

Message from the President

Spring is Coming and many exciting events!

Ground Hog day has past and we have many exciting events coming up for you, our Members. Your HDI executive team has been actively, organizing the annual Help Desk Institute, local Toronto Chapter one day Conference. Our keynote morning speaker will be Malcolm Fry, who is internationally known for his knowledge of Help Desk/Service Desks, and ITIL. He will fly across the pond to kick start our conference and get your batteries charged! Another keynote speaker will be George Spalding who is also very well known for his knowledge of both Help Desks and ITIL and will speak about IT Governance. Finally, we have Randy Park, who speaks to corporate audiences on improving strategic thinking at all levels of the organization. His approach is challenging, lively, humorous, and gets you thinking about your thinking. We also have some great speakers for the breakout sessions, who will talk about the industry from a practitioners perspective on many different topics related to our industry. Mark your calendars for Monday April 3, 2006, for the Novotel Hotel near the North York Civic Centre. More details to follow about the event and the very reasonable pricing.

In June, we have Ron Muns coming to Toronto as a guest speaker for our annual networking event. Ron Muns is the founder of HDI and has previously spoken at our conference as the keynote speaker. This year the annual

'Networking' event will be held at the Hockey Hall of Fame in downtown Toronto. This is a great opportunity to hear Ron talk about the future of the industry, network with peers and have some fun with the interactive games at the HH of F and dream about the Maple Leafs winning the Stanley Cup!

They say it is never too late to plan ahead; we have already lined up our guest speaker to kick off our fall term, Char Labounty. Char is one of the preeminent experts on the development and deployment of Service Level Management throughout the IT Enterprise and writes and speaks extensively on the subject, throughout the world.

We hope that these events will whet your appetite and to come out to one of our monthly meetings or conference. This year we are doing things a bit different, our monthly meetings will identify if the topic is more for a management audience or an analyst audience. Of course everyone is welcome to all the meetings. Please see the monthly events section to find out more details on our monthly meetings.

Look forward to seeing you at one of our meetings or the annual conference. If you have any feedback you want to send to anyone on the executive, go to our website at www.helpdesktoronto.org and refer to the 'Contact' section. Emails to the president can be sent to: president@helpdesktoronto.org.

Carol Parker

Help Desk Institute, Toronto Chapter
President

HDI Toronto Chapter
1930 Yonge Street, Suite 1040
Toronto, ON M4S 1Z4
Phone 416-352-1792
www.helpdesktoronto.org

HDI January Meeting - Wednesday, Feb. 15th

Management Stream: Understanding what really contributes to an IT Service!

Date: February 15, 2006

Time: 12:00 noon to 2:00pm (Free) Lunch is included

Location: Metro Hall, room 313

Speaker: Michael Oas - ITSM (Information Technology Service Mgt) Architect

This meeting starts at 12:00 noon until 2:00pm and is Free to everyone!

Does your organization have trouble communicating internally? Do your infrastructure and application teams find it challenging to deliver end-to-end services? Do your reports fail to express the value of your organization's IT investments? Does your organization lack clarity around service agreements and their scope? Do you have trouble expressing services that you have or intend to outsource? This session will answer these tough questions and provide an overview to a generic service categorization framework, providing terminology and criteria for describing IT Services clearly so that they can be combined to deliver true end-to-end services to your customers.

Mr. Oas is an experienced IT Service Management practitioner, and has consulted with a number of the Ontario Government's Ministries, involved in the world's largest sustained ITSM (IT Service Management) implementation (based on ITIL Best Practices). Prior to formally entering the private sector in 1997, he completed a successful 10-year military career as an Air Traffic/Weapons Control officer in the Canadian Air Force. His responsibilities as a Captain in the Air Force included the project management and execution of complex NORAD training and crisis management exercises, and the training and standards evaluation of his fellow Air Traffic Control officers.

Mr. Oas holds a B.Sc. in a combined major of Computer Science and Space Science from Royal Roads Military College. RPMC emphasized academic and military officer training in group leadership and team-oriented project development. He has excellent verbal and written communication skills as a result of his education, his military career and his private sector business experience. Mr. Oas holds the "Masters/Service Manager" certification in IT Service Management.

