



Newsletter & Meeting Information

Meeting & Event Notes

July 17, 2008

The last chapter meeting was held on July 17 at the CNP Technologies featuring **Chris Bush** of [Microsoft](#). The meeting topic was **Implementing and Supporting Windows Vista**.

Chris is currently in the role of **Windows Client Technology Solution Professional** at **Microsoft** and serves the greater Southeast district. The presentation focused on methods and technologies that can be used to implement and deploy Windows Vista in small, medium or large environments. Technical details of the presentation included a basic drill down of the new Windows Automated Installation Kit, a high level overview of the new capabilities and tools such as System image manager, Imagex capabilities, and the new Windows PE 2.0. Additionally, attendees had the opportunity to see a brief review of the deployment workbench included with the new Windows Deployment Toolkit. See photos from the meeting in the photo gallery on page 2. Thank you to our sponsors B-Wyze, CNP Technologies & New Horizons for helping to make the meeting a success.



August 2, 2008

HDI Charlotte held its annual all-inclusive Summer Social at Charlotte Knights Stadium on August 2, 2008. The event included an all-you-can-eat buffet featuring hot dogs, hamburgers, cheeseburgers, BBQ, grilled chicken, sodas and more!

After the buffet we all enjoyed an exciting baseball game featuring the Charlotte Knights vs. Durham Bulls. HDI members and guests had a great time to eat, socialize, watch some good baseball and see a spectacular fireworks show. We didn't let the brief rain shower dampen our spirits or our excitement. Unfortunately the Charlotte Knights lost the game but we still had a lot of fun. See photos from the summer social in the photo gallery on page 2.

Congratulations to Daniel Traweek for winning the B-Wyze ITIL training certificate in the summer social raffle. Thank you to our event sponsor Consonus Technologies for making the summer social a huge success.



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Upcoming Events

Calendar

September 18, 2008

Chapter Meeting
ITIL Service Level Management
12:00 PM - 1:30 PM

November 13, 2008

Chapter Meeting
Fix The Customer
12:00 PM - 1:30 PM



Chapter Library

Did you know that HDI Charlotte has a library of books available for checkout. Contact Jeff Brooks (jeff.brooks@peak10.com) if you are interested in checking out any of the books. The books are also available at each Charlotte chapter meeting.

- [Stop the Meeting I Want to Get Off!: How to Eliminate Endless Meetings While Improving Your Team's Communication, Productivity, and Effectiveness](#) by Scott Snair
- [54 Ways to Stay Positive in a Changing, Challenging and Sometimes Negative World](#) by Joanna Brandi and Joanne Goldsmith
- [Presentation Zen: Simple Ideas on Presentation Design and Delivery \(Voices That Matter\)](#) by Garr Reynolds
- [The Big Moo : Stop Trying to Be Perfect and Start Being Remarkable](#) by The Group of 33 and Seth Godin
- [Failure Is Not an Option: Mission Control from Mercury to Apollo 13 and Beyond](#) by Gene Kranz
- [Effective Phrases For Performance Appraisals: A Guide to Successful Evaluations](#) by James E. Neal
- [My Life: Ignored! Life Is Too Short To Ignore Yours!](#) by Rich Hand
- [Life Principles: Feeling Good by Doing Good](#) by Bruce Weinstein
- [Recognizing and Rewarding Employees](#) by R. Brayton Bowen
- [Spectacular Support Centers](#) by Kristin E. Robertson
- [How to Win Friends & Influence People](#) by Dale Carnegie
- [Culturetopia](#) by Jason Young



Next Chapter Meeting

September 18, 2008

Our next HDI Charlotte chapter meeting will focus on **ITIL Service Level Management** and will be held on Thursday, September 18 over lunch from 12:00 PM - 1:30 PM at CNP Technologies featuring **Greg Jones**, Senior Process Analyst and Process Architect at [Compass Group](#). Greg is certified in ITIL v2 and v3 and has handled ITIL implementations and process improvement for numerous organizations. We encourage all helpdesk, technical support, vendor and customer service professionals to attend.

Service Level Management (SLM) is one of five components in the ITIL v2 Service Delivery area. It is arguably the most important set of processes within the ITIL framework. SLM processes provide a framework by which services are defined, service levels required to support business processes are agreed upon, Service Level Agreements (SLAs) and Operational Level Agreements (OLAs) are developed to satisfy the agreements, and costs of services are developed.

The presentation will focus on executing Service Level Management processes and permitting IT staff to more accurately and cost effectively provision identified levels of service to the business. We will see how processes ensure business and IT understand their roles and responsibilities and empower the business units. Anyone interested in attending should send an RSVP to meetings@hdicharlotte.org.

Miscellaneous News & Notes

• HDI Analyst of the Year

The Charlotte Chapter of HDI is pleased to announce the 2009 HDI Analyst of the Year Award. This award recognizes a local analyst who exemplifies the best qualities among support practitioners.

The award is intended for front line analysts who provide initial contact support via phone, email, web, and/or chat. The ideal candidate should be well rounded in areas such as technical aptitude, team orientation, leadership, customer service, people skills, and positive attitude. Nominations may be made by analysts, managers, peers, customers or support personnel. The candidate's company must be an HDI member for the candidate to be recognized. A maximum of two nominations can be made from an individual company. Nominations will be accepted through September 30th. Nominations for this prestigious award can be made using the following link: http://charlotte_hdiaoy.questionpro.com.

HDI Charlotte's Analyst of the Year program is sponsored by



• Training Event

HDI Charlotte is looking to host an HDI certification training course for the Charlotte technical community. We are planning the training to take place the week of November 3rd. The training will be either a 1, 2 or 3 day course. Please visit <http://hdicharlotte.class.questionpro.com> to select which courses listed would be of interest to you and we will select the most popular course to host if we get enough interest. We need a minimum of 7 students to host a course. For more information on the courses please review the course materials at [HDI's website](#).

• Regional Summit

The HDI Southeast Region will hold a regional summit on the weekend of October 3-5. The purpose of the summit is for local chapter officers throughout the region to plan programs & chapter activities, network with peers and share ideas to make our chapters successful. David Lando, Jeff Brooks and Jason Saunders from HDI Charlotte will attend to represent our chapter. Look for updates on the regional summit in the November newsletter.

Photo Gallery



Chris Bush from Microsoft delivering the Vista presentation.



HDI members absorbing a wealth of Vista knowledge.



Mike Vogt from Consonus at the summer social check-in table.



Charlotte Knights and Durham Bulls on the field.



Charlotte Knights and Durham Bulls on the field.

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