Don’t Miss our Annual Awards and Team Building Luncheon featuring a Keynote from Kirk Weisler Friday, December 9, 2011

LOCATION
Maggiano’s Little Italy Tysons Galleria
2001 International Drive
Mclean, VA 22102

COST
The cost is $39.00, but register by December 1st to receive a $10.00 discount, making the price $29.00. The luncheon includes a three course meal, open bar and an amazing keynote from international speaker Kirk Weisler. For the discount, please enter the discount code AWARDS, then click on register.

REGISTRATION
The event is Friday, December 9, 2011, however, registration closes Wednesday, December 7th. To register, go to: http://annualawards2011.eventbrite.com

ABOUT THE PROGRAM
Join us for our Annual Awards Luncheon, which has become a tradition in the Washington DC area. IT Service and Support Managers bring their teams to celebrate their hard work and success throughout the year. You supply your team and we will supply an inspirational speaker, great atmosphere and a three-course meal. There will be time to network with area professionals and meet our Help Desk Analyst and Desktop Support Technician of the Year nominees.

Registration is only $39 per person (see above for the early bird discount code) and includes a three course meal, open bar, coffee, hot tea, iced tea, soda, coffee. Seating is limited, so please register EARLY! The keynote speaker is the internationally recognized Kirk Weisler, who is one of the most popular speakers at HDI’s Annual Conference. After the keynote speaker, we will recognize our HDI Analyst of the Year and Desktop Support Technician Nominees and announce the winner of the Capital Area Analyst and Desktop Support Technician award. The winners will go on to the regional competition, with the Regional Winner being sponsored by Robert Half Technology to attend the HDI Annual conference in Orlando.

We will have a prize drawing for a Kindle Fire, gift cards and other giveaways!
See page 4 for the agenda and more details!
President’s Message by Lee Weekley

Hello fellow members, I cannot believe the Holiday season already. This is my favorite time of the year. Tis the season of peace, joy and giving. Let someone know you care about them and purchase and HDI membership for them. This will be a gift that will keep on giving all year long. I can guarantee you he or she will be very thankful with such a useful gift.

Well it’s finally here!!!! This month is the analyst of the year luncheon. I thank all of you that submitted your analysts of the year and desktop technician of the year nominees. We had a tremendous response to our requests for nominees. I am so happy to see such an active membership and I truly appreciate all of you and your involvement in the Capital Area Chapter. The judging is complete and now we have to wait until the luncheon to see who the winner is. I am so excited and can’t wait to find out. Again, congratulations to all the nominees. This is a great program and Capital Area Chapter is so proud to be involved with this great program.

We have some exciting programs coming over the next few months. Of course this month will be our AOY program with non-other than the Chief Morale Office, Kirk Weisler. Kirk will dazzle us as he always does, lifting everyone’s spirits and delivering a valuable and entertaining program. The awards luncheon will be at Maggion’s located at 2001 International Dr. * McLean, VA 22102-3918. In January, we have Bryan Ward coming to speak about Enhancing IT Support Amidst a World Gone Cloud. This meeting will be held at Chemonics located at 1717 H st NW Washington DC. In February we have the ever famous Phil Gerbyshak, who will deliver a training event on Customer Service for Agents and Metrics that Matter. He will also have available his book titled Making It Great. This will be held at the Marriott Offices in Gaithersburg Md. In March we will have a very special event delivered by the entertaining and famous Malcolm Fry. He will lead a class called HDI entitled: "Metrics for the Service Desk" (based on ITIL 2011). This will be held at NASA located at NASA HQ Building, Rm 2043, 300 E Street S.W. Washington, DC, 20546. You won’t want to miss this great class.

I am still looking for members to tell us what topics you would like to see covered in our meetings. I would also like to hear about any suggestions or comments that you might have concerning the operation and format of our meetings. Please email me at president@hdicapitalarea.com with any suggestions, comments, or questions.
**President’s Message by Lee Weekley (Continued)**

Finally, it will soon be time to issue a call for nominations for officers and our annual elections. I really encourage everyone to consider running for an officer position with Capital Area Chapter. Being an officer in an HDI Local chapter is so rewarding and fun. I have been involved with HDI for over 5 years and I have held two officer positions including my current position of President of Capital Area Local Chapter. Being an officer in this chapter has meant so much to me. I have learned a great deal from my involvement and met so many new and exciting people, greatly expanding my network. I can tell you from my heart that being an officer in HDI is like extending your own family. HDI is a group of folks that make you feel like close family. I have expanded my knowledge and my network through HDI and being an officer has allowed me to grow both personally and professionally. I would encourage you to take a step forward and become involved. I can promise you that you will not be sorry you did. Being an officer will be one of the most fun and rewarding journeys you will ever embark on.

---

**HDI Capital Area’s November Meeting Recap**
**Wednesday, November 16th**

Many thanks to the World Bank for hosting our November 16th ITSM Panel on Uncovering the Trends in ITSM Tools and Leveraging them to Create Efficiencies. We want to thank all attendees for the great questions and their participation.

---

**January 18, 2012 Meeting**
**Enhancing IT Support Amidst a World Gone Cloud**
**Presented by Bryan Ward**
**Chemonics 1717 H St NW Washington DC**

The widespread shift to Cloud Computing, by Government and commercial organizations, is having a profound impact on the delivery of quality IT support. From a “Help Desk delivery” perspective, Cloud-based tools and solutions offer significant opportunity to streamline costs and expand effectiveness. From a “customer IT environment” perspective, processes and procedures must adapt to adequately address emerging challenges that accompany the shift from a centralized, customer owned, infrastructure to a distributed, customer leased, infrastructure. This discussion will provide an overview of Cloud technologies and architectures, their impact on service approaches, and their benefits to service delivery. **Watch our website for more information and registration details.**

**Agenda**
12:00 to 12:30 Lunch and Networking
12:30 to 1:50 Presentation
1:50 to 2:00 Survey Drawing

[www.HDICapitalArea.com](http://www.HDICapitalArea.com)
Annual Awards and Team Building Luncheon
featuring a Keynote from Kirk Weisler
Friday, December 9, 2011

LOCATION
Maggiano’s Little Italy Tysons Galleria
2001 International Drive
McLean, VA 22102
There is free parking at the Tysons Galleria mall
(Tip park toward the ends of the mall and walk to the center)
There is also valet parking in front of Maggiano’s.

COST
The cost is $39.00, but register by December 1st to receive a $10.00 discount, making the price $29.00. The luncheon includes a three course meal, open bar and an amazing keynote from international speaker Kirk Weisler. For the discount, please enter the discount code AWARDS, then click on register.

