

The Newsletter of the Toronto Chapter of the Help Desk Institute

August 2006

HDI Toronto Chapter's Annual Kick-off Event:

Char LaBounty - Working With Support Teams Beyond the Service Desk

When: Thursday, October 19th, 2006

Time: 11:30AM – 1:30PM

Location: Hotel in Downtown Toronto area - To be finalized



Featured Speaker: Char LaBounty – President-LaBounty & Associates, Inc.

Working With Support Teams Beyond the Service Desk

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.

Speaker's Bio: Char LaBounty is founder and president of LaBounty & Associates, Inc., a service management consulting firm focused on the growing field of customer support services, dedicated to providing quality technology support practices that enhance clients' business initiatives. Char is one of the preeminent experts on the development and deployment of service level management throughout the IT enterprise and writes and speaks on the subject throughout the world.

11:30 AM – 12:00 PM networking

12:00 PM – 1:30 PM Char Labounty's presentation

COST: to be finalized – lunch meeting with meal provided.

Registration begins on Sept 5th, 2006

Customer Service Week October 2-6, 2006

www.csweek.com

Customer Service Week Background

Customer Service Week is a national event devoted to recognizing the importance of customer service and honoring the people on the front lines of the service revolution. The International Customer Service Association (ICSA) **began Customer Service Week in 1988**. In 1992 the U.S. Congress proclaimed Customer Service Week a nationally recognized event, celebrated annually during the first full week in October.

Since 1991, the Customer Service Group has supported the week with how-to information; celebration materials imprinted with the official Customer Service Week logo; and inspiration from the hundreds of service and support professionals who share their celebration stories, plans and ideas.

The Customer Service Group, ICSA and HDI are proud to work together on this important industry event.



The Front Line

From: Ron Muns – CEO & Founder HDI International – regarding HDI Toronto meeting June 7th, 2006

Subject: Oh Canada - Ron's Trip around the Country

Hello Canadian Support Professionals,

I returned home at 1:40 am this past Saturday, after traveling in Canada to the following cities (in reverse order) ... Winnipeg, Regina, Calgary, Vancouver, Toronto, Montreal (video only), and Ottawa. What a great chance to tour Canada, visit and see some wonderful HDI chapters, and introduce the new HDI Customer Satisfaction Index (HDI-CSI) member service.

Thanks to all of you who were able to take the time to come to the meetings. Thanks to all the officers that did an outstanding job organizing and planning the events! Below are a few memories and special thanks!

Ottawa – May 11th – What a great vendor day and a great value add to the membership. The program was outstanding and I enjoyed meeting all the officers and getting our picture taken together. On the way to the airport I enjoyed my bit of sightseeing. I drove along the river getting a chance to see the tulips, the capital and the center of town.

Montreal – May 17th - Thanks for asking me to send a video in conjunction with your 15th anniversary celebration. I remember when you first got started, as well as my visit to one of your chapter meetings couple of years ago, and the HDI Canadian Conference we did in 2004. I must say you have the most professional of meetings. Cocktails and hors d'oeuvres before and desserts after the meeting, creates such a nice environment that enhances member networking. I bet your anniversary celebration was an even bigger affair.

Toronto – June 7th – What can I say? A chapter meeting at the Bata Shoe Museum...Who would have thought of that? I must say the beer, wine, and appetizers before and after the meeting didn't hurt either. And the shoe museum ... for those who don't know, this is an actual museum of shoes from several thousand years ago to recent ones such as those worn by basketball great Shaquille O'Neal of the NBA Champs, the Miami Heat. >From what I saw, women have dealt with shoe pain for a long time. Four floors of shoes and each one was interesting. A special thanks for the big event and especially for the most thoughtful donation on my behalf to Big Brothers & Big Sisters of Canada...my favorite charity!

Vancouver – June 16th and June 20th – The IT4BC (BC Colleges & Universities), June 16th meeting was quite an enthusiastic group (even if they had a party the night before) and this event really showed how community can come together and learn from one another. On June 20th the HDI Local Chapter meeting was great. Special thanks to Barry for being my chauffeur in his DeLorean (circa 1981-1982), Sandra and Christine for the tour of ICBC (Provincial Government Auto Insurance), to all the officers for the wonderful dinner we had the night before, and to Karen & Hilton Yuen-Kate for the book on fishing and allowing me to stay at their house after the meeting (even when they knew I had to head to the airport at 4:30 am).

Calgary – June 21st – The latest "Muns Report" was written while in Calgary and it contrasted the beautiful Canadian Rocky Mountains with the tall office buildings downtown and asked the question ... " Why not have a remote IT workforce strategy?" We had a great meeting in a great location...thanks to Bill for arranging. I wore my Canadian flag pin in honor of Phil Lalonde, who gave me a pin each of the last two times I visited. I learned he has retired and is focused on his sail boat (BC?) and doesn't show up so often! Let him know that I kept the pin on in Regina and Winnipeg. Thanks Ron for being my chauffeur and helping me tote my bags! And to the officers...the beer afterward was quite enjoyable. Calgary gets the "Canadian Customs 'oops' Award" for being the only chapter not to get their T-shirts for the meeting.

