

HDI Trillium congratulates our chapter's Help Desk Analyst of the Year



Shaukat Talib



Information Support Representative

- **McCarthy Tétrault**

Nominated by **Sophia Gast**

- I nominated Shaukat because he represents what I am looking for in an Information Support Representative.
- He is knowledgeable and has very good judgment skills. He is professional, patient and composed when dealing with difficult callers and has the ability to manage challenging situations.
- Shaukat is an excellent role model to his peers and I would like to recognize his accomplishments over the last 10 months.

Shaukat Talib (left) was awarded HDI Trillium Chapter's Help Desk Analyst of the Year Award after being nominated by his manager, Sophia Gast (centre) and congratulated by Don McCarroll – VP Communications – HDI Trillium

Congratulations and good luck to all the regional finalists for HDI Analyst of the Year 2006

- Finalists are:
 - Western Region:
 - ★ **Christopher Tarris, San Diego Local Chapter**
 - Canadian Region:
 - ★ **Chris Dolding, HelpDesk BC Local Chapter**
 - Central Region:
 - ★ **Mike Daughety, Dallas/Ft. Worth Local Chapter**
 - Mid West Region:
 - ★ **Sharee Rogers, Steel City Local Chapter**
 - Southeast Region:
 - ★ **Jerald Rickman, Atlanta Local Chapter**
 - Northeast Region:
 - ★ **Oyebimpa Oyelese, Capital Area Local Chapter**

HDI Global Winner will be announced at the HDI conference in Las Vegas, April 30 – May 3, 2007

HDI Toronto Chapter

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Phone 416-352-1792

www.helpdesktoronto.org



HDI Trillium Chapter - Proud recipient of a Gold Circle of Excellence award from HDI Global for 2006

Message from the President:

We just had our fifth annual and very successful **HDI Trillium Chapter Conference Day** on March 28 and I have read the survey results. We received great feedback from the participants on the venue, location and speakers. Every one of the speakers did a great job in engaging the audience and giving them a “New Perspective”. Thanks to our vendors for their sponsorship, it is greatly appreciated by the chapter. We will make the event even better next year! Finally, thanks to the HDI Trillium executive team (who volunteer their personal time) for contributing to the success of this event.

Our April event is the **HDI Global Conference in Las Vegas**, for more information you can go to www.thinkhdi.com. We are wrapping up the year and have two more events scheduled for May 17 with Glen Purdy (see details in this newsletter) and our annual networking event on June 13 on e-Crimes.

If you are interested in joining the HDI executive, we would love to hear from you, please send your inquiries to president@hditrillium.com.

Regards,

Carol Parker
President - HDI Trillium Chapter



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Speaker: Glen Purdy (Associate Director - Fujitsu Consulting, Inc.)
Event Date: Thursday, May 17th, 2007
Event Time: 11:45AM - 2:00PM (Lunch will be served at 12:00PM)
Cost (HDI/itSMF members): \$30
Cost (Non-members): \$40
Venue: Metro Hall - *Tentative

Session Title: Doing the Right Things the Right Way is No Longer Enough.

With business leadership facing continuous corporate and cultural changes, IT management must adapt with them, and contribute to or enable these changes. As a partner, IT must focus on business alignment & value in addition to best practice processes & activities.

The ITIL framework reflects the need to deliver and support IT services which meet the needs of the business. Unfortunately, many of us have fallen into the trap of assuming that just because we are more efficient and/or effective (based upon some previously defined objectives) that our current suite of services are exactly what our customers require.

IT Management must recognize that their business leadership is in the midst of unprecedented change, and that IT must keep pace with, if not lead, that change.

This session will highlight the need to define and articulate value driven business outcomes for ITIM initiatives, and will provide some tools for capturing the critical linkages between ITIL processes / activities ... and the required business results that they can help to deliver.

Speakers Bio:



Glen Purdy - Associate Director - Fujitsu Consulting, Inc.

Glen is a Management Consultant and Associate Director with Fujitsu Consulting.