REGISTRATION
The event is Friday, December 9, 2011, however, registration closes Wednesday, December 7th. To register, go to: http://annualawards2011.eventbrite.com

ABOUT THE PROGRAM
Join us for our Annual Awards Luncheon, which has become a tradition in the Washington DC area. IT Service and Support Managers bring their teams to celebrate their hard work and success throughout the year. You supply your team and we will supply an inspirational speaker, great atmosphere and a three-course meal. There will be time to network with area professionals and meet our Help Desk Analyst and Desktop Support of the Year nominees.

Registation is only $39 per person (see above for the early bird discount code) and includes a three course meal, open bar, coffee, hot tea, iced tea, soda, coffee. Seating is limited, so please register EARLY! The keynote speaker is the internationally recognized Kirk Weisler, who is one of the most popular speakers at HDI’s Annual Conference. After the keynote speaker, we will recognize our HDI Analyst of the Year and Desktop Support Technician Nominees and announce the winner of the Capital Area Analyst and Desktop Support Technician award. The winners will go on to the regional competition, with the Regional Winner being sponsored by Robert Half Technology to attend the HDI Annual conference in Orlando. We will have a prize drawing at the end of the event. Prizes include a Kindle Fire, gift cards and other giveaways! Remember to bring your non-perishable item for our Feed the Community Drive.

ABOUT THE SPEAKER
Chief Morale Officer Kirk Weisler is an expert at creating outrageously cool workplace cultures and high performance teams. Years ago Kirk helped to create a corporate culture so rich in ownership spirit, engagement, measurable results that he was invited to share his approach first nationally, then internationally. He now travels around the world sharing everyday things leaders can do to positively influence, nurture, and build Super COOL cultures and high performance teams.

His unique background as a US Army Ranger, his work with At-Risk Youth and experience as a Master Storyteller & Team Builder make him a very fun, engaging, and sought after speaker. He authored the Best Smelling book, The Dog Poop Initiative and the semi –sweet best smeller, “The Cookie Thief. Kirk lives in Fayette county with "Wonderful wife Rebecca and their five remarkable children!” Read more about Kirk at kirkweisler.com
HDI CAPITAL AREA’S CALL FOR 2012 OFFICER NOMINATIONS

Participating on the Board of Directors of the Capital Area Local Chapter has been extremely fulfilling, providing growth professionally and personally. Leaders like you, who have committed to volunteering to give back, have kept our chapter thriving since 2003. It is a tremendous opportunity to exercise your leadership skills, grow professionally and give back to the community. Recognizing this is a volunteer effort, the board works as a team to assist each other as needed. We are currently building a Slate of Candidates for the January 2012 election. Elected officers will assume their positions in March 2012.

If you are interested in participating, please send the officer position you are interested in with a short biography and photo to Lee Weekley at president@hdicapitalarea.com by January 8th.

Vice President of Programs
★ leads all Local Chapter meetings and social activities in the President’s absence
★ assists the President in the management of the Local Chapter
★ coordinates valuable and applicable content for the Local Chapter meetings
★ tracks meeting surveys and distributes to board members
★ submits key survey results to Newsletter Editor
★ reports on upcoming meetings and events at monthly Local Chapter meetings
★ performs other duties assigned by the President

Vice President of Membership
★ maintains the Local Chapter membership and guest databases through the HDI website
★ ensures that the VP of Communications has the current Local Chapter membership distribution list
★ submits changes to Local Chapter membership database to HDI
★ works with VP of Programs and the President to promote membership
★ sends communication to new members and Local Chapter inquiries
★ works with VP of Communications to track attendance of members
★ follows up with attendees and non-members
★ introduces guests at Local Chapter meetings
★ reports on new membership and meeting attendance at monthly Local Chapter meetings
★ performs other duties as assigned by the President

Vice President of Finance
★ maintains Local Chapter funds
★ maintains the Local Chapter financial records
★ collects fees at meetings, as applicable
★ pays bills and expense reports approved by the President
★ submits Local Chapter financial records quarterly to HDI
★ follows up on monthly membership fees from HDI
★ reports general financial status at monthly Local Chapter meeting
★ performs other duties as assigned by the President
HDI CAPITAL AREA’S CALL FOR 2012 OFFICER NOMINATIONS (cont.)

Participating on the Board of Directors of the Capital Area Local Chapter has been extremely fulfilling, providing growth professionally and personally. Leaders like you, who have committed to volunteering to give back, have kept our chapter thriving since 2003. It is a tremendous opportunity to exercise your leadership skills, grow professionally and give back to the community. Recognizing this is a volunteer effort, the board works as a team to assist each other as needed. We are currently building a Slate of Candidates for the January 2012 election. Elected officers will assume their positions in March 2012.

If you are interested in participating, please send the officer position you are interested in with a short biography and photo to Lee Weekley at president@hdicapitalarea.com by January 8th.

Newsletter Editor

★ maintains consistent format of monthly Newsletter  
★ compiles monthly Newsletter content from members and officers  
★ works with VP of Communication to distribute monthly Newsletter to Local Chapter membership  
★ coordinates vendor advertisements in the Newsletter  
★ prepares hard copies of Newsletter for distribution at Local Chapter meetings  
★ performs other duties as assigned by the President

Secretary

★ maintains Local Chapter and Officers meeting minutes  
★ sends the local chapter meeting minutes to the Webmaster for posting on the website and the VP of Communications to include a link in the meeting blast.  
★ submits Local Chapter meeting minutes monthly to HDI’s CFO and Regional Director  
★ participates in HDI conference calls and reports content to Local Chapter officers  
★ acts as liaison between the Local Chapter and HDI  
★ contributes to Newsletter with information about the meetings from, and pertaining to, HDI  
★ reports on HDI initiatives at monthly Local Chapter meetings  
★ performs the meeting duties of the VP of Communications in the VP of Communications absence  
★ performs other duties as assigned by the President

