



THE FRONT LINE

HDI Trillium May Event

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".

HDI Toronto Chapter

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www.helpdesktoronto.org

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



Book Review :

By Ann Roach

Getting Them To Give a Damn

by Eric Chester

Published by Dearborn Trade Publishing
2005

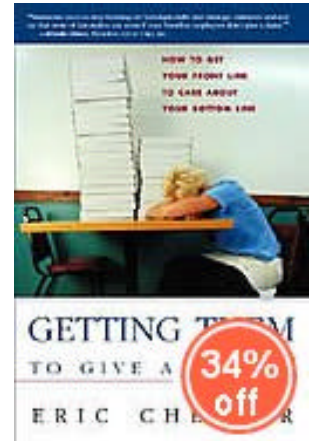
Audience: Suitable for managers and supervisors in the customer service environment.

Eric Chester writes about hiring successfully, and retaining today's youth. He refers to the young people from teens to 20 something starting out in the work force as "kidplovees". He states, *"to the kidplovee with no work ethic, a job is merely a means to an end. And they regard all jobs as temporary"*. The book is divided into five parts: The "Then" versus "Now" Perspective, How to Attract Them, How to Keep Them, How to Connect with Them, and Who's Getting It Right?

An easy to read soft cover book that is full of suggestions on how to hire, keep, and mentor today's youth in the Service Industry. Through the chapters, Chester shares some of his own experiences, and uses case studies to get his points across.

One advice he has for employers is not to be predictable. He suggests that orientation of any new employee should contain the 3 Cs. *"take steps to make your rookies feel **comfortable**, **confident**, and **capable** before they begin actual training."*

I highly recommended reading this book. As Chester points out early on in his book, today's youth has a different vision of work ethics than their parents did. Understanding where the "kidplovee" is coming from and what their expectations are will help new employers hire the best and keep the best.



Our friends in our nation's capital are hosting their annual conference
"Empowering the Service Desk Through Quick Wins" on **May 16, 2007**

(please see their attached brochure at the end of this newsletter)

Inspirational Quote

Never discourage anyone...who continually makes progress, no matter how slow.

-Plato



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

**Member submissions
are always welcome.**

Please send your article to:

editor@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 16-18



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.

Please call



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.

Please call



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

Jun 12-15

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.

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 #.

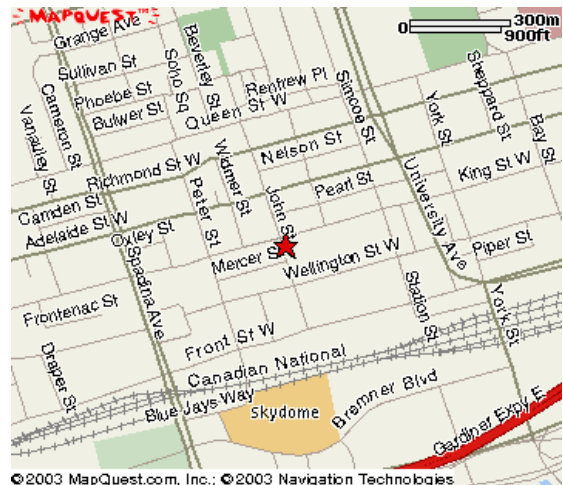
RSVP on-line by 4:00 pm the day prior to the meeting.

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

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Programs Committee

John-Paul Baragwanath, John Peco, Carol Parker, Todd Van Horne — programs@hditrillium.com

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



HDI Ottawa

Leading IT Service & Support

Is proud to present

Empowering the Service Desk Through Quick Wins

An informative opportunity for service desk managers and staff to learn ways to gain power and work towards having the resources they need and the strong service desk they deserve.

Best Practices for
Quick Wins at the
Service Desk
By Char LaBounty



Don't Just Manage Be a
"Player at the Big Table"
By Brenda Iniguez



Customer Feedback
It's a Goldmine
By Gary Case



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HDI

Ottawa

Leading IT Service & Support

Wednesday May 16th Embassy West Hotel 1400 Carling Ave.

**Best Practices for
Quick Wins at the
Service Desk
By Char LaBounty**



Is your Service Desk the last to know about product and service changes? Does your organizations annual IT business case planning happen without your Service Desk participation? Does it seem as though your mechanism for applying resources is based on noise level? Do you seem to be experiencing a high turnover rate? Are changes frequently implemented into your production environment without the Service Desk being aware? If the answer to any of these questions is "yes", then your Service Desk has a problem! However, it's a problem shared by many organizations. In this presentation we will review how to get ahead of the noise level and start managing your Service Desk by fact.

**Don't Just Manage Be a
"Player at the Big Table"
By Brenda Iniquez**



With all the big initiatives at play in IT today: ITIL implementations, Operational Excellence Programs, etc. how do you as a Service Desk Manager build serious clout to be invited to the big Players Table? How do you get a seat and a vote on the touch decisions? How do you become a "Player" and be recognized by your peers, colleagues and senior management as a "Player"? This session will teach managers how to build an effective support team to call the big Support Decision shots. It will explore the power of branding and marketing, and how to market your Service Desk as a vital component for your IT organization and your business clients.