With over 20 years of experience as an Information Technology Service Management (ITSM) practitioner, in both insourced and outsourced environments, Glen's experience in assessing, designing, and operating IT service organizations enables him to provide his clients with insightful guidance from a combined business, technology, and customer perspective.

As an early adopter of the IT Infrastructure Library (ITIL), Glen was certified at the 'Service Manager' level in IT Service Management in 1999, and has since assisted a number of clients improve the efficiency and effectiveness of their IT service delivery and support organizations utilizing the ITIL framework for industry best practices. Most recently, Glen has been selected by the ITIL Examination Agency as an Approved EXIN Service Manager Exam marker, and served as one of the QA Reviewers of the upcoming ITIL v3 'Service Transition' publication.

Glen is also an active member of the Help Desk Institute; having participated at the Local Chapter level, and internationally on their Member Advisory Board. Glen served as one of the contributing Subject Matter Experts for HDI's recently published book entitled "Implementing Service and Support Management Processes: A Practical Guide", and recently participated in HDI's current review of their "Support Center Leadership Certification Standards".

Inspirational Quote

A little knowledge that acts is worth infinitely more than much knowledge that is idle.

- **Kahlil Gibran**



HDI

2007 Annual Conference & Expo

World Conference on Customer & IT Technical Support

Be a Driving Force for Excellence!

Whether you are a senior executive, a director or a new manager, HDI 2007 offers more than 100 practical and success-oriented sessions you won't want to miss. Plus, fresh new content—expanded tracks on external customer support and workforce performance, more strategic sessions for mature organizations as well as the small help desk. Don't miss our exclusive executive program, the largest expo for internal and external customer support, and much more!

At HDI 2007 you will be challenged to become a driving force within your own organization. Whether you are managing the frontlines or in the boardroom, you play an important role in delivering service that will make your organization more competitive. Attend HDI 2007 to learn how to make your organization the force to be reckoned with in your industry.

Call Today to Register for HDI 2007

April 30-May 3, 2007
Mandalay Bay Resort, Las Vegas, NV

(800) 248-5667
www.ThinkHDI.com/HDI2007

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Introducing the First Open Source Community for Service Catalogs

Open Source Service Catalog Community

Welcome to the **Open Source Service Catalog Community (OSCC)**. This community is dedicated to the creation, sharing and distribution of Service Catalog and Service Portfolio best practices. The OSCC is created, managed and maintained by independent IT practitioners committed to helping you deliver greater IT value and to foster better IT-Business alignment.

As an Open Source community – your contributions are critical to building and fostering a vibrant forum to achieve our goals. The discussion forums, articles, downloadable Service Catalog templates are all there for you to contribute, comment on and add to. Our Editorial Advisory Board includes representatives from world-recognized Fortune 500 organizations, industry analysts firms, leading systems integrators and other Service Catalog solution vendors to ensure the best practices Service Catalog templates you can download from this site are just that – Best Practices.

The Editorial Advisory Board of the Open Source Service Catalog Community is comprised of IT professionals, analysts, ITIL consultants and other thought leaders from the IT and Service Catalog community. It is the charter of the Editorial Advisory Board to ensure that the Open Source Service Catalog Community remains vibrant and relevant. The Board initiates and reviews the editorial content of the OSCC site to ensure relevancy, meaningfulness and usefulness of the content. This group reviews and approves Service Catalog best practices on the OSCC site and drives Service Catalog standards in relevant areas including:

- Service Definition Model
- Service Catalogs
- Service Offerings
- Service Requests
- Service Pricing
- Methodologies



Thinking about becoming a new member?

Call us at 416-352-1792 or contact:

vp_membership@helpdesktoronto.org



Certification Training

HDI, the world's largest membership association for service and support professionals, sets the standard for soft skill certification for the service and support industry!

HDI Certification is based on internationally recognized open standards developed by committees of worldwide industry leaders, help desk and support center experts, consultants, and practitioners for the benefit of the support industry. HDI's certification preparatory programs, and those of others that cover HDI Certification exam objectives, were written to teach the learning objectives developed for each standard.



