

The Newsletter of the Toronto Chapter of the Help Desk Institute

October 2006

## HDI Toronto Chapter's Annual Kick-off Event:



HDI-TORONTO CHAPTER PRESENTS...

## CHAR LABOUNTY

"WORKING WITH SUPPORT TEAMS BEYOND THE SERVICE DESK"

**Event Date / Time:** Thursday, October 19th, 2006 - 11:30AM to 3:00PM

**Venue:** INTERCONTINENTAL - Toronto Centre (225 Front Street)

\*Roman Holiday Lunch Buffet will be served at 12 noon.

Cost: HDI & itSMF members - \$45, non-members \$60

### Premise:

Incident ownership begins the moment a customer makes an initial contact with the Service Desk--the courtesy, the respect, the end-to-end service commitment to resolve the incident/problem to the customer's satisfaction. Every Service Desk professional understands this value and works continuously to minimize the impact to the customer's productivity while improving quality, efficiency, and performance.

But what about the rest of the IT organization? How do we ensure the service commitments we're making can be accomplished throughout the entire IT organization? Internal Service Level Agreements (SLAs) between the Service Desk and its other service providers are known as Operational Level Agreements (OLAs) and provide numerous benefits to the entire organization. Managing expectations, boosting productivity, measuring for adherence and improvement, and increasing employee morale are all direct advantages. They help the IT Enterprise Support organization to prioritize work, and as an incentive to provide good service, promotes better overall system performance. They help foster good relations between IT and other departments and can be used as a tool to help improve customer and employee satisfaction.

Providing a clearly defined expectation and measurable metric to evaluate compliance are key steps in establishing an effective agreement. Join us and learn how to simplify the creation of an OLA as a means to fulfill incident/problem ownership and establish clear expectations, metrics, and incentives to boost systems performance, productivity, and moral throughout the entire IT organization.

Special Guest: Elaine Charal, Certified Graphologist, who will amaze you with her insights into your personality based on reading your handwriting. Elaine will be available throughout the event to provide you with one-on-one handwriting analysis that emphasize your dynamic strengths.



## “Todd Talk’s” Monthly Column

By T. Van Horne, International HDI Correspondent

Facilitating a meeting seems like such an easy objective to carry out, you assemble a team to discuss an issue, take notes, create action plans and follow up on the actions – objective accomplished. However, it seems when we attend meetings the subject matter is not discussed, there aren’t any actions to follow through on and we leave wondering why were invited to begin with? The guidelines should enable you to better facilitate successful and beneficial meetings.

### What is a Facilitator

**Facilitating** is “the act of making things easier” – helping, enabling, supporting

A facilitator is one who **understands** relevant context, and **contributes** structure and process so groups are able to function in meetings effectively and make high quality decisions.

### Facilitation is:

Listening	Being flexible, authentic, humble
Suggesting/offering	Structuring time and activity
Questioning/Asking of the group	Pacing and reading cues
Challenging and complementing	Reminding & Remaining Neutral
Clarifying, Re-framing and recording	Sharing optimism & Drawing out others
Team building	Encouraging and having fun

### Definition of role:

A facilitator is someone who has been **given the authority (explicitly or implicitly) by the group** to help them accomplish their agreed upon objectives. The facilitator **guides the group** process by using a variety of techniques that help the group to accomplish its tasks

Source: “**Making It Easier To Get There**” Presentation - Jim Shea, Deborah Leach

To be successful as a Facilitator for a meeting you will need to

- Build an agenda
- Assign roles to presenters
- Build the presentation with input from the presenters
- Book a meeting room (Make certain it’s large enough)
- Book the laptop and the projector
- Invite the attendees and make certain that they have an agenda in advance
- Provide appropriate breaks
- Provide refreshments if appropriate

The most successful meetings will have a designated, **scribe**, **timekeeper** as well as the **facilitator**. Remember it is your role as the facilitator to keep things on track and on time. You are leading the meeting attendees through the session. You will need to be assertive but not aggressive.

Some reference material if you are interested

[http://www.managementhelp.org/grp\\_skill/factate/factate.htm](http://www.managementhelp.org/grp_skill/factate/factate.htm)

<http://www.rttworks.com/images/downloads/TipsFacil.HTML>

<http://www.thiagi.com/tips.html>

Good Luck!

### Inspirational Quote

“One of the greatest discoveries a man makes, one of his great surprises, is to find he can do what he was afraid he couldn't do.”

**Henry Ford - 1863-1947, Founder of Ford Motor Company**

## World Conference on Customer & Technical Support



**November 5 - 8, 2006**  
**The Venetian Resort, Las Vegas, NV**

Dear Colleague:

Sometimes IT infrastructure management can seem like a confusing maze – numerous high level priorities, new initiatives, looming crises, the latest hardware, software patches and upgrades, rogue technologies, the ever present threat of security breaches – the list goes on and on. But it doesn't have to be that way. With the correct set of strategies and best practices in place, the approach to successful IT infrastructure management becomes clear and well defined.

We invite you to attend ITIM 2006 to discover your clear path to success.

The ITIM Conference & Expo is the premiere event for IT management and executives responsible for the deployment, management and retirement of IT infrastructure technology. It is designed for you -- the IT professional dedicated to the achievement of best practices and success across your entire IT organization.

**You've probably already received the brochure in the mail, or you can view at [www.itimassociation.com/](http://www.itimassociation.com/)**

ITIM 2006 will take a comprehensive approach to IT infrastructure management. You can choose from [nine in-depth pre-conference workshops](#) on ITIL, Six Sigma or COBIT, and more than 45 breakout sessions focusing on the [IT lifecycle](#), [IT governance and compliance](#), [IT/business alignment and IT finance](#), [information security and business continuity](#) and [IT service management](#).

