



THE FRONT LINE

HDI Trillium September Event

Our friends at itSMF Upper Canada Region have invited us to join them at their September conference in Toronto. Here are the details:



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

September Conference!

Date: September 12 & 13, 2007

Registration: Hurry and register today at www.itsmf.ca/events

REGISTER BEFORE SEPTEMBER 1 AND YOUR NAME WILL BE ENTERED INTO A DRAW FOR ONE OF THREE \$100 BEST BUY GIFT CERTIFICATES!

Location: DoubleTree International Plaza Hotel, Toronto Airport

Cost: **Early Bird – until August 31, 2007** - \$149 – HDI members, \$199.00 Non Members
Sept 1st onwards \$199.00 HDI members, \$249.00 Non Members



Keynote Speaker - Jim Carroll

"What Comes Next? (and What Should You Do About It?)"

Jim Carroll lives five years in the future. He is a leading international futurist, innovation and trends expert, with a passion for effecting compelling change with lasting results.

Jim is recognized worldwide for presentations that involve his signature humour, high-level energy, deep insight and challenging observations.

Jim wakes people up to the trends that will affect them, and challenges them to cope with a world that continues to witness constant, relentless, dramatic change.

Welcome to our 2007 Conference!

Welcome to the **2007 edition of the itSMF – Upper Canada Region Branch conference**. Building upon the success of our first conference in 2003, and the overwhelming success of last year's conference, we are excited to be planning this year's session.

We are always listening to our customers, and based upon your feedback, we have changed the format of this year's conference and **expanded it to two days**. The focus of **the second day is to provide educational and informational sessions** hosted by our Platinum Sponsors. While **packing in the value** we have been conscious of your comments from last year where we offered too much information and didn't give you, our supporters, the time you needed to digest the information (or all of the food).

We have an exceptional line-up of ITSM leading organizations as sponsors and knowledgeable and experienced speakers. We are confident that this year's session will be better than ever. You can register with the confidence that this conference will deliver as much or more value than past events.

REGISTER BEFORE SEPTEMBER 1 AND YOUR NAME WILL BE ENTERED INTO A DRAW FOR ONE OF THREE \$100 BEST BUY GIFT CERTIFICATES.

DON'T DELAY GO STRAIGHT TO <https://secure.inorbital.com/itSMF2007Toronto/register.asp> AND SIGN UP FOR THE CONFERENCE, AND

Have I told you how excited I am? Please join me and your colleagues at this year's conference, an event that will inspire and motivate you to maximize I.T.'s value to the business through the new ITIL v3 best practices. Our key note speaker, Jim Carroll, https://secure.inorbital.com/itSMF2007Toronto/speaker_JimCarrol.htm will be kicking off the main conference, sharing his insights into how you can work with, and secure sponsorship from, senior management as you move from v2 to v3.

So stay tuned for more information, but remember to register early and don't forget to promote this event to your colleagues, peers and management teams.

There is value for all, irrespective of your experience or position.

Linz

Lindsay Parker
Events Chair - itSMF Upper Canada Branch

September 12-13 – mark these dates in your calendar and plan on attending the Upper Canada Region of itSMF's 2-day conference in 2007. The location is booked, the DoubleTree International Plaza Hotel, Toronto Airport, and preparations are underway for another successful event.

The theme of this year's conference is 'Back to the Future'.

IT shops are maturing in how they use ITIL™ best practices to solve business problems. The drive to Service Management is strong, and the commitment from senior management to embrace these best practices and adopt standard processes within their organizations is continuing to climb. ITIL™ best practices need to be updated to reflect this maturing environment, and hence ITIL™ v3.

What does this all mean though? Does it mean you have to start from scratch.....NO. Today you have a great opportunity to review existing processes in the light of

your experience and a revised set of best practices. A chance to practice the continuous quality improvement in which we all believe. A chance to rekindle the flame of inspiration.

This conference focuses on just this, the chance to revisit the processes we know and love, but look at them in a new light. These two days will focus on taking the existing processes and revitalizing them with a more direct linkage to solving business problems and delivering service oriented solutions.

The format for this session will include a vendor fair in which all meals and refreshments will be served, as well as keynote presentations, and multiple speaker tracks. New this year, a second day of educational workshops. The tracks are designed to share best practices and experiences. These are not marketing tracks. As always, care will be taken when picking the speakers and their topics to ensure that the sessions are both informative and enjoyable.



Jim Carroll (our keynote Speaker)

Jim Carroll is recognized worldwide for presentations that involve his signature humour, high-level energy, deep insight and challenging observations. Business Week recently named Jim Carroll as one of four leading sources for insight on innovation and creativity.

Jim lives five years in the future. As a leading international futurist, trends and innovation expert, he dedicates his time to helping people and organizations understand how they can aggressively adopt tomorrow, today. Jim wakes people up to the trends that will affect them, and challenges them to cope with a world that continues to witness constant, relentless, dramatic change. He is recognized for his critical thinking and business-oriented view of issues relating to social, consumer and workplace trends, demographic and lifestyle issues, emerging technologies, as well as economic and business trends.

