



Newsletter & Meeting Information

Meetings & Events:

HDI Charlotte AOY & Desktop Support Technician of the Year Awards Luncheon a huge success!

Chris Dancy was the keynote speaker at the HDI Charlotte Chapter's Annual AOY & Desktop Support Technician of the Year Awards Luncheon on January 17, 2012, held at Maggiano's Italian Restaurant .

Dancy's presentation "Mobility, Cloud, and the Coming Singularity" was informative and entertaining as he roused the audience into laughter. Everyone in attendance walked away well nourished with information, laughter, and food.



Presenter Bio:

Chris Dancy been working in IT support for 20 years with experiences ranging from help desk level 1, service desk manager, ITSM process consultant, soft ware product manage, executive corporate marketing and entrepreneur.

Most people know Chris as @servicesphere on twitter and as the host of the US edition of ITSM weekly, the podcast, syndicated to 30,000 listeners monthly. His name and avatar are synonymous with social media for IT, education and his futuristic visions for IT.



AOY Nominees



Winner: John White; Abdirazak Sidow; Ebony Brandon; Jim Paulin; Sabrena Ware



Desktop Support Nominees



Winner: Paul Lucas, Sean Adams; Charles Howe

Chapter Officers

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Upcoming Events Calendar

January 19, 2012

Chapter Meeting:
Topic: Mobility, Cloud, and the Coming Singularity
Analyst of the Year Luncheon

April 24-27 2012

HDI 2012 Conference & Expo
Orlando, FL

March 2012 Training Course: HDI Support Center Team Lead

Are you interested in gaining essential leadership skills to enhance your team's performance?

What You'll Learn

Essential team lead management and leadership skills, the importance of service level agreements and operational level agreements, the ITIL processes of incident, problem, change, release, asset, and configuration management , an overview of security management and knowledge management, strategies for managing conflict, the essentials of people management: hiring, scheduling, evaluating, and retaining employees, an eight-step method for effective coaching, proven team building and motivational techniques and essential performance metrics and key performance indicators.

Global Knowledge in Cary has agreed to host the course in March in the Raleigh area. For course information visit the Global Knowledge website www.globalknowledge.com: Course code 2538 – HDI Support Center Team Lead

Or contact Abby Prescott for course information: abby.prescott@globalknowledge.com or 991-463-7283.

And The AWARD for The 2011 Circle of Excellence is awarded to....

HDI CHARLOTTE !!!

A letter from Our HDI Membership Coordinator...

Hello Local Chapter Officers,

Congratulations to all of you...your chapter has achieved the distinction of Circle of Excellence for 2011. You are all to be commended for your hard work and dedication to your chapter, as well as to HDI and the support industry. Your chapter is very fortunate to have officers who care so much about what they do as volunteers!

The next step is to find out if your members feel the same way! The following link is a short, three question survey for your members to complete. If 20% of your membership base complete this survey with an average score of 4 out of 5, your chapter will become one of the first inductees to the President's Circle which will be announced at the Local Chapter Officers meeting at HDI 2012.

May you continue with your wonderful success in 2012!!

Kind Regards,

Kerri Hanna
Membership Coordinator, HDI
UBM TechWeb

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**Ok members of HDI Charlotte Here's your part!
HDI Charlotte Chapter can make history!!!!
Please complete this short survey found at:**

https://hdi.us.qualtrics.com/SE/?SID=SV_4ldciFriNS5i0YI

The survey will expire on February 29th. This survey can only be completed once.

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ORLAND FLORIDA
April 24-27, 2012