Vendor Liaison

★ solicits vendor sponsorship of the local chapter based on the levels outlined in Capital Area Vendor Sponsorship guidelines  
★ solicits sponsors for website and newsletter  
★ solicits Local Chapter meeting sponsors  
★ works with vendors for sponsorship of special events  
★ plans special events and the Vendor Fair with the President and VP of Programs  
★ Responsible to lead the sponsorship activities and programs  
★ Ensure proper vendor sponsors are in place to support the chapter expenses  
★ Coordinates with all chapter sponsors to ensure all deliverables are provided to sponsors  
★ Responsible to track all sponsorship deliverables and deadlines throughout the entire life cycle  
★ Work with VP of Programs to obtain vendors for special events such as October vendor fair or AOY
Recognition is a key component to boosting morale and encouraging employees to excel. It is a great honor for an Analyst to be nominated for the Analyst of the Year award and a Desktop Support Technician to be nominated for the Desktop Support Technician of the Year award. We want to thank our nominators for taking time to recognize their extraordinary team members. All nominees and managers will be introduced at our December 9th Awards and Team Building Luncheon at Maggiano’s (see page 4 for details), featuring a keynote from HDI’s Chief Morale Officer, Kirk Weisler. The winners will go on to compete in the Northeast Region for Northeast Analyst of the Year and Desktop Support Technician of the Year. The award winners in each HDI Region will be invited to participate in HDI's Global Analyst of the Year and Desktop Support Technician Awards, sponsored by Robert Half Technology, where the finalists will be recognized and winners announced at the 2012 HDI Annual Conference in Orlando. We invite you to join us to celebrate their accomplishment and take the opportunity to recognize your key team members by bringing them to the luncheon. We are extremely proud to present our 2011 Capital Area Analyst of the Year and Desktop Support Technician of the Year Nominees.

Congratulations on your nomination and good luck to all of you!

Geoffrey Adams
Category: Analyst of the Year
Marriott Systems Support Center
Manager: David Karr

Geoff is respected and seen as a role model within the company. He supports company values on a day-to-day basis and sets a good example for others to follow. He clearly understands his role in meeting team goals and also understands the role that the service desk plays within the overall company. He never has to be reminded of a deadline or deliverable and often completes his work ahead of time. His work is always well thought-out and on target. Geoffrey is a true team player who is always unselfish and ready to help others. He prioritizes his own work based on team goals and never works on “pet” projects that don’t contribute to the team. Geoff was nominated because he is very much deserving of this recognition. Geoff is tireless in the work that he does for his customers, fellow associates, and Marriott. He has a true commitment to excellence, spirit to service and is dedicated to making every caller happy and glad that they called the support center. Geoff is a genuine person and truly cares about his work.

Melissa Ankeney
Category: Analyst of the Year
L-3 STRATIS
Teammate/Team Lead: Steven Muse

Since Melissa's first day with the service desk, we recognized her skills and potential to develop with the company. Shortly after hire, her peers quickly relied on her as she offered help to troubleshoot tough calls. She develops training programs and resources to advance the skills of others given her diverse knowledge of all 16 of our customers. Missy's quality assurance score of 95% show the dedication and determination that stands out from the rest. The customers often show their satisfaction with her service by submitting positive surveys. She's received 31 positive customer satisfaction comments which is astonishing compared to our typical response rate from customers. Melissa also sets a great example by her exemplary attendance which is amazing in its own right. Her willingness and determination inspire the others. These examples and her overall attitude and drive to mastermind ideas and situations are why she deserves this award.
Thomas Cancelleri
Category: Analyst of the Year
The George Washington University
Manager: Noor Aarohi

There are several reasons that I think Thomas Cancelleri is suited for this recognition. As a support analyst he strives to make sure that each customer he interacts with is left with a lasting impression of the class of service that we provide. As the web administrator for the IT Support Center pages, he collaborates with other groups across the University, to work on initiatives that support deployment of new technologies. He thinks outside of the box to bring better efficiencies to our processes. He aced the scheduled trainings/certifications and then went above and beyond in learning new applications to help take the IT Support web pages to the next level. He analyzes and grabs onto any opportunities to change them into advantages for our customers. To him this is all in a day’s work as he enjoys bringing in great customer service, initiative, innovation, environmental awareness, learning and sharing what he learns, sharing ideas and contributing to the success of the team.

Marie Cintron
Category: Analyst of the Year
Human Touch LLC
Manager: April DeBoe

Marie is the epitome of customer service. She is polite, friendly and easily puts frustrated customers at ease. When she does not know how a problem should be handled, she will ask for direction from a supervisor. She double checks everything and updates her own personal knowledge base. Marie ensures that she fully understands a problem before she attempts to guide a customer. Marie is always on time and ready to work; she frequently stays late to resolve issues. She is attentive to her managers and volunteers first for special projects. She always takes notes and exhibits great self-esteem and self-motivation. Marie is always positive and quick to take actions to correct any mistakes. Marie has to deal with regular users, VIPs, doctors, chemists, and executives. She treats all customers as though they were the commissioner of the FDA. She consistently follows Standard Operating Procedures for handling phone calls and tickets. She is able to explain the most complex problems in a way even the most novice customer can understand. She frequently deals with angry customers and big egos, but by the end of the call she has been able to turn them around and they hang up smiling and laughing. She has contributed much towards customer satisfaction and good quality service.

Judy Ellifritz
Category: Analyst of the Year
CDC Global Services
Manager: Andy Carey

Judy has always been a strong performer, but this year she has truly outdone herself. Due to transition with the team, we were no longer able to have a permanent Help Desk Manager onsite every day. So we had to find someone who could supervise the day to day functions of the team, track statistics and generate reports, coach new and veteran members of the team, act as a role model… all while working as a fulltime Help Desk Analyst who takes and resolves her fair share of client requests all day. Judy was not only willing and able to assume these additional responsibilities; she has been able to surpass our expectations. The fact that the team has continued to perform at a high level, meet the required SLA’s and maintain strong client satisfaction, more than speak to her abilities.
Jose Garcia  
Category: Analyst of the Year  
Serco  
Director: Lee Weekley  

He works at our FCC help desk downtown. Jose started with Serco in July 2010 as a dock worker and proceeded to exceed expectations on that job. He was congratulated by his manager and his Director on his outstanding work. He worked on teaching himself computers. In August 2010 he was given a chance to learn help desk support and move onto the FCC help desk. Since that time, Jose has excelled and passed everyone’s expectations. He has become the top call taker, accepting and processing 60 to 80 calls a day by himself. He has also ranked highest in first call resolution (over 83%) since November 2010. He has a customer satisfaction rating of over 98% and has held that record since Jan 2011. Jose also successfully achieved his HDI Service Center Analyst Certification and in the process of obtaining his ITIL V3 Foundations and A+ Certifications. Jose is the true measure of success. He is a clear demonstration of how hard work and dedication combined with a natural love for true customer service can lead you to success. Jose lives, breathes and is true customer service. He is the first to arrive, the last to leave the help desk and is always the first one with his hand up when help is needed whether it be for working overtime or helping a fellow technician, Jose can always be counted on. In June 2011, the FCC asked Jose to start training on Desktop support as well and he spent 3 weeks in that role. In his third week he was resolving more tickets than any of the other technicians per day. He has now been appointed as the official desktop support backup technician. Due to his success, Jose is being transferred to another major project that Serco has won called the VA4Vets program where he will serve as the T1 lead for the Reston branch of the technical support desk that will support over 1 million of America’s veterans. Jose is the picture of what our industry is all about. Starting from nothing, having that natural ability to provide world class customer service and driving oneself to exceed all expectations to become a tier 1 technician that any company would be proud to have.