Jim speaks and consults frequently with a wide variety of international clients, including Microsoft, American Express, Blue Cross/Blue Shield, KPMG, Monsanto, IBM, SAP, BBC, and many more. Named as "One of 50 International Names to Know" by the Online Journalism Review at the University of Southern California, he has provided his insight in dozens of book, over 600 articles, over 3,000 interviews on radio, television and in print, including Texas Meetings and Events, the South China Morning Post (Hong Kong), American Way, CEO Magazine Hungary, Association LEADERSHIP and the National Post.

We live in an era of unprecedented and relentless change. What unique trends and challenges will your organization be faced with? What practical guidance can be offered to help you survive and prosper?

Organizations at the forefront of tomorrow need to take the first steps today. IT shops are maturing in use of ITIL™ best practices. The drive to Service Management is strong. And commitment from senior management to embrace these best practices within their organizations continues to climb.

As CxO & Senior Management, you need to visit five years in the future and position now.

As Service Management practitioners, you need to align with these strategic organizational initiatives.

Futurist, Trends & Innovation Expert

Advance word on Jim Carroll...

WHAT COMPANIES NEED TO HELP THEMSELVES:

"I can think of no greater keynote speaker presentation... Without question, Jim's insights are what many companies need as numerous organizations begin their climb out of the troubling days of late and into the revitalized times ahead."

SAP North America

YOU HIT THE TARGET

"It was amazing that you hit the target so precisely..."

Logistics Man., US Dept of Defense

PRACTICAL IDEAS, EASY TO IMPLEMENT

"I knew from the moment you used a ketchup bottle to illustrate how change impacts all of us that your presentation would be anything but typical... We were particularly impressed with how you demonstrated ways to immediately apply what was learned."

American Payroll Assoc

IMPORTANCE OF CREATIVITY AND INNOVATION

"Everyone thought that you underscored the importance of creativity and innovation completely."

CBS/Infinity Broadcasting

****Additional comments can be found at www.JimCarroll.com**

WEDNESDAY, SEPTEMBER 12, 2007



7:30am	Registration Open Breakfast with Exhibits			
8:30am	Opening Remarks & Welcome			
8:40am	Keynote Speaker: <u>Jim Carroll</u>			
	TRACK 1 Mississauga C	TRACK 2 Mississauga B	PARTNER TRACK Mississauga A	PARTNER TRACK Halton
9:30am – 10:15am	<u>Process Automation Tools & Strategies for Implementing Incident Management</u> Denise Jackson, <i>Opalis Software</i>	<u>ITIL – An Immaculate Conception?</u> Abbey Wiltse, <i>ITpreneurs</i>	<u>Business Service Management Puts You Ahead of the ITIL V3 Curve</u> John Morton <i>BMC</i>	<i>Hewlett-Packard</i>
10:20am – 11:00am	<u>ISO20000 and the Connection to ITIL3</u> John DiMaria, <i>British Standards Institution</i>	<u>Don't Throw out the Baby with the Bathwater!</u> Carol Parker, <i>Parker Associates</i>	<i>Think ITSM</i>	<u>Secrets to a Successful ITIL Implementation</u> Keith Vincent <i>IBM</i>
11:00am	Refreshment Break in Exhibit Hall			
	TRACK 1	TRACK 2	PARTNER TRACK	PARTNER TRACK
11:30am – 12:10pm	<u>ITIL V3: What have really changed? What is for me?</u> Andie Shih <i>itSMF-Canada and Loyalist Certification Services</i>	<u>Please RELEASE Me Let Me Go...To Production!!!</u> Jim Siminoski, <i>MGS, Government of Ontario</i>	<u>ITIL V3: Qualification Scheme – The Latest Word</u> Julia Chapelle, <i>Loyalist Certification Service</i>	<u>ITIL V3: What is IT All About</u> Glen Notman <i>The Manta Group</i>
12:10pm	Lunch with Exhibitors Plaza AB			
	TRACK 1	TRACK 2	PARTNER TRACK	PARTNER TRACK
1:30pm – 2:10pm	<u>Continuous Improvements Using Metrics for IT Service Management</u> David Smith, <i>Micromation</i>	<u>Eliminate Confusion about Roles & Responsibilities with ITIL V3</u> Deborah Hughes	<i>Computer Associates</i>	<u>ITIL V3: An Implementation Road Map</u> Troy DuMoulin <i>Pink Elephant</i>
2:15pm – 3:00pm	Transitioning IT to Support 65,000 Customers using ITIL Wynnann	<u>Value of ITIL Training in an ITSM Program</u> Abbey Wiltse, <i>ITpreneurs</i>	TBC	TBC

GENERAL INFORMATION

Conference registration fee includes:

- All keynote and plenary sessions
- Track sessions
- Exhibitor Fair
- Breakfasts
- Lunches
- All refreshment breaks
- Networking Reception

CANCELLATIONS

Cancellations must be received in writing and are subject to a \$25 administration fee. No refunds for cancellations received after August 24, 2007. Substitutions are accepted – please notify the itSMF Conference Office in writing.