Regina – June 22nd – Regina, you are the clear winner in the attendance category! 75 solid participants attended the meeting in the smallest city! Great job...but maybe everyone thought they were going to see "Bill Gates." Regina marketed the chance to See *Service & Supports "Bill Gates."* The most flattering commercial for one of my presentations ever. Regina officers, you are to be congratulated on doing such an awesome job! And special thanks to Yvonne and Gina for the ride and for the beers!

Winnipeg – June 23rd – We had a double win here! I got to participate in their chapter meeting, and, it was the "re-launch" of their local chapter. Everyone was very engaged and pleased to be there. I am quite confident that the team officers, which is very pumped and strong, will gain the support of the local community to grow the chapter! I am only sorry I did not get a chance to go fishing! Marnie, thanks for the ride and, I have to admit (but don't tell anyone), I got to the airport and realized I left my laptop in the meeting room. As I had plenty of time, I got a cab back to the hotel, the hotel staff quickly retrieved my laptop, and I was back to the airport in no time. I guess the crazy travel schedule finally got the best of me!

HDI-CSI – This new member benefit presentation was well received and numerous organizations have committed to start using this service. For those of you that were unable to attend, this new member service allows member organizations to easily track and measure customer satisfaction, then compare scores to goals, to other organizations in your industry, and to others across Canada.

Feel free to email me if you would like someone to contact you to get you started or to answer questions.

Best regards,
Ron

Ron Muns, CEO & Founder
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Canadian Employers Struggle to Attract and Retain Employees

June 15, 2006

By Maurissa Kanter & Marcia McDougall of Hewitt Associates

Hewitt Associates Survey Reveals Flexibility Key to Addressing Labour Shortage

TORONTO – Canadian organizations of all sizes, in all parts of the country, and in all industries are finding it challenging to attract and retain employees, according to an extensive survey conducted by Hewitt Associates, a global human resources services company. As a result, a majority of the 232 survey respondents are implementing new programs focused on flexibility to address the problem.

Hewitt's survey reveals that three-quarters of organizations are having problems attracting or retaining new employees. Forty-four per cent are struggling with both attraction and retention. The problem is most acute in Alberta, where finding or keeping workers is an issue for 97 per cent of respondents, and almost two-thirds indicated that both are challenges. The problem is only expected to worsen, with half of the employees currently working at respondent organizations being baby boomers or older (age 40 or older). Employers indicated they anticipate close to 43 per cent of their employees will take early retirement and less than 11 per cent will work past age 65.

"Canadian employers understand that they will all soon be facing the labour shortages companies in Alberta are already experiencing," said Cathy Course, a senior benefits consultant in Hewitt's Calgary office. "As a result, we're working with HR professionals across the country to look at new ways to adapt workplace policies and practices to appeal to workers in a competitive environment."

Flexibility in the Workplace

The key to winning the attraction and retention challenge is flexibility, according to Hewitt's survey. More than half (52 per cent) of companies said arrangements such as flexible hours and benefits will have the most positive impact in helping them find and keep strong employees.

"Organizations are beginning to realize the need to convince older workers to stay on the job longer. At the same time, they want to convince Generation X and Y employees—those under age 40—to join them," said John Tompkins, a principal in Hewitt's Toronto benefits consulting group. "With an employee population so diverse in terms of age, a 'one size fits all' approach is no longer effective. Employers who can identify and meet the different needs of their employees will be most successful in the current labour market."

Changes Under Way

According to Hewitt's survey, companies are already moving in this direction. Nearly 55 per cent of organizations are expected to offer formal phased retirement programs, in which older employees work fewer hours per week as they approach retirement, in 2009 compared with 26 per cent currently. In addition, flexible arrangements such as job sharing, flexible

hours, compressed work schedules, vacation buying and selling, and both paid and unpaid sabbaticals are all expected to increase in popularity over the next three years.

More companies are also expected to offer employees the option of working from home—from 60 per cent today to more than 70 per cent by 2009. Most employers (86 per cent) are already making technology such as PDAs, cell phones and online connections available to employees to facilitate flexible working arrangements.

Member submissions are always welcome.

Please send your article to:
editor@helpdesktoronto.org

Other compensation components that employers expect to increase in prevalence by 2009 to provide greater flexibility for employees include:

- Elder care support
- Wellness accounts
- Unpaid time off for charitable work
- Assistance with home technology purchases

While organizations may feel pressure to offer enticements to workers to join and stay with them, Hewitt recommends a disciplined approach to deciding whether to make changes in workplace programs and benefits. "Employers need to balance their need to have the right talent with the reality of their financial situation. We recommend organizations undergo a process to audit their current talent pool, assess their future workforce needs, and then determine what they want to change and how that fits within their budget," said Course.

