



Newsletter & Meeting Information

Meeting Notes

May 15, 2008

The last chapter meeting was held on May 15 at the Ayrley Grand Cinema featuring Kirk Weisler. This was a joint meeting for the Charlotte, Columbia and Greenville HDI chapters. The meeting was a huge success.

Kirk brought his customary excitement, tenacity, charm and motivation to the audience and left everyone desiring to hear more. The topic was "It's All About The Love." Kirk's presentation provided the attendees the opportunity to learn to engage your workforce and leave your employees feeling loyal, passionate, and excited about their work. Everyone left with insights on keeping their own inner fire burning as well as insights on inspiring their co-workers to get engaged and find their own "Inner Moo." See photos from the meeting on page 2.

Thanks to our sponsors Consultedge, Bomgar and Ayrley Grand Cinema for helping to make this meeting a huge success.



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Upcoming Events

Calendar

July 17, 2008

Chapter Meeting

Implementing Windows Vista

12:00 PM - 1:30 PM

August 2, 2008

Summer Social

CLT Knights Baseball Picnic

6:00 pm - end of game

July 17, 2008

Our next HDI Charlotte chapter meeting will be held on Thursday, July 17 over lunch from 12:00 PM - 1:30 PM at CNP Technologies featuring Chris Bush, Windows Client Technology Solution Professional at Microsoft. We encourage all helpdesk, technical support, vendor and customer service professionals to attend.

Many of us in the IT industry have plans to implement Microsoft Windows Vista into our environments. There are many questions surrounding these implementations: Where do I begin; What are the Pros and Cons; How can I roll out the new OS; What are the support challenges. Chris will provide answers to these questions and help us prepare for Vista implementations.

The presentation will be a 100-200 foot level presentation that covers the basics of utilizing the latest deployment tools from Microsoft to implement and support Windows Vista. 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. Additionally, attendees will also have the opportunity to see a brief review of the deployment workbench included with the new Windows Deployment Toolkit. Anyone interested in attending should send an RSVP to meetings@hdicharlotte.org.

The following sponsors will be represented at the meeting:



HDI Charlotte is pleased to announce that our new Platinum sponsor is Consultedge. Visit their website at www.consultedge.com.





Summer Social

August 2, 2008

HDI Charlotte will have our annual all-inclusive Summer Social at Charlotte Knights Stadium on August 2, 2008. The event will include an all-you-can-eat buffet featuring hot dogs, hamburgers, cheeseburgers, BBQ, grilled chicken, sodas and more! There will be reserved field box seats for HDI Charlotte members and our guests.

After the buffet we will enjoy an exciting baseball game featuring the Charlotte Knights vs. Durham Bulls. HDI members and guests are welcome to bring family members to this event. The gates will open at 6:00 PM. The buffet will be available from 6:00-7:15. The baseball game will begin at 7:15 PM. Anyone wishing to attend the summer social should submit an RSVP at <http://hdisummersocial.questionpro.com>.

This event will be sponsored by Consonus, a BMC Software Elite Solution Partner.



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. Nominations for this prestigious award can be made using the following link: http://charlotte_hdiaoy.questionpro.com.

- **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](http://www.hdi.org).



Photo Gallery



HDI Charlotte Officers at the check-in table.



Kirk Weisler preparing for the presentation.



Kirk Weisler demonstrating the cork screw trick.



The audience participates !



The audience participates again !!