



www.hdicharlotte.org

October 2010

Newsletter & Meeting Information

Meetings & Events:

Topic: Microsoft Office 2010 : Witness The Exciting New Features
Date: Thursday, November 18, 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 Thursday, November 18th over lunch from 11:30 AM – 1:30 PM at Compass Group featuring Angie Honeycutt, Technical & Applications Instructor at New Horizons. We encourage all helpdesk, technical support, vendor and customer service professionals to attend.

Topic: Microsoft Office 2010 : Witness The Exciting New Features

Is your organization considering a deployment of Microsoft Office 2010? Have you wondered about the differences between Office 2007 and Office 2010. What holds your organization back from even greater success? People in multiple locations? Inaccessible information? Join HDI Charlotte and New Horizons for an exciting Office 2010 event, and discover the powerful new tools available to your business.

Our Office 2010 expertise can help you and your team stay productive by enabling them to easily access files from just about any computer, Smartphone, or browser. So you can meet customer needs, whenever and wherever they happen.

Empower individual impact by giving your people the tools to manage great volumes of information, reconcile complex data, and draw the right conclusions from it all. We can show you how to reduce spending on data analysis and CRM tools.

Connect your people and information wherever they are with our help. When you can enable individuals to work better on their own or as part of a team, they can respond with the right information to the right people, no matter what the situation.

Key elements of the demo will focus on what's new and what's changed in Microsoft Office 2010. Key features will be highlighted in Outlook, Word, Excel, and PowerPoint.

Join us for this free Microsoft Office 2010 event for a hands-on demonstration of all the ways Office 2010 breaks down barriers in your organization.

Presenter Bio:

Angie Honeycutt more than 15 years IT experience including managing IT infrastructure and support, technical instruction, and application instruction. She has a degree in Accounting from Bristol Business College in Tennessee and currently holds the position of Technical/Application Instructor at New Horizons in Charlotte. She has also held positions as Applications Instructor at Central Piedmont Community College and Vice President of Technology for the Charlotte Chamber of Commerce. Angie brings extensive knowledge in the field of information technology and application instruction. She is currently pursuing certifications for Microsoft Office Specialist (MOS) Master Instructor, Microsoft Certified Application Specialist (MCAS) Office 2007, and Microsoft Certified Application Specialist (MCAS) Office 2010.

NOVEMBER MEMBERSHIP DRIVE & MICROSOFT OFFICE 2010 GIVEAWAY

Have you been thinking about joining HDI but just haven't gotten around to it yet? Now is your chance to become a member. All prospective members who attend the November meeting can sign up for a new Bronze membership for only \$10.00. The regular Bronze membership price is \$75.00. [Click here](#) to see the HDI membership benefits.

Once the membership drive is complete, all new and existing HDI members will be entered into a drawing for a chance to win a new copy of Microsoft Office 2010.

Chapter Officers

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Upcoming Events Calendar

November 18, 2010

Chapter Meeting
 Microsoft Office 2010
 11:30 AM - 1:30 PM

January 20, 2010

Chapter Meeting
 Analyst of the Year Luncheon
 Rae Ann Bruno presenting
 11:30 AM - 1:30 PM

March 17, 2010

Chapter Meeting
 Improving Processes in IT
 11:30 AM - 1:30 PM

News & Announcements:

Chapter Sponsors



HDI Analyst of the Year

Is there a support analyst on your team who demonstrates superior commitment, dedication, and service to your customers? Here's your chance to earn them some recognition!

The Charlotte Chapter of HDI is pleased to announce the 2010-2011 [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 and 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.

To nominate an analyst, [click here and complete the following online form](#). Please be sure to select "Charlotte North Carolina" as our chapter.



HDI Manager of the Year



Is there a manager on your team who demonstrates great leadership for your team, company, and customers? Now is your chance to earn them some recognition!

The Charlotte Chapter of HDI is pleased to announce the 2010-2011 [HDI Manager of the Year Award](#). This award will acknowledge and honor a great leader, a Service and Support Manager, who has been in his or her current management role for the past 12 months, supporting any - or all - IT services within his or her organization. Through this award program, HDI seeks to recognize prominent professionals who most clearly demonstrate the ability to serve and advance information technology within their organizations.

To nominate a manager, [click here and complete the following online form](#).

Training Opportunity in Atlanta:

On November 2nd, an ITIL Workshop that is being held in Atlanta conducted by noted ITIL author **Malcolm Fry**, this full-day, hands-on workshop is inspired by the book "ITIL® Lite – A Road Map to Implementing Partial or Full ITIL".

Workshop Details

Date: November 2, 2010 **Time:** 8:30 am to 4:30 pm (lunch provided)

Location: Peak 10 **Cost:** \$199.00 per attendee

2775 Northwoods Pkwy NW

Norcross, GA 30071

Agenda: Click [here](#) for the full workshop agenda

For additional information contact : Jeff Brooks [Jeffrey.Brooks@peak10.com]

News Flash : Raleigh Rejoins the Game..... The Raleigh HDI Chapter is active!

On Thursday, September 30, 2011 the TriHdi local chapter representing the Raleigh, NC area held their meeting of interest and a new board of officers has been appointed to lead the chapter.. Congratulations HDI Raleigh!

President : John Pierce VP – Finance : Brandon Barbour
VP – Programs : Lisa Berry-Setliff VP – Membership : Seth Weiner
VP – Communications : Chris King Webmaster : Timothy Doty

Did you know



is LinkedIn? Just click the logo to get linked in with us!

- New job information has been posted to the LinkedIn group. This site will be used to post job information provided by HDI members and partners.