Mike Gillis  
Category: Analyst of the Year  
Time Warner Cable  
Manager: Joan O’Hare  

Mike is a part of a team called the National Account Support Center. Our mission is “Providing our elite clients proactive solutions, concierge support with platinum results.” When it comes to being a team player, Mike’s devotion to his team and his job is second to none. Mike is early for every one of his shifts to make sure he is caught up with any news or process changes that might have gone into affect the previous day. Mike is always available to help out his fellow co-workers by picking up extra shifts, coming in early to help coverage, and staying late to work on a complex issue. Mike is always going above and beyond for our customers. He inspires others around him to learn more and be more because we’re only successful as a team.

Lisa Grochola  
Category: Analyst of the Year  
NASA/ARTS  
Supervisor: Zeb Agbanyim  

I have nominated Lisa due to her exceptional customer service and her ability to learn new things quickly. Also, Lisa has the attitude of a volunteer and the aptitude of a company president. She’s a joy to work with and a valuable asset to our team.
Patrick Grover  
Category: Analyst of the Year  
Carey International  
Manager: Robert Stanley

I’m proud to nominate Mr Patrick Grover for such a prestige award for his dedication to Carey’s Help Desk and our customers. The Technical Service Director has also commented on Patrick’s willingness to help his team with any situation. In my five years as the Help Desk Manager, Mr Grover has definitely earned his wings for his professionalism, commitment and technological knowledge. The CFO recently praised the great job Patrick has done by assisting the Technical Service team resolve an issue with his NAC (Network Access Control). Whenever I call Patrick for assistance he is always willing to step in, and resolve the matter as quickly as possible and he does not shun away from difficult assignments. Patrick previously worked in our Call Center as a Travel Coordinator, and when he learned of an opening on the Help Desk he was eager to join the team as a Tier 2 Analyst. Due to the economy, we had to restructure the Help Desk, and do more with less. So we recently promoted him to a Senior Analyst to oversee his peer and assist with new roles to support the Help Desk. Patrick and Chad is the first line of support and 80% of their day is spent on the phone answering and resolving tier one calls. As we are a 24 x 7 operation, Mr Grover understands the importance of having the Call Center systems always on-line and fully functional, as he focuses on business continuity for Carey operation even during After Hours. / As the 2005 Area Capital Analyst of the Year, I understand the importance of this award, and how it can shape one’s life and set their career path. That is why I nominate Mr Grover and believes that he will make a great 2011 Analyst of the Year.

Bernice Heinzkill  
Category: Analyst of the Year  
MITRE Corporation  
Manager: Anna Chow

Each year, we ask our team to nominate one of their peers, and it’s usually a clear consensus as to the nominee. While this year was a close race, and we felt we could nominate either of the top two individuals, based on feedback from external sources, peer recognition and personal development over the last year, Bernice was our clear choice. Both our customers and her teammates have always had great things to say regarding their interactions with Bernice, from her scope of knowledge to her perceptible reassuring smile on the other end of the phone. Bernice exhibits creativity and commitment to boosting team morale. She always has a smile for everyone and has a rapport with the many personalities of the rest of the team.

Helene Kahan  
Category: Analyst of the Year  
Montgomery County Public Schools  
Peer: Lynnet Anderson

Mrs. Kahan’s commitment to the students of Montgomery County Public Schools is always her first priority; even though our technical help desk does not deal directly with students. Mrs. Kahan makes sure that the teachers and staff have the necessary technical tools/access needed to teach and support the students in the classroom.
Robert Kuster  
Category: Analyst of the Year  
DOJ/FBI  
Former Manager: Regina Nelson

Bob has been the highest performing Service Desk Analyst in the organization for as long as he has been a part of the Service Desk. He is well-known by name to many customers in all field office locations across the United States and abroad. He is often asked for by name from support personnel in these regional offices, because they know he will go out of his way to make sure they get what they need to support their local customers. Above all this, Bob is a joy to work with and exemplifies all that an HDI Support Analyst of the Year embodies.

George Morrow  
Category: Analyst of the Year  
L-3 STRATIS  
Supervisor: William Rodgers

George currently works the 1230 pm to 9pm shift in support of Arlington National Cemetery. He is the eyes and ears of the network after normal business hours. He is extremely reliable and trustworthy and handles his duties in a very professional manner.

Gary Nitz  
Category: Analyst of the Year  
Joint Staff Support Center  
Supervisor: J. Scott Dyke

Air Force Master Sergeant Gary Nitz is a pivotal member of the Capabilities Watch Office (CWO) team and is responsible for delivering frontline technical supports to the key personnel at the National Military Command Center (NMCC) to sustain some of the most sensitive and vital mission capabilities for the Department of Defense. Gary is one of the best and most experienced analysts on team and is entrusted by his senior managers to oversee the daily maintenance and operations for our nation’s defense infrastructure. He is highly dedicated to his mission and has always ensured that his team provides services of the best quality to our customers. His superb leadership and technical aptitude are instrumental in maintaining a 99.9% readiness rate for the Department of Defense’s command, control and communications capabilities. Due to his dedication, professionalism and ability, Gary is unquestionably one of the best analysts on our team!
2011 HDI Capital Area Help Desk Analyst of the Year and Desktop Support Technician of the Year Nominees (cont.)

Jose Angelo Ramilo
Category: Analyst of the Year
TCG
Manager: Rich Renomeron

Jose Angelo Rodriguez Ramilo is an extraordinarily dedicated member of the Office of Management and Budget MAX Support team. The MAX team—three permanent staff (including Jose Angelo) and a group of interns—supports over 50,000 users. In addition to phone and e-mail support, Jose Angelo trains users in the use of MAX collaboration tools and various applications, including the system that collects the President’s Budget Data. Angelo is a team player who works his hardest to get the job done and who never fails to help his teammates or his users. He rarely does not know the answer to even the most difficult questions, and on those occasions he keeps looking until he finds the answer. He is a truly great colleague and valuable individual to have in the office. He also wears really slick ties!

