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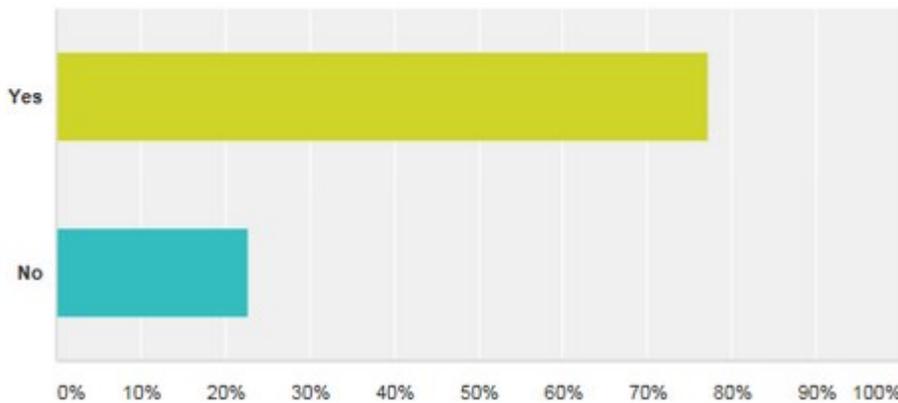
Meeting Poll to HDI Members

Recently, the HDI Board of Directors asked our HDI members if they would be open to a breakfast meeting. Our members responded positively to the idea with 77.27% in favor and 22.73% opposed to an earlier meeting.

Based on member feedback, the HDI Board of Directors will be looking to set up an early morning/breakfast meeting. We appreciate your feedback which helps us give the members what is most convenient for them.

**Would you be open to a breakfast meeting?
The meeting would run from 7:30am to
socialize and network and meeting to occur
from 8am -9am. Other times we are
exploring would be 8:00 – 9:30AM or 9:30 –
11AM**

Answered: 22 Skipped: 0



In This Issue

Meeting Poll P.1

2015 Summer Recap P.2

What We Accomplished P.3

Upcoming Events P.3

About Our Sponsors. P.4

New Sponsor: Armstrong Consulting Group

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2015 Summer Recap

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

Let's
Recap

August Meeting: Agile and the Service Desk Webinar

The CT HDI Chapter partnered with HDI New England, HDI Northern New England and HDI Rhode Island to bring you this mid-summer warm up virtual chapter meeting. This was presented by Donna Knapp. Donna described the ways that agile practices are impacting the service desk. This virtual meeting was held on August 12, 2015.



Analyst and Desktop of the Year Nominations



September Meeting: Windows 10

During our most recent meeting, Mark Thompson of *Sterling Thompson Consulting* presented on the topic of Windows 10. This meeting was held at Elaine's restaurant on September 25, 2015. Mark presented a live demo of the Windows 10 features and addressed numerous "how to" questions from the crowd. Overall, our official season kickoff meeting was a huge success featuring a great topic and with around 30 members in attendance.



Is there an outstanding support analyst in your organization that you feel is deserving of recognition for their commitment, dedication, and service to your customers?

The HDI Desktop Support Technician Award recognizes technicians that exemplify the best of the best in the industry! All nominees will have demonstrated extraordinary commitment, dedication, technical aptitude and service to customers while consistently exceeding performance objectives

Submit your nominations today to recognize top talent!

Nominate: [Analyst of the Year.](#)

Nominate: [Desktop Analyst of the Year.](#)

Calling all speakers.....

Your CT HDI Chapter is always looking for exciting speakers to present in upcoming meetings. These can be in-person or delivered through a webinar.

If you are interested in presenting for the CT HDI Chapter, please contact Kay Noble, VP of Programs at programs@cthdi.org



What We Accomplished

Connecticut Chapter of HDI – What We Accomplished

This summer, all your local officers at CT HDI got together for a brain storming session for this upcoming year. The board met in August, and have planned out 2015 / 2016 meeting dates with some of the upcoming topics. For the first time on August 12th we teamed up with the HDI New England, HDI Northern New England and HDI Rhode Island Chapters to have a pre- season warmup webinar that Donna Knapp did a wonderful job presenting “The Agile and the Service Desk.” Then on September 25th, Mark Thompson presented a fantastic live demo of Windows 10 features.

I know it’s early but I ask that each of you look around your offices (physical or virtual!), think about what a great team you’ve helped cultivate, and invest 15 minutes in recognizing your staff. Nominees are interviewed in late November and the winners will be announced at our December 11th event. Connecticut winners then go on to the regional competition and ultimately to the HDI 2016 Conference in Orlando, Florida next April.

It’s not too late voices your opinion. If you have a topic you would like to hear about, or a location we can host at. Please contact Kay Noble.

Summer may be over but CT HDI is just getting started. See you in October!

Theo Sullivan—Chapter President

Juggling Balls—Quote from Bryan Dyson

Imagine life as a game in which you are juggling some five balls in the air. You name them – work, family, health, friends and spirit ... and you’re keeping all of these in the air.

You will soon understand that work is a rubber ball. If you drop it, it will bounce back. But the other four balls – family, health, friends and spirit – are made of glass. If you drop one of these, they will be irrevocably scuffed, marked, nicked, damaged or even shattered. They will never be the same. You must understand that and strive for Balance in your life.

Upcoming Events

Event meetings for 2015

- 10/23: *Are You Contributing All You Can* by Rachel George at On the Boarder, Rocky Hill
- 12/11: *Building Team Dynamics* by Joe McGee. Analyst and Desktop of the Year Awards at The Chowder Pot, Hartford
- January 2016: TBD webinar

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



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