Note: Our February meeting is free to all members and non-members, guests, etc. There is no charge for either the meeting or the lunch.

AUDIENCE: Management stream for new Service Desk and Helpdesk managers.

In celebration of our new HDI "One Association" Toronto Chapter, everyone is invited to attend our February meeting at no charge!

As we will be serving a light lunch(again, no charge), please RSVP to let us know how many people to plan for. **RSVP at www.helpdesktoronto.org**

The Front Line E-newsletter.
Please forward any submissions or suggestions to
newsletter@helpdesktoronto.org

Thinking about becoming a new member?
Call us at 416-352-1792 or contact:
vp_membership@helpdesktoronto.org

Netiquette: The Guidelines

Netiquette (also known as network etiquette) refers to the acceptable way we should communicate and interact with each other using email. Most people have encountered the unpleasantness of communication misunderstandings. With face-to-face and telephone conversations misinterpretations are easily corrected because you have the ability to alter your tone of voice, use your body language and rephrase comments that enable further communication and ultimately garners understanding. However, email messages don't offer the benefits of these signals.

The guidelines presented below will enable you to be professional and avoid any misunderstanding by your audience in the emails you send. The overall message is to type in a language your audience will understand. Keep it simple.

To, Cc and Bcc

'To': These addresses are for the people you are directly addressing.

'Cc': These addresses are for the people you are indirectly addressing. Use common sense and don't over do it.

'Bcc': Usage is discouraged as it is somewhat unethical due to the fact that 'To' and 'Cc' do not know that the addresses in the 'Bcc' are included in the conversation.

**Member submissions
are always welcome.**

Please send your article to:
editor@helpdesktoronto.org

Reply To All

Use with care as it can contribute to an inordinate amount of unnecessary e-mails. For example, if I send a 12 people an e-mail asking if they are available for lunch, I should expect 12 responses. Yet, if each person selects "Reply to All" not only do I get a 12 replies, but so does everyone else for a total of 144 messages!

Salutations

How do you open your e-mail: "Dear Sir", "Dear Mr. Smith", "Joe" or none of the afore-mentioned? In the business situation, each correspondence will need to be evaluated on its own, but in general, use the following as a guide: If you normally address a person as Miss/Mrs./Ms./Mr.Jones then that's the way you should initially address them in e-mail. If you normally address them on a first name basis, then use their first name. If you are unsure, stick to the formal salutation. It's the safest bet.

Message Text - Keep It To The Point

You're not writing your thesis. Messages should be concise and to the point. Avoid the use of excessive punctuation. Important points should be reflected in the text of the message, not in the punctuation you use. This includes all UPPERCASE text. Abbreviations should also be limited to those that are common to the English language, such as 'FYI' and 'BTW'. Otherwise, you run the risk of confusing your recipient. Formatting can do a lot, but not here. This is not a formal presentation or proposal. Plain text is best.

Signature

Follow the same process as was explained in 'Message Text - Keep It To The Point'. Keep it simple, this also ensures the recipient realizes who the originator is. Include your name, your title and company, your e-mail address, and telephone and fax number. That is all, nothing else is needed.

Best Regards,
Todd Van Horne

Todd van Horne is the Treasurer of our Toronto HDI Chapter. To contact Todd, you can e-mail him at treasurer@helpdesktoronto.org



Mark your calendars now!!!!

Toronto HDI Chapter Conference

Monday April 3rd, 2006



HDI
2006 Annual Conference & Expo
World Conference on Customer & Technical Support

TELL A FRIEND
REGISTER NOW

March 19-22, 2006 – Nashville, TN
Get Connected. Get Energized. Get Results.



**Get Connected.
Get Energized. Get Results.
Get it all at HDI 2006!**

Fascinating & Provocative Keynotes



GEOFFREY MOORE
Author of Living on the Fault Line



MARCUS BUCKINGHAM
Author of First, Break All the Rules



RON MUNS
The State of the IT and Support Industry Address



CHAD HYMAN
World Record Wheelchair Athlete



ROSS SHAFER
Author of Nobody Moved Your Cheese



DAVE TIMMONS
Creator, Six Strings Leadership



KEN JENNINGS
Multi-million Dollar Jeopardy! Champion



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 Help Desk Manager (HDM) Certification 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.

