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AoY & DToY Award Announcements

Congratulations to Phoenix Lombardi & Dan Ahern for the winners of AoY & DToY.

On December 12, 2014, George Comenale presented Analyst of the Year and Desktop Technician awards at Elaine's in Wethersfield, CT. Like every year we had several nominees who were nominated for the award this year.

Below: Winner of Analyst of the Year: Phoenix Lombardi and Winner of Desktop Technician of the Year: Dan Ahern (Kristen Kenney appears in the photo who is the nominating manager). Congratulations to Dan and Phoenix for winning the CT local chapter awards.



Sarah Chamberland (nominating manager), describes the following as an example of how Phoenix demonstrated above and beyond qualities as a Field Support Consultant. Phoenix works an 8:00am – 5:00pm shift and around 6:00pm on a Friday night one of her peers received a Loss Sensitive call and the user required immediate attention. Her peer was not able to resolve this issue on his own and called Phoenix for help. Phoenix signed backed online and worked with the customer until 9:00pm to get her back up and running the best she could that night. Phoenix takes pride in what she does and is always willing to come in early, work late, and even work on a weekend if that's what it takes to help our customers.

Kristen Kenney (nominating manager), describes the following as an example of how Dan demonstrated above and beyond qualities as a Desktop Support Specialist. Dan has continued his above and beyond with supporting and guiding our new TECHEXPRESS technicians at our CT locations and has traveled along with me to our field offices working with staff and ensuring that they are well trained and are able to follow our new workflow and tools in order for them to have a successful service. We are moving forward with another 14 field site openings in 2014-2015 and Dan will continue his great efforts in the success of this new desktop support service model across the country. This program would not have the success we have seen if I did not have Dan Ahern as my trusted desktop support technician.

AoY Runner-ups:

Congratulations to the runner-up nominees for their hard work this year and the nominees' managers for taking the time to recognize your employee's.

- Joseph Mirabello, Travelers
- Adam Beutnagel, The Hartford
- Joe Bartolotta, Konica Minolta
- Warren Craig, Konica Minolta

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2014/ 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 2014/ 2015 in review.

October Meeting: Tom Smetana of Randstad –Working Alone Can Get You In Trouble

During this meeting Tom from Randstad presented “Working Alone Can Get You In Trouble” at Michael's Trattoria Italian Restaurant in Wallingford, CT.



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

December Meeting: AoY & DToY Award Ceremony

During this meeting our Present announced the AoY & DToY Winners at Elaine's in Wethersfield, CT

Congratulations to Phoenix Lombardi and Dan Ahern for winning the prestigious AoY and DToY awards. Also a big thanks to all of the hiring managers for their nominations of their hard working employee's. Also a big thanks to Cherwell Software for sponsoring the event!



January 2015 Meeting: Maintaining Service Improvement Presented by Ric Mims



What an exciting way to start 2015 with a Webinar presented by industry expert Ric Mims!

Ric Mims presented the best approach to developing your service improvement plan, focusing on the importance of customer feedback mechanisms, translating feedback into actions, prioritizing, allocating budget and resources (human and technical), monitoring your services, and accurately interpreting the KPIs you gather on a regular basis

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

Let's Recap

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 – \$195
- 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

As we hit the midpoint of our 2014/2015 season, there are many highlights to look back on and many more yet to come!

We kicked off the season with HDI's own Roy Atkinson, one of the most charismatic speakers around! Roy presented Metrics and Myths About Metrics to a packed house on September 19th. We learned about the flow of information (from Operational to Tactical to Strategic), what leaders and executives want to know and when, top spending priorities and, as Roy summarized his presentation, we were reminded that "The metric is not the goal. The metric is only a milepost that helps you measure your progress towards your goal."

As October approached, I was very excited to have Tom Smetana of Randstad Technologies fly in from Michigan to join us. Like Roy, Tom has spoken at the HDI national conference and delivered his Working Alone... Can Get You in Trouble presentation. We learned about the relationships between the service desk and desktop services, how working independently (or *alone*) can lead to higher costs, ways to identify gaps in collaboration and how moving from an independent behavior to a more collaborative one benefits not only the customer but also the technician.

By the time you read this our January webinar, with none other than Ric Mims, will be in the history books. Continuous Service Improvement is a topic that is always in demand and your chapter officers traveled to Houston, Texas to convince Ric to join us. OK, we traveled virtually, not physically, but I hope you're seeing the pattern. Three speakers. Three *national-level* speakers. Three *HDI conference* speakers... These speakers are the experts in our field and in high demand.

So after such an amazing start, how can we top that?

HDI's own Jocelyn DeMaio will get you on your feet with her HDI 2014 Conference presentation on motivating and engaging your team. If you were unable to see her in Orlando, I'll give you just a little taste of what to expect: over 400 people packed the room for her session! An interactive presentation, I guarantee you'll leave with a host of inexpensive (or free) ways to motivate your staff and with a smile on your face.

Two more meetings will follow. First we'll have James Abbott of Abbott Associates, Inc. who will be making the journey north from South Carolina in May to talk about what makes an effective call center, then we'll close out the 2014/2015 season with a big celebration. Stay tuned for details...

It's been a great season thus far and with what we have lined up in the coming months, it's only going to get better!

- *George Comenale*

Upcoming Events

Event meetings for 2015

- 3/20– Ten Ways to Engage Your Team by Jocelyn DeMaio.
- 5/16– Effective Operations through Sigma Designs by James Abbott.
- 6/20– To Be Announced.



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Why Certification is Important



CERTIFIED

INDUSTRY POSITION ON CERTIFICATION FOR DESKTOP SUPPORT TECHNICIANS:

The organization requires formal certification	14.8
Certified staff/potential hires are paid more	15.2
Certification is an important criteria for promotion	23.6
Certification is an important criteria for hiring	30.9

Source: 2014 HDI Salary Guide | Members view it [here](#)



About Our Sponsors



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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.

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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.

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](#)