



THE FRONT LINE

HDI Analyst of the Year Award 2007-2008

Each year HDI Global works jointly with the HDI local chapters to identify and award the industry's top first-level support analyst. Support analysts that are nominated at the local chapter will have an opportunity to compete with their peers locally, regionally and globally for this prestigious award.

The nominator will present a personal business profile of the nominee and the nominee's company, in addition to specific attributes that demonstrate the nominee's understanding of industry standards, commitment to excellent service, and consistently exceeding performance objectives.

The winner from each region will be invited to participate in the HDI's Global Analyst of the Year Awards festivities held during the HDI Annual Conference & Expo.



Robert Half
Technology

This award is sponsored globally by Robert Half Technology.



HDI Trillium Chapter Candidate

Nominate Your Top Service Desk Agent for the HDI Analyst of the Year

Do you have a Service Desk analyst in your organization that your customers rave about? You know, one of those agents that your other agents respect and learn from? The agent you want to model all other agents from? Well, if you answered yes to any of the above questions, then you should nominate them for the prestigious "HDI Analyst of the Year" award.

Your analyst could be invited to participate in the HDI's Help Desk Analyst of the Year Awards festivities held during the HDI Annual Conference & Expo.

What a fantastic way to recognize and reward your top Service Desk analyst. It is also a wonderful marketing avenue you can use to promote your team and your company as an industry leader. You could even build this award into your recognition program to help develop and grow staff and use it in your recruiting efforts.

The analysts are nominated on and judged in areas such as:

- Customer service
- Quality of work
- Ethics
- Leadership
- Communication
- Technical or product knowledge
- Problem solving aptitude
- Knowledge sharing

There is no charge for nomination - the only requirement is that nominees work for a company with at least one HDI member. Local HDI chapter winners compete for the regional award, and regional winners then compete for the national award.



Continued... please see next page

Nominee Requirements:

- Chapters may open the nomination process to everyone, but to qualify for nomination, at least one person from the company/site must be a member of HDI



- The nominee must have at least 75% of their daily tasks related to direct customer Tier 1 support and the nominee needs to have been in a Tier 1 position for at least 9 months of the previous 12 months

- A maximum of two nominees per company/site. If multiple nominations are received, the company/site management will approve only two nominees
- Demonstration of a commitment to excellence will be demonstrated by the Nomination Criteria as listed on the Nomination Form
- Any previous year Global winner in this competition is not eligible for subsequent nomination

Nominate your star Analyst now. Good Luck!

For more information on the nomination process, please contact vpmarketing@hditrillium.com. **All entries must be submitted to the HDI Trillium Chapter by November 30, 2007.** We will have a prize for our local nominee and if their nomination is accepted at the Regional level they will qualify for the grand prize.

- The nominee cannot be a member of the Awards Committee

Nomination Deadline: November 30, 2007



At the 11th hour, on the 11th day, of the 11th month, ... Remember...

Inspirational Quote

“A hero is an ordinary individual who finds the strength to persevere and endure in spite of overwhelming obstacles.”

- Christopher Reeves

“Todd’s Talks” Monthly Column

By T. Van Horne, International HDI Correspondent

Productive Brainstorming Sessions

I am sure most of you would agree that running a brainstorming workshop could be somewhat challenging. That being said, they also allow great opportunities to exchange information and experiences. They can open up mindful and thought provoking dialogue on various areas of improvement, new ideas and suggestions, strategies for moving forward, the challenges we face, etc. With this in mind, it is my hope that you find the following guidelines for facilitating a brainstorming session beneficial.

- First and foremost is being prepared. Make notes on what the session is about and what you wish to glean from it.
- Create ground rules. Let your audience know what is expected of them and also what they can expect from you.
- Remember that everyone is entitled to his or her opinion; there are no wrong answers in these types of exercises.
- Build in as much interactivity as possible.
 - You should always have some sort of icebreaker, regardless if the people in the session already know each other or not. An icebreaker will put your audience at ease and open them up for the session.
 - Be creative! To get the session started, pass around a ball. Whoever has the ball has to state something regarding the subject matter.
- Don't let issues get out of hand. Create an atmosphere that allows your audience to participate and share their thoughts and to feel safe in doing so.