Umer Shahzad
Category: Analyst of the Year
George Mason University
Manager: Teresa Gibbons

Umer is the epitome of an outstanding Help Desk Analyst. In addition to his regular duties of answering calls and responding to emails, he continually makes recommendations for improvements for the Support Center. From simple suggestions, like modifying the error message for outdated virus definitions, to more complex suggestions like creating forms to deal with specific customer requests or implementing an on-line chat feature, Umer is always thinking of ways to improve the quality of service to our customers. He took the initiative to become an Apple Certified Support Professional 10.5. Umer is also our liaison to the E-mail team. Over the past year, he worked extensively with them on the project to migrate students from an internal mail system to a hosted site, MasonLive (by Microsoft). Umer is an asset to the ITU Support Center, the Information Technology Unit and George Mason University.

Michael Sturgill
Category: Analyst of the Year
Defense Information Systems Agency Joint Staff Support Center
Supervisor: Norman Dixson

Technical Sergeant Sturgill consistently demonstrates a professional, customer-first attitude in all tasks that he performs. He takes the time to ensure that each customer’s incident is managed in a timely manner. Technical Sergeant Sturgill strives to improve efficiency of the Joint Operation Support Center (JOSC) Service Desk. He successfully identifies procedures that need to be improved and takes the lead to improve them. His technical knowledge is most effectively demonstrated when he trains new coworkers. He takes time to ensure that every coworker understands the core tasks needed to perform Tier One Database Manager (DBM) duties. Technical Sergeant Sturgill’s customer-first attitude, technical expertise, and desire to improve efficiency make him an excellent candidate for this award.
2011 HDI Capital Area Help Desk Analyst of the Year
and Desktop Support Technician of the Year Nominees (cont.)

Marissa Williams
Category: Analyst of the Year
World Bank
Manager: Troy White

During her time with us, Marissa has consistently demonstrated qualities that make her worthy of this nomination. One is the ability to provide quality technical knowledge and excellent customer service to our end users. We regularly receive positive surveys and feedback from clients as a testament to the high quality support she provides. Also, Marissa’s punctuality and flexibility make her worthy of this nomination. As a 24x7x365 support center, it is imperative that our agents are on time and willing to adjust their schedules when needed. Marissa is rarely late for work, and she, on many occasions, has volunteered to come early, stay late, work extra night and weekend hours, etc. to ensure that we have adequate coverage. Finally, we nominate Marissa because of her visible commitment to being the best help desk analyst and teammate possible. All these attributes confirm that she deserves this nomination.

Ahmed Chowdhry
Category: Desktop Support Technician of the Year
Acenita
Manager: Brian Wilt

Ahmed is known by his peers and customers as the go-to person. Anyone can learn technical skills but Ahmed’s soft skills are his key differentiator. On average, any technician may get one letter of recognition from their customer per month. Ahmed gets multiple letters per day. The letters all recognize his professionalism, courtesy, and fast response. Most important is his effectiveness. He gets the job done quickly the first time. His call closure rate is predictable and stands out from the crowd. His peers also recognize that Ahmed can be an excellent resource. He is willing to share his knowledge with his colleagues and help them excel as well. His openness and strong technical skills make it easy for someone to approach him without feeling intimidated. He represents the true spirit of HDI’s vision and mission.

Richard Crabill
Category: Desktop Support Technician of the Year
DST Inc./PGCC Contract
Manager: Joseph Njoku

Richard Crabill, is a consummate Technology Support Professional and a great asset to his team. I hired Richard about five years ago to work on our contract supporting the Prince Georges County Government internal staff. Given our 24 X 7 high-paced, high-profile environment, Richard quickly hit the road running and has yet to stop ever since. He provides executive support to the Prince Georges County’ County Executive, the County Council Members, District Court Judges, County & States Attorney’s, etc. His level of professionalism is unequalled. His energy is unmatched. He has so endeared himself to the staff at these various offices, that they know him by his first name and he knows each and every one of them, as well. We can count on Richard to resolve any technical issues that arise, to the satisfaction of the client, consistently. Richard resolves more incidents than any team member. He also has been very willing to contribute to the team, by volunteering to speak during brown bag sessions, and sharing his extensive experience in the diagnosis and removal of Viruses, Spyware and Mal-ware. He also volunteers for after hours coverage, when another team member may be out sick or on leave. He actually teaches same to students preparing for the Compta’s A+ certification, in his spare time, at ITT in Baltimore, MD. Richard has received numerous awards and commendations from all manner of individuals while on the Prince Georges County Government contract. Our team will not be complete without his depth of experience and knowledge, and furthermore his ability to apply them all in addressing the most urgent incidents as they come.
2011 HDI Capital Area Help Desk Analyst of the Year
and Desktop Support Technician of the Year Nominees (cont.)

Jed Frye
Category: Desktop Support Technician of the Year
George Mason University
Manager: Kevin Gibson

I would like to nominate Jed Frye for this award because of his overall performance. The environment that we have to operate in is very unique compared to any other non higher education position. It contains many different schools, departments, contractors and vendors that all operate under somewhat similar but different rules, regulations, policies and procedures. This can really complicate things when trying to carry out even the simplest tasks. Jed has really flourished in this environment while others can easily struggle doing the same thing.

Lionel Girukwigomba
Category: Desktop Support Technician of the Year
HumanTouch LLC
Manager: Brian Wilt

I have been affiliated with my organization for over 10 years and Lionel is one of the top technicians who I have had on the team. While Lionel’s technical ability is extraordinary, he is also a very nice person. He always provides the absolute best in customer service and consistently supports his team members. I have had the pleasure of being around Lionel for over a year and he never seems to have a bad day. Everyone looks forward to his positive and “can do” attitude. Lionel is definitely a rare find in today’s market; he has the old school personal skills with the ability to handle the changing pace of technology.

Omar Loutan
Category: Desktop Support Technician of the Year
PHI Holdings Inc
Manager: Francis Harris

Has resolved over 558 tickets to date. Completed 60 activities on time. Was instrumental in design/configuration and the setting up our remote Emergency response trailers. Supports remotes sites when needed traveled to the Salisbury area to support that remote site during Hurricane Irene. Omar is always willing to take on any assignment – the more difficult the assignment the better with out complaining.

