



HDI Charlotte
www.hdicharlotte.org

February 2010

Newsletter & Meeting Information

Upcoming Meeting & Event Notes

Topic: Using SharePoint as a Knowledge Management Platform
Date: Thursday, March 25, 2010
Time: 11:30 AM – 1:30 PM
Location: Compass Group | 2300 Yorkmont Road | Charlotte, NC, 28217 ([Get Directions](#))
RSVP: To RSVP for this event please [click here](#).

Our next HDI Charlotte meeting will be March 25th over lunch from 11:30 AM – 1:30 PM at Compass Group featuring [Geoffrey Ables](#), founder of [Customer Connect - A C5 Insight Company](#). We encourage all helpdesk, technical support, vendor and customer service professionals to attend.

Topic: Using SharePoint as a Knowledge Management Platform

Most businesses have begun using Microsoft SharePoint within the last few years – but few have learned how to tap into the full potential of this tool for knowledge management. Geoff will discuss the 4 pillars of knowledge management and how SharePoint uniquely delivers in each of those areas. He will provide a “deminar” (demo plus seminar) that includes tips on how to configure SharePoint as a KM tool. Also included will be a brief overview of how CRM and help desk applications can be integrated with SharePoint to deliver a powerful knowledge platform. Lastly, the presentation will include a sneak preview of SharePoint 2010.

Speaker Bio:

[Geoffrey Ables](#) is the founder of C5 Insight, and an expert in improving how businesses collaborate to share knowledge by combining people, process and technology. He has provided council and training to numerous organizations.

He is the author of the soon-to-be-released book Customer Connections endorsed by Ken Blanchard, co-author of The One Minute Manager® as well as Dr. Jim Goodnight, President and CEO of SAS Institute. In addition, Geoff is a contributing author to the 1 to 1 Workbook by Don Peppers and Martha Rogers. He also makes regular contributions to the Customer Connect blog on CRM: www.askcrm.com.

As a frequent speaker and writer, Geoff’s insights have been seen and heard through many international venues, including: BusinessWeek, National Public Radio, USA Today, The International Journal of CRM, DM News, EuroForum, and The New Zealand Direct Marketing Journal. Mr. Ables was named as one of Charlotte, North Carolina’s prestigious “40 Under 40” in recognition of his business accomplishments and commitment to the community.

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Upcoming Events Calendar

March 16 - 19, 2010
HDI 2010 Annual Conference & Expo
Orlando, Florida

March 25, 2010
Chapter Meeting
11:30 am - 1:30 pm

April 15, 2010
A Metrics & KPI Program for the IT Service Desk
2:00—3:00 pm CST

May 13, 2010
Joint Chapter Meeting—w/Kirk Weisler
11:30 am to 4:20 pm
Ayrslay Grand 14 Cinemas





Upcoming Events

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The 4 City Tour of: SharePoint, Salesforce.com, Microsoft CRM and Unified Communications. Its Free half-day events with multiple concurrent sessions. For more information and to register: www.successaccelerators.com

Topic: A Metrics & KPI Program for the IT Service Desk

As seen in **SupportWorld**, Nov/Dec 2009



Join this event over the web

Date: Friday, April 16, 2010

Time: 2-3 pm CST

[Click to register](#)

Steve Dreyer will discuss the difference between Metrics and KPIs (key performance indicators) and explain how the IT service desk can use them to assess effectiveness, manage IT resources, measure customer satisfaction, and analyze the impact of making changes on end users.

Webinar will cover:

- Which service desk operations Metrics should be collected, according to best practices
- Which Metrics are KPI-worthy
- Examples of Metrics, KPIs and Action Plans
- How to do strategic planning and goal-setting
- How to initiate a Metrics and KPI program at the IT service desk

Samples of web-based reports and dashboards

About Steve Dreyer:

Steve Dreyer is the CEO of SMA Management Systems, an IT service management consulting firm that has been working with clients on their service desk systems and processes since 1984. SMA specializes in help desk assessments and reporting and has been the number 1 reseller for a major service desk software firm for the past six years. Visit SMA on the Web at www.smasystems.com and www.smaconnect.com.

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Meeting, Networking and Learning has never been so fun!! Don't miss this great opportunity!! Come join us and bring your guests to our next HDI meetings. The HDI Member who brings the most new faces will win an iPod!!! In case of a tie a draw-off will determine the winner! See you there!!!!

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