- If the session starts to go down a different subject matter, acknowledge it (it could be for another session) and move back to the discussion at hand.
- Be cautious of debates. They can generate a wealth of information, however, they also have the potential of getting away from you. Brainstorming is not the type of session for a debate.
- Make sure ALL comments are recorded. They are to be documented and shared with the participants. These minutes will lead you to your next session – grouping your thoughts and coming up with actions, which lead you to results!
- At the end of the session, thank your audience for their thoughts, ideas, energy, and time.

Each time we find ourselves facilitating or in attendance at a workshop, we should take full advantage of the learning potential. It is my hope that these guidelines assist you whether you are the facilitator or the participant.



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

**Member submissions
are always welcome.**

Please send your article to:
editor@helpdesktoronto.org



HDI 2008: Extraordinary Keynotes

On **March 9-12, 2008**, more than 3000 customer service and IT support professionals, managers, directors, and executives will converge on the Gaylord Texan Resort in Dallas for the premier event in the support center industry -- the [HDI Annual Conference & Expo](#). Mark your calendar today and plan to join your colleagues at the industry's largest event.

HDI 2008 offers the most dynamic and provocative speakers, coupled with an incredible lineup of more than 100 strategic and practical sessions that will push you and your organization to reach beyond the ordinary. Plan now to attend this extra-ordinary conference and expo.

Do You Have an Extra-ordinary Vision? Meet 6 Keynotes Who Do...



Emmitt Smith

NFL Legend and ESPN NFL Analyst.
A Championship Vision

Emmitt Smith holds brand recognition for his name alone through his success on and off the football field. Running through a fifteen year career and determined to triumph, he became the National Football League's all-time leading rusher while accumulating three Super Bowl

Championships. He was named league MVP in 1993 and Super Bowl XXVII MVP that same year.

After retiring in 2005, Emmitt continued to remain in the spotlight through his business endeavors, entertaining, and for giving back. As a Dancing with the Stars Champion as well as President of a commercial real estate company in Dallas, Emmitt exudes the vision of a champion and will inspire you to think of yourself as a champion as well.



Jeffrey C. Taylor

Founder, Monster.com and Eons.com
Bringing the Monster Idea to Life

As the founder of Monster.com, Jeffrey Taylor forever changed the way the world networks and builds careers. Recognized as an innovator and visionary in both Internet and careers industries, Taylor reinvented the way the world looks for employment. His "monster idea," conceived at

the dawn of the World Wide Web, quickly became one of the first dot-com companies and has grown into the world's leading online career site.

After stepping down as CEO of Monster.com, he once again harnessed the power of the internet and launched Eons.com, an innovative media company that challenges boomers and seniors to live the biggest life possible. Jeffrey shares his stories behind bringing the Monster and Eon ideas to life, showcasing his innovative vision, action, and success with characteristic enthusiasm. He will show you how to conceptualize a vision, strategically brand it as your own, create a thriving network, and challenge you to create your own monster idea -- large or small, personal or professional -- and bring it to life.

More Provocative Keynotes:

Check out the website for more details on all six of our extraordinary keynotes, including:

- [Jason Jennings](#) — Leadership Authority and Author, Make It Happen — Faster
- [Benjamin Zander](#) — Music Director, Boston Philharmonic, The Art of Possibility
- [Gene Kranz](#) — Former Director of Operations, NASA and Apollo Missions, Failure is Not an Option
- [Robyn Benincasa](#) — Eco-Challenge Champion, Extreme Performance: Why Winners Win

8 Powerful Tracks with Fresh Content:

- Strategic Focus
- Support Masters
- Support Operations Management
- Everything ITIL®
- Essentials for New Support Managers
- Customer Service
- The Human Factors
- Technology in Action

Plus Practical [Pre-conference Workshops](#), including HDI & ITIL Certification.