**Customer Feedback
It's a Goldmine
By Gary Case**



Any complaint that we receive are truly a gold mine. They provide us new or recurring information about how we are serving our customers. The scary part about complaints, are the ones we don't receive. That is why it is so important to encourage customer feedback, and take advantage of the feedback we do receive. Gary's session will discuss feedback methods, customer feedback survey design steps, as well as advantages and disadvantages of different survey methods. Any feedback received from a customer allows a Service Desk to determine its strengths and weaknesses. Based on this information an action plan to make changes can be created and implemented.

Hot breakfast, refreshments
and lunch are all provided!

To register, go to
www.hdiottawa.com



HDI

Ottawa

Leading IT Service & Support

Wednesday May 16th Embassy West Hotel 1400 Carling Ave.

**Be a Driving Force
For Excellence –
Manager Training
for New Managers
By Geoff Thompson**



A look at how to maximize new managers in the tech support arena from both the standpoint of the Science (tools, resources, metrics) and the Art (soft skills, listening, leadership and customer service attitude)

**“Hardware Troubleshooting
Best Practices” &
“Software Troubleshooting
Best Practices” Workshops
By Ryan Bates**



Every had problem determining why you can't get the hardware to work or that piece of software to just print the image you have on your screen? Ever been challenged with software problems that cause you to rack your brain to find a solution. Well the Hardware Troubleshooting and Software Troubleshoot workshop presentations will provide you with best practices and tips & tricks on how to win over your customers in providing best in class support.

**“Managing Change within
the Service Desk”
By Maureen Cunningham**



Imagine. You know exactly what is required to become an extraordinary Service Desk. You know what infrastructure is required, what processes you need in place, and who should be doing what. You are set. Or are you? How do you go from great ideas to successful implementation? Do you know how to anticipate and overcome the resistance to change? What really is resistance to change? Do you have ways to diagnose and develop strategies to overcome the resistance? How do you get the key players aligned? What other tools do you need to help increase the likelihood that your implementation will be successful? This presentation will share with you some of the theory and practice of managing successful change so you can get the most return from your Service Desk change implementations.

**“Just-in-time Knowledge”
By Darrell Bond**



Just-in-time knowledge can be a powerful differentiating factor in the success of an IT support group. So, what do you need to know about knowledge management support principles that will make this difference? This presentation will focus on the value of a common understanding of how knowledge is defined, captured, structured and utilized and will take from some of the best practices in knowledge support (HDI - KCS Principles) to show where quick wins can be achieved in the increasingly complex world of Knowledge Management.

Hot breakfast, refreshments
and lunch are all provided!

To register, go to
www.hdiottawa.com



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Conference Fees

Management Track (All Day)
Technology Track (All Day)
Members \$100
Non Members \$150

Technology Track (½ Day – morning or afternoon)
Members \$50
Non Members \$75

Cancellation policy: All cancellations must be in writing (email hdi@magma.com). You may cancel with full refund up until May 9th. Substitutions are permitted.

Conference Agenda

7:30 am – 8:30 am - Registration, Breakfast & Vendor Exhibits

8:15 am – 8:30 am - Opening address Steve Worth, President HDI Ottawa

8:30 am – 9:45 am - Opening Keynote “Best Practices for Quick Wins at the Service Desk” – Char LaBounty

9:45 am – 10:00 am - Break

Management Track

Technology Track

10:00 am – 11:00 am - “Be A Driving Force for Excellence – Manager Training for New Managers” - Geoff Thompson, RHT

10:00 am – 12:00 am – “Hardware Troubleshooting Best Practices” - Ryan Bates, Dell

11:00 am – 12:00 pm - “Just in Time Knowledge” - Darrell Bond, Radar Solutions Group

10:00 am – 12:00 am - “Hardware Troubleshooting Best Practices” - Ryan Bates, Dell

12:00 pm – 1:00 pm - Lunch & Vendor Exhibits Continue

1:00pm – 2:00 pm – “Managing Change with the Service Desk” - Maureen Cunningham, CGI

1:00pm – 3:00 pm - “ Software Troubleshooting Best Practices” – Ryan Bates, Dell

2:00pm – 3:00 pm – “Customer Feedback It’s a Goldmine” - Garry Case, Pink Elephant

1:00pm – 3:00 pm - “ Software Troubleshooting Best Practices” – Ryan Bates, Dell

3:00 pm – 3:15 pm – Break

3:15 pm – 4:30 pm – Closing Keynote – “Don’t Just Manage Be a Player at the Big Table” – Brenda Iniguez, Pink Elephant

4:30 pm – 4:45 pm – Conference Wrap Up & Prize Give-away

Additional Sponsors