Join hundreds of your colleagues, industry experts and leading solution providers from around the world to learn, discuss and gain new insights and ideas. You will leave this conference with workable strategies, best practices and a clear road map for cutting through the maze of IT infrastructure management. Call 800-934-6566 or visit [www.ITIM2006.com](http://www.ITIM2006.com) for more information and to register. (And, if you register by August 25th, you'll receive a free 1-day pre-conference workshop and a \$100 discount on your registration.)

We look forward to seeing you in Las Vegas in November!

Ron Muns  
Founder & CEO  
ITIM Association

Pete McGarahan  
Chair, 2006-2007  
ITIM Association



## 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.



**NEW - 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.

**Sept 27-29, 2006**  
**Mississauga**



**HDI Help Desk Analyst Boot Camp** combines the standards from the Customer Support Specialist and Help Desk Analyst Certifications in order to provide a "fast track" training option.

**Oct 3-5**  
**Mississauga**



**HDI Support Centre Team Lead (SCTL)** is for experienced IT support professionals with 18-24 months of experience who are - or expect to become - team leaders or supervisors.

**Sept 25-26**  
**Mississauga**



**HDI Knowledge Management Foundations: KCS Principles** teaches knowledge management strategies to improve efficiency and maximise customer satisfaction.

**Call for dates**



**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**

**Aug 15-17 - Markham**  
**Oct 17-19 - Markham**

## 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](mailto:don@serviceminds.com) or call (519) 570-9731 for further details.

For ITIL training, please contact Janice Scott [janice.scott@bwyze.com](mailto:janice.scott@bwyze.com) or call (905) 780-0444 ext. 227 for further details.

Description	Duration	CDN List / HDI member	Location / Date
<b>Help Desk Manager (HDM)</b>	3 days	List \$1825 / HDI \$1725	Mississauga: Sep 27-29
<b>Help Desk Analyst Boot Camp</b>	3 days	List \$1765 / HDI \$1665	Mississauga: Oct 3-5
<b>Support Centre Team Lead (SCTL)</b>	2 days	List \$1595 / HDI \$1495	Mississauga: Sep 25-26
<b>Knowledge Management Foundations: KCS Principles</b>	3 days	List \$1765 / HDI \$1665	Call for dates
<b>ITIL Foundations Certification (price includes exam)</b>	3 days	List \$1,495 / HDI \$1,195 <b>Discount Code HDI 001</b>	Markham: Aug 15-17, Oct 17-19

HDI Training through RADAR Solutions Group – Canada's Premier HDI Authorized Training Partner – [www.radarinteractive.com](http://www.radarinteractive.com)

ITIL Training provided by B Wyze Solutions – [www.bwyze.com](http://www.bwyze.com)

Applicable taxes are extra. Prices subject to change without notice.

## 2005-2006 Chapter Meeting Schedule

Date	Topic	Speaker
September 28th, 2006	Join in with itSMF Conference	
October 19th, 2006	Annual Kick-off meeting - hotel in Toronto	Char LaBounty - HDI International Speaker
November 15, 2006		
December, 2006	No meeting scheduled	Happy Holidays !!!
January 17th, 2007		
February 21st, 2007		
March 21st, 2007		
April 18th, 2007	HDI Toronto Conference	Full Day of speakers - Novotel North York
May 16th, 2007		
June , 2007		

### MEETING LOCATION (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 #.

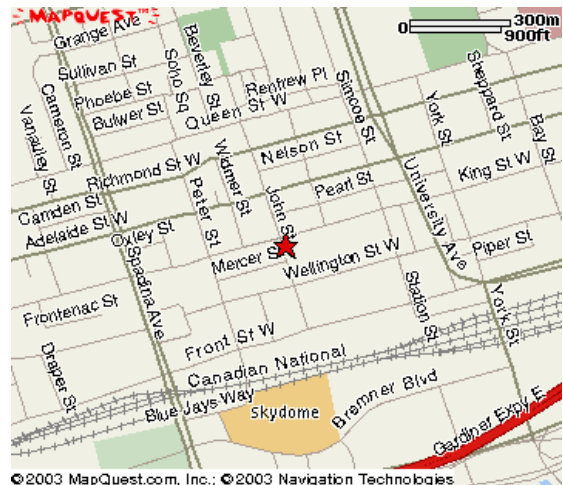
RSVP on-line by 4:00 pm the day prior to the meeting. All RSVP'ers will be entered into a draw for a door prize at the meeting.

#### 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)



## HDI Toronto Chapter Executive 2005-2006 Contact List

Name	Email
<b>Carol Parker</b> - President	president@helpdesktoronto.org
<b>Nigel Chubb</b> - Website Chair	webmaster@helpdesktoronto.org
<b>Hasib Sayed &amp; Ann Roach</b> VP Programs	vp_programs@helpdesktoronto.org
<b>Chantal Gallant &amp; Sharon Lovett</b> VP Membership	vp_membership@helpdesktoronto.org
<b>Don McCarroll</b> - VP Communications	vp_communications@helpdesktoronto.org
<b>Anton Kritzingner &amp; Bill Hanrahan</b> - VP Marketing	vp_marketing@helpdesktoronto.org
<b>Kim Proud</b> - Secretary	secretary@helpdesktoronto.org
<b>Todd Van Horne</b> - Treasurer	treasurer@helpdesktoronto.org
<b>John Peco</b> - Past President	
<b>Volunteers Welcomed !!!</b>	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.