Jaime Pagan
Category: Desktop Support Technician of the Year
Defense Information Systems Agency (DISA) / Joint Staff Support Center
Supervisor: Robert Vojtik

Jaime Pagan is the top performer of the Client Services Branch and a key player for the Tier-II Windows Support Team. In the past year, he was responsible for the troubleshooting and resolution of over 386 distinct incident problem tickets, more than any other Windows Desktop Technician. He often worked directly with Tier-III personnel (developers) to resolve complex Global Command and Control System- Joint (GCCS-J) issues and was known for his efficient and effective problem solving abilities. He consistently goes above and beyond his duty requirements in order to ensure quality customer service. He often volunteered to work beyond his normal duty hours or to come in on his off-days to resolve issues with customer sites located across the globe to ensure the customer’s needs were meet at their convenience. He never once complained, but rather always maintained a positive attitude toward his mission.
Soo Park
Category: Desktop Support Technician of the Year
Apptis/Social Security Administration
Manager: Cindy Braunschweiger

Soo Park joined the Social Security Administration’s (SSA) Technology Assistance Center (STAC) Help Desk contract in September of 2010. The STAC provides desktop and laptop technical support to SSA’s 65,000 employees nationwide and operates the STAC’s walk-in computing facility. In February 2011 Soo was promoted to a Network Engineer, then promoted to a Senior Programmer Analyst in March 2011. His quick rise to the top is a testament to his superb technical and interpersonal skills. From the start, Soo has positioned himself as an outstanding STAC team member. He has made many important contributions to the technical success of the STAC as well as to the agency. Rather than wait for tasks to be delegated to him, he finds areas for improvement and develops solutions. Soo has clearly demonstrated a unique sense of initiative and willingness to go far beyond the status quo.

Jessie Porter
Category: Desktop Support Technician of the Year
Joint Staff Support Center
Supervisor: J. Scott Dyke

Air Force Technical Sergeant Jessie Porter is an extraordinary desktop support technician of the Communications Watch Office (CWO) at the National Military Command Center (NMCC). Jessie is a highly motivated technician and a fast learner. He is the senior managers’ main “go-to” person whenever there are any high-priority or complex problems that require skillful resolutions. He often provides technical support in person and was responsible for resolving over 800 trouble tickets. Because of his efforts, CWO has been identified as one of the most hard-charging, effective team within the NMCC. Due to his dedication, professionalism and ability, Jessie is unquestionably one of the best desktop support technicians on our team!

WE SALUTE OUR 2011 HDI CAPITAL AREA JUDGES

A heartfelt THANK YOU to this year’s judges of our HDI Capital Area Analyst of the Year and Desktop Support Technician of the Year Program. The participation of these volunteers is key to the program’s success. Our judges review each application, participate in a phone interview with each candidate and generate score cards on the application and interviews.

2011 Analyst of the Year Judges

Earl Brake
Kristin Ekanger
John Sprague
HDI Membership Levels

HDI offers several levels of membership to match your needs and budget.

Student Membership $35 and Bronze Membership $75
- Local chapter membership and networking opportunities (a $75 value)
- Access to thousands of members-only online resources including webinars, Ask the Expert, Research Corner, white papers, and templates (an $1,800+ value)
- Discounts on HDI conferences, events, training, and merchandise

Silver Membership $165
- Local chapter membership and networking opportunities (a $75 value)
- Access to thousands of members-only online resources including webinars, Ask the Expert, Research Corner, white papers, and templates (an $1,800+ value)
- SupportWorld subscription (a $79 value)
- Discounts on HDI conferences, events, training, and merchandise

Gold Membership $495
- One online ITIL Lite course (a $99 value)
- Two additional "web only" accounts (a $100 value)
- Hard copies of quarterly Focus Books and annual Practices & Salary Report (a $240 value)
- Access to HDI Support Center Self-Evaluation (a $500 value)
- Local chapter membership and networking opportunities (a $75 value)
- Access to thousands of members-only online resources including webinars, Ask the Expert, Research Corner, white papers, and templates (an $1,800+ value)
- SupportWorld subscription (a $79 value)
- Discounts on HDI conferences, events, training, and merchandise

Platinum Membership $795
- One online HDI certification course. Choose from HDI Customer Service Representative, HDI Support Center Analyst, or HDI Desktop Support Technician (a $995 value)
- Two additional "web only" accounts (a $100 value)
- Hard copies of quarterly Focus Books and annual Practices & Salary Report (a $240 value)
- Access to HDI Support Center Self-Evaluation (a $500 value)
- Local chapter membership and networking opportunities (a $75 value)
- Access to thousands of members-only online resources including webinars, Ask the Expert, Research Corner, white papers, and templates (an $1,800+ value)
- SupportWorld subscription (a $79 value)
- Additional Gold memberships available for $295 per member (a $100 savings)
- Additional “web only” accounts available for $50 each (a $100 savings)
- Discounts on HDI conferences, events, training, and merchandise for all employees at the Platinum member’s location

Platinum Plus Membership $1,995 (Includes one individual Platinum membership and four individual Gold membership)
- One online HDI certification course. Choose from HDI Customer Service Representative, HDI Support Center Analyst, or HDI Desktop Support Technician (a $995 value)
- One ITIL Lite course for all five members (a $495 value)
- Hard copies of quarterly Focus Books and annual Practices & Salary Report for all five members (a $1,200 value)
- Access to HDI Support Center Self-Evaluation for all five members (a $2,500 value)
- Local chapter membership and networking opportunities for all five members (a $375 value)
- Access to thousands of members-only online resources including webinars, Ask the Expert, Research Corner, white papers, and templates for all five members (a $9,000+ value)
- SupportWorld subscription for all five members (a $395 value)
- Additional Gold memberships available for $295 per member (a $100 savings)
- Additional “web only” accounts available for $50 each (a $100 savings)
- Discounts on HDI conferences, events, training, and merchandise for all employees at the Platinum member’s location

Forum Memberships $4,500 - $6,500
- Packages and pricing vary by Forum group. Forums include: Desktop Support, Executive, Government, Healthcare Providers, Higher Education, Law, Retail, and Support Center Leadership, and coming soon, Technical Support. Find the Forum that’s right for you
- Multiple live meetings per year with your specific Forum group, including customized content (a $2,500 value per meeting, number of live meetings is different by group). Plus more! Visit http://www.thinkhdi.com/join/levels.aspx for more details on all membership levels
HDI Capital Chapter Sponsors

We greatly appreciate our vendor sponsors, who have allowed us to continue to provide area programs at low or no cost

**Vendors interested in sponsoring our local chapter, please contact events@hdicapitalarea.com**

PLATINUM SPONSOR

BJ Cobuluis
770-407-1887
bcobuluis@bomgar.com
www.bomgar.com

Bomgar is the worldwide leader in secure, appliance-based remote support solutions. The company’s award-winning solutions enable organizations to improve IT support efficiency by securely accessing and managing virtually any system – Windows, Mac, Linux, BlackBerry, Android, the iPhone, iPad and most versions of Windows Mobile, regardless of their location. More than 5,500 companies around the world have deployed Bomgar’s enterprise-class solutions to rapidly transform their IT support functions and significantly improve operational efficiency and customer satisfaction while dramatically reducing costs. Bomgar is privately-held with offices in Jackson, Atlanta, San Francisco, Washington D.C., Paris and London. In 2010, Bomgar was named one of the fastest-growing technology companies in America by Deloitte.

