites and surveys to Google Docs.
- Maintain the Circle of Excellence spreadsheet
- Submit to HDI at least one copy of all announcements, newsletters and other materials that are produced and distributed by the association.
- Perform other duties as pertain to the office of VP of Content Operations as defined by HDI

Upcoming Events

Event meetings for 2016

- April 12-15 – HDI 2016 Conference & Expo in Orlando, Florida "Unite & Triumph"
- May 6 2016- Building your Brand by Jocelyn DeMaio at First & Last Tavern Plainville, CT.
- June 10 2016- End of Season Meeting at Jimmy Buffett's Margaritaville at Mohegan Sun in Uncasville, CT

Check out our [website](#) Reach out to Joe McGee for more information.



Positions Available—Continued

Secretary

- Get consensus for posting items from Board and/or members.
- Take minutes of every meeting.
- Provide meeting summaries to all officers and HDI
- Greet and sign-in meeting attendees, including the collection of funds from non-members.
- Keep Board apprised of changes.
- Perform other duties as pertain to the office of Secretary as defined by HDI.

If you are interested in running or have any questions about a particular position, please send our president [Theo Sullivan](#) an email with the position you are interested in, a picture and a 250 word biography. This information will be used for the on-line election we will be having in May. I promise this will be an extremely rewarding experience and we could use your ideas and expertise in the planning of the

2016/2017 HDI season!!! *Theo Sullivan—Chapter President*

Nicole Sladick—HDI Desktop Support Tech of the Year



Come cheer Nicole along with some members of the CT HDI Board as she compete' s for the National Award (Desktop Support Analyst of the Year) at the HDI Conference in Orlando, Fl. For more info on the conference visit <http://hdiconference.com>

Nicole won the Connecticut Chapter Desktop Support Tech of the Year Award which was announced at the Chowder Pot in December of 2015.

CT HDI Members: Are you attending the national conference in April! The HDI national conference is a great way to network with other managers and analysts in 2016. If you would like to register for the conference visit the HDI Conference Page. More information can be found at HDI Conference 2016. If you would like to coordinate with your CT chapter, please contact Carol, Jocelyn, or Joe who will be attending this conference. Email Carol at librarian@cthdi.org or Jocelyn at finance@cthdi.org or Joe at socialmedia@cthdi.org.

NEW— HDI Connect



HDIConnect is your members-only, one-stop destination for peer learning and interaction. Collaborate with your fellow tech support pros by sharing knowledge via research, tools, templates, and more. Visit HDIConnect now at <http://connect.thinkhdi.com/home>

Connect with those who share your goals and challenges and gain exclusive access to the latest news, research, and resources—hand-picked by industry experts and practitioners.



About Our Sponsors



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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://www.teksystems.com/>



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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](#)