March 1-3, 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.

March 15-17
Mississauga



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

May 29-31,
Mississauga



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**

February 13-15
April 11-13
June 6-8
Novotel, North York

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 Janice Scott janice.scott@bwyze.com or call (905) 780-0444 ext. 227 for further details.

Description	Duration	CDN List / HDI member	Location / Date
Help Desk Analyst Boot Camp	3 days	List \$1765 / HDI \$1665	Mississauga: March 15-17
Help Desk Manager (HDM)	3 days	List \$1825 / HDI \$1725	Mississauga: March 1-3
Knowledge Management Foundations: KCS Principles	3 days	List \$1765 / HDI \$1665	Mississauga: May 29-31
ITIL Foundations Certification (price includes exam)	3 days	List \$1,495 / HDI \$1,195 Discount Code HDI 001	Novotel North York: Feb.13-15 April 11-13, June 6-8

HDI Training through RADAR Solutions Group – Canada's Premier HDI Authorized Training Partner – www.radarinteractive.com

ITIL Training provided by B Wyze Solutions – www.bwyze.com

Applicable taxes are extra

2005-2006 Chapter Meeting Schedule

Date	Topic	Speaker
September 21st, 2005	Kick-off Networking Meeting - Milestones Grill	Peer to Peer
October 26th, 2005	Service Desk Analyst's ITIL - Metro Hall	Katherine Lord - B Wyze
November 30 th , 2005	Asset Management - Lunch Meeting	Craig Morrison - McCarthy Tétrault
December 14th, 2005	No meeting scheduled	Happy Holidays !!!
January 18th, 2006	Troubleshooting Techniques - (Analyst stream)	Nick de Jong
February 15th, 2006	Understanding IT Service (Mgmt stream)	Michael Oas
March, 2006		
April 3 rd , 2006	HDI Toronto Conference	Full Day of speakers
May 17th, 2006		
June 14th, 2005	Annual Networking Event	

MEETING LOCATION

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 #.

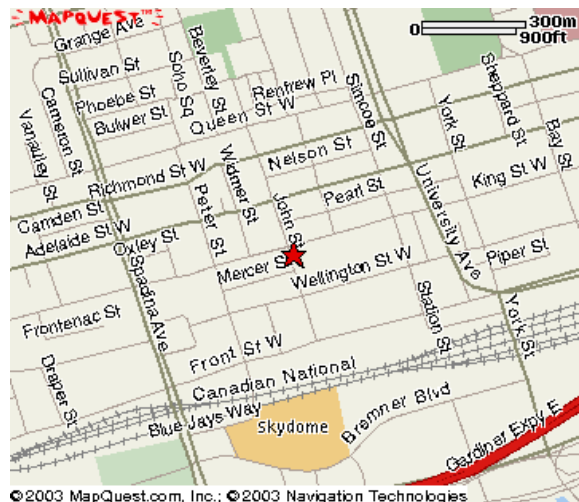
RSVP on-line by 4:00 pm the day prior to the meeting. All RSVP'ers will be entered into a draw for a door prize at the meeting.

Meeting time

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

Fees

Chapter Members: No charge
Guests & Non-Members: \$20.00 per person



HDI Toronto Chapter Executive 2005-2006 Contact List

Name	Email
Carol Parker - President	president@helpdesktoronto.org
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Chantal Gallant & Sharon Lovett VP Membership	vp_membership@helpdesktoronto.org
Don McCarroll - VP Communications	vp_communications@helpdesktoronto.org
Anton Kritzinger - VP Marketing	vp_marketing@helpdesktoronto.org
Kim Proud - Secretary	secretary@helpdesktoronto.org
Todd Van Horne - Treasurer	treasurer@helpdesktoronto.org
John Peco - Past President	
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.