PLATINUM SPONSOR

Rockland Mosby
Rockland.Mosby@serco-na.com
www.serco.com

Serco has grown to become one of the world’s leading service and outsourcing companies by working in partnership with its customers and staff to manage change smoothly and positively - and pursue continuous improvement relentlessly. We think innovatively to help governments improve services across many areas of public life, from justice to healthcare, education to defense. We combine a deep public service ethos with the commercial know-how that gives us the ability to deliver. We combine a breadth of expertise across different markets with a profound depth of knowledge about each one. Our work ranges from the management of programmers and entire services to the outsourcing of operations and even the creation of entirely new businesses.
HDI Capital Chapter Sponsors (cont.)

We greatly appreciate our vendor sponsors, who have allowed us to continue to provide area programs at low or no cost

GOLD SPONSOR

The ACI Group

Drew Elburn
410-534-4800.
delburn@aci.com
www.aci.com

Established in 1988 and headquartered in Baltimore City, The ACI Group, Inc. (www.aci.com) has been a leader in the IT staffing business for over 20 years. We provide value to our clients in the form of targeted, cost-effective, reliable resource solutions that help them reach their business objectives. Using rigorous requirements gathering, best in class technical expertise and creative recruiting solutions, ACI has the best combination of skills to let your business stay focused on business.

The ACI Group is an SBA Certified Small Business, incorporated in the state of Maryland, and serving Washington DC, Pennsylvania, Northern Virginia, Maryland, and Delaware.

GOLD SPONSOR

XA Systems

703-766-5049
Www.xasystems.com

XA Systems provides a unique and comprehensive balance of technical expertise, operational best practices and creativity capable of taking your IT organization to the next level of reliable business performance.

We deliver solutions that can rapidly transform your IT organization into a high performance operation with measurable results. Contact us for more information about products and services.

SILVER SPONSOR

CDC Global Services

For more information
678-680-3040
info@cdcglobalservices.com
www.cdcglobalservices.com

CDC Global Services offers Windows 7 and Office 2010 services ranging from proof of concepts and deployment strategy to fully supported enterprise migration as well as IT Service Management and Service Desk services. CDC Global Services embraces a customer-first approach being able to draw upon a wide range of expert resources to address each customer's unique business needs, while keeping their best interest as a top priority. We are focused on developing long-term partnerships through a dedicated delivery model that offers flexibility and scalability. Customers benefit from streamlined vendor management and the ability to control project costs, while being able to access the right IT resources through a singular point of contact.
HDI Capital Chapter Sponsors (cont.)
We greatly appreciate our vendor sponsors, who have allowed us to continue to provide area programs at low or no cost

SILVER SPONSOR
888-EZV-ITSM
sales@staffandline.com
Www.easyvista.com

For over 20 years, EasyVista Inc. (www.easyvista.com) has been a visionary leader in the IT Management market providing IT Service Management (ITSM), IT Asset Management (ITAM), CMDB and Automatic Inventory worldwide. EasyVista is fully integrated and organically grown, available SaaS and On-Premise, includes all 15 ITIL v3 processes, and is codelessly customizable.

EasyVista Inc. is the USA subsidiary of Staff&Line Group and opened in the U.S. market with its IT Management solution, EasyVista in 1999. With over 60 certified partners worldwide the company has a direct presence in six countries (USA, France, UK, Italy, Spain, Portugal) and customers on 6 continents. It boasts over 3,300 customers in vertical sectors including: banking, insurance, financial services, higher education, retail, healthcare, utilities, telecommunications, managed service providers, IT consulting, and the public sector. Global customers include L’Oreal, Expro, Arkema, and Inergy Automotive.

SILVER SPONSOR
Glenda Gray
719-532-7565
glenda.gray@frontrange.com
http://www.frontrange.com

FrontRange Solutions is the maker of the award winning HEAT software for service desk and help desk. Our applications will allow you to track tickets or incidents in many departments to include your Call Center, IT, Maintenance, Facilities, HR and even payroll. We can help your organization automate your processes, discover your hardware and software, manage your entire infrastructure from cradle to grave and we also have integrated Voice systems.

SILVER SPONSOR
Joe Bonelli
Direct Marketing Manager
732.404.8941
Joe.Bonelli@numarasoftware.com
www.numarasoftware.com

Numara Software is a leading provider of integrated IT management solutions for Desktop Management, PC Lifecycle Management, Security & Compliance, Help Desk and Service Desk. Designed to optimize IT management, Numara FootPrints and Numara Track-It! collectively support more than 50,000 customer sites and nearly 20 million IT assets worldwide. Widely known for our dedicated focus on ease of use and affordability for our customers, our IT solutions deliver fast time-to-value, increased control, and reduced risk for small businesses to large companies.
We greatly appreciate our vendor sponsors, who have allowed us to continue to provide area programs at low or no cost.

SILVER SPONSOR
Huma Azim
huma.azim@rht.com
www.rht.com

Robert Half Technology is a leading provider of IT professionals on a project and full-time basis. We offer our clients flexible, cost-effective staffing solutions that allow them to maximize the power of technology for the ongoing success of their business. We help businesses locate highly skilled IT professionals with experience in:

- Desktop Support
- Web Development
- Help Desk/Technical Services
- Software Development
- Data/Database Management
- Internet/Intranet
- Systems Integration
- Security
- Infrastructure Management
- Project Management/Business Analysis

BRONZE SPONSOR
Valerie Wilson
410.533.0986
valerie.wilson@rightstar.com
www.rightstar.com

RightStar Systems is a leading provider of ITIL®-based service management solutions for commercial organizations and federal, state, and local government agencies. As an Elite BMC Software Solution Partner, RightStar provides consulting, design, and implementation services for BMC Service Support, Service Assurance, and Service Automation products. As a complement to these services, RightStar offers on-site ITIL® assessments, providing strategic roadmaps for delivering services to the business more efficiently, accredited ITIL® certification training, and a comprehensive line of RightStar software products that add essential functionality to your IT service management system.