HDI Support Centre Manager (SCM) is for help desk and support center supervisors, managers, and project managers who are responsible for day-to-day operations (or those individuals who want to move up into these roles). No prerequisites required.

May 14-16



Support Center Analysts (SCA) are part of your vital frontline and they represent your entire organization. HDI's the Support Center Analysts course (SCA) provides analysts of all levels with strategies for effective customer care and problem resolution, as well as fundamental support processes and tools.

May 22-23



Support Centre Director (SCD) course will show you how to use your knowledge and communication skills to align your department with organizational goals; operate under constraints such as budget, resources, and increased expectations; as well as discover techniques to help you market the support center to upper management.

June 6-8



Support Centre Team Lead (SCTL) course builds the fundamental management and leadership skills needed to be an effective leader. SCTL prepares current and future team leaders for excellence as they take on increased responsibilities.

April 17-18



ITIL Foundations Certification, designed for all levels of IT Service and Support staff, provides IT professionals with accredited industry certification of the ITIL best practice framework. (includes 1-hour proctored ITIL Foundations Certification exam)
Ask for Discount Code HDI 001

May 2-3

Membership has its Advantages!!!

Certification training is available in the Toronto area at a discount for our local Chapter Members.
For HDI training, please contact Don McCarroll don@serviceminds.com or call (519) 570-9731 for further details.
For ITIL training, please contact Rushmi Hasham rushmi.hasham@bwyze.com or call (416) 907-4461 for further details

2006-2007 Chapter Meeting Schedule

Date	Topic	Speaker
September 28th, 2006	Join in with itSMF Conference	Full Day of speakers
October 19th, 2006	Annual Kick-off meeting - hotel in Toronto	Char LaBounty - HDI International Speaker
November 21, 2006	Vendor Management	George Anderson
December, 2006	No meeting scheduled	Happy Holidays !!!
January 30, 2007	Training Day Skills Development Workshop	Afternoon Conference
February 20th, 2007	Luncheon Meeting	Kathryn Spencer Lee
March 28, 2007	5 th Annual HDI Trillium Conference	Full Day of speakers - Novotel in Toronto
April 30, 2007	HDI Global Conference	Las Vegas
May 17, 2007	Doing the Right Things is No Longer Enough	Glen Purdy
June 13, 2007	e-Crimes	

MEETING INFORMATION (unless otherwise posted)

Place and Time

Metro Hall 55 John Street, Toronto (between Wellington and King) We'll be meeting in different rooms, (typically on the 3rd floor), check the sign in the main lobby for the specific room #.

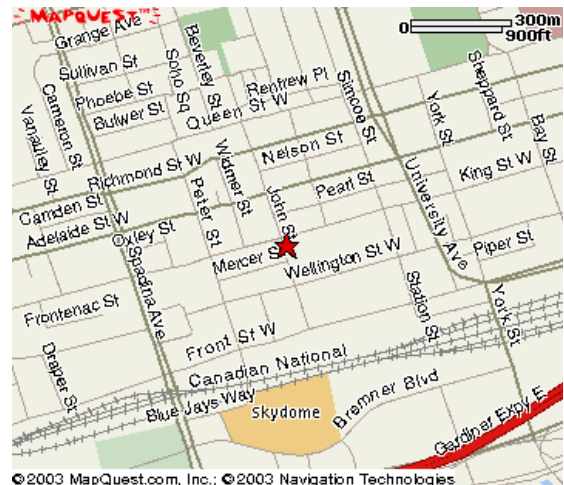
RSVP on-line by 4:00 pm the day prior to the meeting.

Meeting time

5:00-5:30 Registration and Refreshments
5:30-7:00 Meeting

Fees

Chapter Members: No charge unless otherwise posted
Guests & Non-Members: \$20.00 per person (unless otherwise posted)



Trillium Chapter Executives

President

Carol Parker — president@hditrillium.com

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Programs Committee

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Volunteers Welcomed !

If you could spare a few hours each month, we would appreciate your help as an assistant to one of the above volunteers. This is an ideal way to get involved without having to take on sole responsibility for a specific function. It's a lot of fun and we'll help you by sharing our ideas, past experiences, etc