CHEQUE PAYMENT

If paying by cheque, please courier or mail payment with completed registration form to the Conference Office at the address below. Please make your cheque payable to: itSMF Canada.

REGISTER NOW!

	Rose, MGS Government of Ontario			
3:00pm	Refreshment Break In the Exhibit Hall			
3:30pm	Round Table, <i>ITIL V3 What IT ALL MEANS</i>			
4:30pm	Closing Remarks			
4:45pm – 6:00pm	Networking Reception with Exhibitors			

CONFERENCE OFFICE
Please send your completed registration form with payment to:

itSMF Conference Office
c/o aNd Logistix
1345 St. Clair Ave. W.
Third Floor
Toronto, ON M6E 1C3
Fax: (416) 593-1805

THURSDAY, SEPTEMBER 13, 2007

	HALF DAY SESSIONS conducted by Platinum Sponsors				
8:30am - 9:30am	Continental Breakfast				
	TRACK 1 Mississauga C	TRACK 2 Mississauga B	TRACK 3 Mississauga A	TRACK 4	TRACK 5
9:30am - 12:20pm	BMC	Hewlett- Packard	CobiT	Breakout Session	Breakout Session
12:20pm - 1:00pm	Lunch				
1:00pm – 3:00pm	BMC	Hewlett- Packard	TBC	Breakout Session	Breakout Session

QUESTIONS?

Contact the Conference Office:
Tel: (416) 593-7744 or 1-800-465-9670
Fax: (416) 593-1805
Website: www.itsmf.ca
Email: itsmf@andlogistix.com

“Back to the Future September Conference”

If you had the chance to attend our past conferences in Toronto, you already know the value that you can expect from this year's upcoming conference! The location is the same as last year and we will be expanding the conference to 2 days to provide even more value and content for you.

I urge you to act quickly to take advantage of this special price! Go immediately to www.itsmf.ca, click on tSMF-UCR - Upper Canada Region, Back to the Future Conference, September 12 & 13, 2007, DoubleTree International Plaza Hotel, Toronto Airport found in the middle column under “HIGHLIGHTS” and register today!

Or go directly to: <https://secure.inorbital.com/itSMF2007Toronto/register.asp> to register!

Don't procrastinate! Register today!



REGISTER NOW!

www.itSMF.ca

HDI's Member Advisory Board Canadian Regional Director--New!

We are thrilled to announce that **Carol Parker**, President of the Trillium Local Chapter, has been selected as your HDI Canadian Regional Director!

Congratulations to Carol and thanks to all of you for your vote of confidence in electing Carol.

Carol will sit on the Member Advisory Board for two years, representing the Local Chapters in the Canadian Region, as well as all HDI members from that region. Carol will hold your monthly Regional Officer calls, represent your chapters on the Member Advisory Board, and is available for additional support to all of your chapters.

Please join Tommy and me in congratulating Carol.

Sophie Klossner

HDI, Leading the IT Service & Support Industry
Local Chapter Membership Director
sklossner@thinkhdi.com

Thinking about becoming a new member?

Call us at 416-352-1792 or contact:

vp_membership@helpdesktoronto.org

Inspirational Quote

Mistakes are a part of being human. Appreciate your mistakes for what they are: precious life lessons that can only be learned the hard way. Unless it's a fatal mistake, which, at least, others can learn from.

- Al Franken

We need your help: 3.5% of eligible Canadians donate blood compared to 5% of eligible Americans and 7% in the UK.



50% of the Canadian population will need blood or blood products at some point in their lives.



Member submissions
are always welcome.

Please send your article to:
editor@helpdesktoronto.org

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.

For more information on the nomination process, please contact vpmarketing@hditrillium.com. **All entries must be submitted to the HDI Trillium Chapter by November 15, 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.

Nominate your star Analyst now. Good Luck!



Our Past Year’s Winner!



Shaukat Talib

Information Support Representative

- **McCarthy Tétrault**

Nominated by Sophia Gast



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



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.

Please call



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.

Oct 25-26



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)

Oct 10-12

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	Annual Kick-off meeting - hotel in Toronto	Special Award Ceremony
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 #.

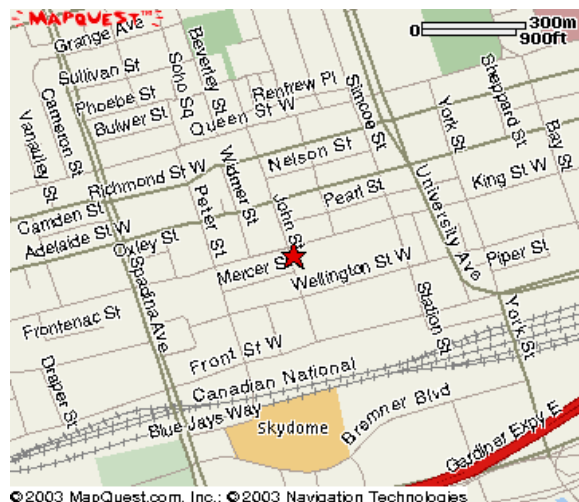
RSVP on-line by 4:00 pm the day prior to the meeting.

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