BRONZE SPONSOR
Joan O’Hare
joan.o'hare@twcable.com
www.timewarnercable.com

At Time Warner Cable Inc. we’re all about connecting people and businesses with information, entertainment and each other. That’s why we bring you the latest innovations for your home - from high-definition television to Enhanced TV features to high-speed data and Digital Phone services. We also believe in the power of community, which we show through our signature education programs, countless hours of volunteerism and by contributing cash and in-kind support to benefit the communities where we operate.

BRONZE SPONSOR
Holly Albert
240-529-6681
holly.albert@ziften.com
www.ziften.com

Desktop Quality of Service (QoS): Pioneering a new class of software dedicated to improving endpoint efficiency, Ziften goes beyond traditional desktop management to deliver QoS across enterprise endpoints. Until now, there has been no solution to the increasingly rampant desktop waste that drains business productivity from each employee and squanders valuable IT resources. Working with Fortune 500 customers over the past two years, Ziften’s research into improving endpoint efficiency and dynamically re-directing endpoint resources to business-critical tasks is delivering increased uptime, improving service levels, and extending machine lifespans.
Mission and Vision

The H.O.P.E. Project is a Pilot training and development program for young adults designed to prepare participants for an entry-level position as a Help Desk Support Professional. By design, the H.O.P.E. Project provides high-quality technical and soft skills training targeting economically and socially disadvantage young people ages 18-25. The Mission includes preparing participants to pass several technical certifications, from Microsoft and CompTIA. H.O.P.E. provides a unique learning environment, with quality instructors, industry approved curriculum and social coaching.

The Purpose

The need for meaningful job opportunities for young people in Washington DC ages 18-25 is well documented and communicated. Equally well known is the need to provide qualified candidates to meet today's tough job market. The H.O.P.E. Project method and content are designed to produce tech savvy professionals qualified for entry level technical support positions. Transforming the H.O.P.E. participant from an unemployed or under-employed young person takes innovation, inspiration, involvement, and investment. This project will serve as a blueprint for other organizations to model their career training programs.

The H.O.P.E. Project is in need of volunteer trainers to supplement their program. If you are able to assist, please contact Raymond Bell at raybelljr@gmail.com

HDI Capital Area Local Chapter

HDI Capital Area Local Chapter is a non-profit chapter of HDI, the premier worldwide membership association for the IT Service and Technical Support industry, serving the Washington DC metro area, including Northern Virginia and nearby Maryland. Our mission is to provide quality programs designed to inspire and motivate personal and professional growth. Our regularly scheduled meetings foster an atmosphere to share camaraderie, inspiration and knowledge with colleagues in the industry featuring subject matter experts, group discussions, networking opportunities and HDI Training and Certification events. HDI Capital Area is led by a Board of Directors, who are volunteers dedicated to the chapter's mission and vision. For more information, please visit our website at www.hdicapitalarea.com

During this holiday season, we are proud to participate in a FEED THE COMMUNITY FOOD DRIVE

HDI is a community of members who share and learn from each other. We understand the value of community and how essential it is to support each other. This year we want to extend our community to help those who are struggling. Our nation continues to see families in need due to economic downturn, tornadoes, flooding, hurricanes and fires. These events have displaced people from their homes and affected their livelihoods. Food banks are working to help these people, but they need our help and support. This year, we invite you to participate in a Feed the Community Drive from November through January. This drive extends our community to help those who have struggled by collecting non-perishable food for our local food banks.

The process is simple. Bring your non-perishable food to our meetings in December and January. Typical items needed are: canned meats, chili, fruit, canned pastas, pasta, macaroni and cheese, peanut butter and cereal. We'll deliver the donations to one or more local food banks. At the end of January, we'll tally the cans and boxes of non-perishable food and report to HDI by January 30. HDI will announce all participating chapters and their collection totals in February.
HDI is coming to Washington DC! We are pleased to announce that HDI is planning several training classes in the Washington DC area. We encourage you to promote these classes to your local members and their peers, as it is a great way for your chapter to earn extra income. It is also a great way for your members to get training without the cost of travel.

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Course</th>
<th>Member Price</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/5 - 12/6 2011</td>
<td>Washington, DC</td>
<td>Financial Management Skills for the Technical Manager</td>
<td>$748 (Special Price)</td>
<td>$798 (Special Price)</td>
</tr>
<tr>
<td>12/12 - 12/13 2011</td>
<td>Washington, DC</td>
<td>HDI Support Center Analyst</td>
<td>$1195</td>
<td>$1295</td>
</tr>
<tr>
<td>12/14 - 12/16 2011</td>
<td>Washington, DC</td>
<td>HDI Support Center Manager</td>
<td>$1695</td>
<td>$1795</td>
</tr>
</tbody>
</table>

To register your attendees, go to the HDI website, www.thinkhdi.com and click on the Training/Certification tab, then on Course Schedule. Scroll down to find the desired class and click on register. There you will see "Promotional Code" ... Please advise your attendees to use the source code LC07 when registering. Your chapter will receive $50 for every paid attendee using this code. Contact Tiffany Vaughn at HDI for registration information at 719-268-0309 or email her at tvaughn@thinkhdi.com

Join HDI

HDI is dedicated to helping IT service and support professionals and their organizations maximize the return on their professional development expenditures. To this end, HDI focuses on establishing best industry practices, developing certification and training programs based on internationally-recognized standards, and providing members with timely access to valuable industry resources and events.

HDI Capital Area Local Chapter provides an opportunity for support professionals in the DC Metro Area to meet on a regular basis. We hold monthly meetings to provide programs on topics important to the support industry and the opportunity for peer networking. Whether you want to join HDI as an individual or provide your entire support organization with the benefits of HDI membership, HDI offers several levels of membership to match your needs and budget. Your annual dues support both your national and local chapter memberships.

Please visit http://www.thinkhdi.com/join/levels.aspx.
Interact with more than 1,600 IT service and technical support professionals as they address today’s most pressing service and support challenges. Only HDI’s IT service and technical support conference, with its expansive resources, can bring you strategies for achieving service management excellence. Facilitated by industry thought-leaders, practitioners and process experts from around the world, the HDI Annual Conference is the largest, most-respected technical support educational event. Stretch your mind, your imagination, your budget, and your boundaries with the spectacular lineup at the 2012 HDI Conference & Expo.

Eighty content-rich breakout sessions

Six thought-provoking keynote speakers

- **Breakfast Briefings** – Grab a bowl of Wheaties, choose your topic, and listen to industry experts.
- **Books and Breakfast** – Insightful and inspirational books that will encourage you to overcome your toughest obstacles.

For More information visit http://www.hdiconference.com/
To have your product advertised in the newsletter, online and at our meetings, please contact:

events@hdicapitalarea.com