HDI Members: [Register](#) by January 11th—**SAVE up to \$400!**

Watch for conference updates at www.ThinkHDI.com/HDI2008.

Now...62 active HDI chapters !!!!

Here's your chance to join a winning team...

Thinking about becoming a new member?

Call us at 416-352-1792 or contact:

vp_membership@helpdesktoronto.org

Great Minds Join HDI!

Join over 7500 of the IT service and support industry's greatest minds by becoming an HDI member.

What are some of the benefits of being an HDI member?

- Excellent networking opportunities
- Discounts on training and certification courses
- Reduced rates for HDI's Annual Conference & Expo
- The latest industry best practices, tools and trends
- Publications: *SupportWorld*, White Papers, Focus Books, Metrics Guides
- Members-only webinars and online resources
- Access to HDI's Job Board

To join, go to www.ThinkHDI.com or call 800-248-5667.





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.

Jan 30-Feb 1, 2008



Support Centre 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.

Nov 26-27



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.

Jan 24-25



ITIL Foundations Version 3.0, 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)

Dec 5-7

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.

2007-2008 Chapter Meeting Schedule

Date	Topic	Speaker
Sept. 12+ 13, 2007	Join in with itSMF Conference	Exceptional mix of speakers
October, 2007	A	Nick de Jong
November, 2007	TBA	
December, 2007	No meeting scheduled	Happy Holidays !!!
January, 2008	Training Day Skills Development Workshop	Afternoon Conference
February, 2008	TBA	
March 9-12, 2008	HDI Global Conference in 2008 - Dallas, Texas	Exceptional mix of speakers
April, 2008	TBA	
May, 2008	6 th Annual HDI Trillium Conference	Full Day of speakers - in Toronto
June, 2008	Networking Event	

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 #.

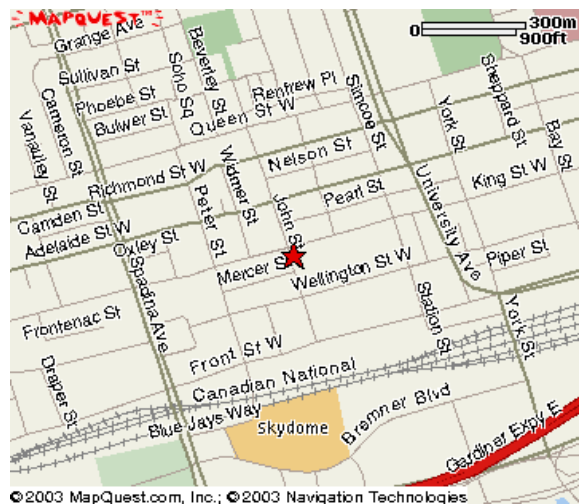
RSVP on-line by 4:00 pm the day prior to the meeting.

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

Vice President, Programs

Hasib Sayed — vpprograms@hditrillium.com

Vice President, Finance

Todd Van Horne — vpfinance@hditrillium.com

Vice President, Membership

Chantal Gallant — vpmembership@hditrillium.com

Vice President, Communications & Newsletter Editor

Don McCarroll — vpcommunications@hditrillium.com

Web Masters

Nigel Chubb & Hasib Sayed —
webmaster@hditrillium.com

Chief Knowledge Officers

Ann Roach, Sharon Lovett — cko@hditrillium.com

Education & Training

Katherine Lord —

Vendor Management

Pashant Vashi —

Marketing Committee

Todd Van Horne, Anton Kritzinger, Hasib Sayed, Don McCarroll,— vpmarketing@hditrillium.com

Programs Committee

John-Paul Baragwanath, Todd Van Horne, Carol Parker, —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