



HDI JACKSONVILLE PROGRAM

My name is Derek Rowan and I have served in the role of Vice President of Programs for five months. It has been the goal of HDI Northeast Florida Chapter, to bring quality technology programs to the Northeast Florida area.

So far this year we have had Tim Dewey with B-Virtual come and speak to us about the moving trend toward Virtual Service Center employees, and how your company can benefit.

In April we will have Dave Disney who is the Director of Customer Services and Help Desk for the Office of Information and Instructional Technology (OIIT), Board of Regents (BOR), University System of Georgia. Dave will be discussing Service Level Management (SLA).

In May our meeting focuses on the customer experience - 'components of a call', presented by, Steve Wildes.

Our programs are designed from feedback given to us by you the Technology Professional. As the chapter grows, the information we receive will be richer, which will enhance our program offerings. We currently have 42 members and are growing rapidly. If you would like to present at a chapter meeting or have topics to be considered, please let us know via email at; Communications@hdifirstcoast.com

MEMBERSHIP

Our Chapter has been quite successful in these tough economic times. Since September, we have added 10 new members and had 9 membership renewals, putting our current member list at 42. But we are always looking for more members. So what are we going to do about it? Get the word out!

A bigger chapter means more opportunities to network for everyone involved. Word of mouth is often the best way to promote. Have you told your colleagues about HDI? Do you invite others to our meetings? Have you mentioned training available through HDI to your company? Do you share the enewsletters, Practice and Salary Survey, white papers, etc. around your workplace? Let everyone around you know the benefits you have gained as HDI member and how they can get involved.

Anyone interested in membership can email - Membership@hdifirstcoast.com

We are working with ITSMF to co-host a one day workshop on "ITIL Lite" presented by Malcolm Frey. 'ITIL Lite is an approach to implementing key components of ITIL v3 to ensure a sound basis for IT Service Management either as a starting point for full implementation or as a deliverable for those not wishing to fully implement ITILv3'.

Malcolm is the author of many publications on IT service and support, he has had many other articles and papers published, and he is regularly contacted as a source of information by technology journalists. In addition, he is the solo performer in a highly successful, best selling DVD series made for the Help Desk Institute. The date for this workshop will be confirmed in the coming weeks.

He is also the solo performer in a highly successful best selling DVD series made for the Help Desk Institute explaining the relationship between the ITIL processes and the Service Desk. He has written 6 ITIL focus booklets of which over 100,000 copies are now in circulation. His previous publications include 'A step-by-step Guide to Building a CMDB' and 'How to build and ITIL Service Management Department.

For updated schedule on Malcolm's engagements please visit Cherwell Software at <http://cherwellsoftware.com/itil-lite-workshop-dates>.



<http://www.thinkhdi.com/join/>

HDI NATIONAL CONFERENCE & EXPO HIGHLIGHTS—JACKSONVILLE CHAPTER AWARDS

What an exciting time to be involved in HDI and especially in our successful Jacksonville chapter. Our local AOY winner went on to be named "The So East Regional AOY" and then successfully took the title of "HDI National AOY" at conference in March. For those who were unable to attend conference, Michael Yon made us all very proud and honored to work with such a seasoned professional. Kudos once again to Michael! Pictures and more on the conference is available via our web site at <http://hdifirstcoast.com/announcements.html>

The Jacksonville chapter also received

'Silver' recognition for HDI's Circle of Excellence Achievement Program. All of these wonderful achievements in our first year in full swing. In addition to the accolades, the chapter has retained membership levels and signed on ten new members since September.



Charlene Bates, HDI First Coast President, Michael Yon, AOY; and Jim Horlacher, CTO Southeast Corporate FCU

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