



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 help-desk, 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.

CHANCE TO WIN HDI MEMBERSHIP***CHANCE TO WIN IPOD*****

Not currently a member of HDI? Here is an opportunity for you to win a free HDI membership just by attending HDI Charlotte meetings and entering your name in the free membership raffle. Must be present to win, cannot already be a member.

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!!!!



CONGRATULATIONS TO HDI CHARLOTTE
Winners of the
2009 HDI CIRCLE OF EXCELLENCE PLATINUM AWARD



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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
 Ayrslry Grand 14 Cinemas



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MARCH WEBINAR DAY:

WEBINAR NAME: Two Webinars – Same Day: What’s New with Salesforce.com and Microsoft CRM?
DATE: March 11, 2010 **TIME:** Two Sessions:

* **What’s New with Salesforce.com?** – Begins at 11:15am EST

From the Platform to Chatter to Quoting to Apex - Salesforce.com continues to evolve at a dizzying rate. If you want to learn the new tricks that Salesforce.com can do for you, this is a must-attend webinar.

* For more information or to register visit: <http://www.successaccelerators.com/EventListPage/EventRegistration/tabid/1140/Default.aspx?id={f80dd22e-1611-df11-8eb0-000d56bb6400}>

* **What’s New with Microsoft Dynamics CRM?** – Begins at 1:15pm EST

Microsoft CRM continues to evolve both as a development framework (XRM) and as a customer management tool. If you’re looking for the latest information on Solution Accelerators, add-ons and a sneak peak at Dynamics CRM 5 - this session is for you.

* For more information or to register visit: <http://www.successaccelerators.com/EventListPage/EventRegistration/tabid/1140/Default.aspx?id={e205d14b-1811-df11-8eb0-000d56bb6400}>

APRIL: Join this event over the web

Topic: A Metrics & KPI Program for the IT Service Desk
As seen in **SupportWorld**, Nov/Dec 2009

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 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

HDI
2010 Annual Conference & Expo

Orlando, Florida
MARCH 16-19
2010

World Conference on Technical Service & Support