Hewitt also advises organizations to provide detailed and frequent communication to employees around total compensation. "Workers need to really understand the value of what employers are providing over and above wages and salary," stated Course. "With the labour shortage, organizations can't afford to lose employees because they don't know the extent of their full compensation package."

About Hewitt Associates

With more than 60 years of experience, Hewitt Associates (NYSE: HEW) is the world's foremost provider of human resources outsourcing and consulting services. The company consults with more than 2,400 organizations and administers human resources, health care, payroll and retirement programs on behalf of more than 350 companies to millions of employees and retirees worldwide. Located in 35 countries, including Canadian offices in Toronto, Montreal, Vancouver, Calgary and Regina, Hewitt employs approximately 22,000 associates. For more information, please visit www.hewitt.com.

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



The Front Line

itSMF Toronto Branch invites HDI members to join their Annual Conference



itSMF Toronto Regional Conference

"REALITY IT"
DoubleTree International Plaza Hotel – Toronto Airport
September 28, 2006

REALITY IT- The state of the union for IT Service Management.

We have had Reality TV, let's get real, and apply this concept to IT Service Management!

September 28, a date to highlight. This marks the day when the Toronto branch of itSMF will hold their one day conference in 2006. 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 '**Reality IT**'.

For the past few years the justification and planning has been performed. The appropriate sponsorship sought and committed, the tools and processes implemented, tweaked, and reviewed.

Many IT shops are now in the phase of sustaining their environments and demonstrating the ROI that was used in the justification. The rubber is hitting the road. Reality has gone beyond TV entertainment and is now what greets the IT professional every day. Attend this conference and learn how to live with this reality. Hear from your colleagues, practitioners, and industry experts how they have been successful in this quest for efficiency, effectiveness, and quality service delivery. Come to this event and network with IT professionals who are facing the same challenges as you and learn how they are benefiting from these opportunities.

The **objective** of this one day session is to share best practices, experiences, and lessons learned. This will be accomplished through a number of informative presentations, roundtable discussions, a vendor fair, and plenty of opportunity to network over refreshments, meals, and informal meetings.

As mentioned 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. As always the tracks are designed to share best practice 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.

For further information and to register, please visit: www.itsmf.ca

Open Position: HDI Toronto Chapter WebMaster

We wish to thank **Cameron Stevens** for his years of dedication as webmaster of our chapter's website.

If you have talent in this area, we would certainly like to speak with you. If you are interested, please send an email to president@helpdesk.toronto.org.

HDI Toronto Chapter - Calling for Speakers for 2006 – 2007 Season

Our members tell us that they would like to hear from practitioners about successes and lessons learned on implementing new processes, tools/technology and managing changes affected by either the end user community or the Service Desk/Help Desk. If you know someone that would be interested in speaking or you yourself are available to speak at one of our monthly meetings, please send an email to vp_programs@helpdesk.org.

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/

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 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

Customer Service Week

(New York, NY, May 31, 2006) - The Customer Service Group has announced the official logo for Customer Service Week 2006. The new logo features the words "Building Bridges to Customers(TM)" and includes two people building a symbolic bridge to their internal and external customers. The logo will be imprinted on a wide range of decorations, rewards and gifts which will be used in customer service departments, call centers and help desks as service professionals around the globe celebrate Customer Service Week.

The week was developed by the International Customer Service Association (ICSA) in 1988 to focus national attention on the importance of customer service and honor the people who serve and support customers everyday. This year's celebration will take place from October 2 - 6.

Additional information is available at the Customer Service Week website at <http://www.CSWeek.com>. The site provides the following online resources:

- * Background on Customer Service Week
- * Information on companies celebrating
- * Sample agendas from successful celebrations
- * Email bulletins providing step-by-step details on planning and organizing a celebration
- * Ready-to-use puzzles, which can be incorporated into every celebration
- * Interactive email postcards for thanking frontline reps, internal and external customers.

The site also features a full range of materials, imprinted with the Customer Service Week logo including decorations, gifts and rewards.

Position Available

Bi-lingual (French/English) Analyst - Technical Support/Help Desk - 6 Month Renewable Contract
Full Time, Temporary/Contract/Project, Employee

Fairmont Hotels & Resorts is a collection of world-class resorts and city center hotels that enjoy unrivalled prominence in the communities where they are located. Operating 45 properties throughout eight countries, Fairmont is committed to providing guests with exceptional service in distinctive surroundings. Featuring such storied hotels as The Fairmont San Francisco, The Fairmont Banff Springs, Fairmont Le Chateau Frontenac and The Savoy, Fairmont properties are often deemed attractions in and of themselves.

Reporting to the Helpdesk Supervisor, the Bi-lingual Analyst - Technical Support is responsible for: problem recognition research isolation escalation (as determined) resolution follow-up documentation able to solve less complex problems immediately while more complex problems are assigned to next-level support may provide guidance/training for less experienced help desk personnel works under general supervision.

Qualifications: must have solid understanding of current Windows operating systems and MS Office suite applications may be required for after hours support must be able to work shifts fully bilingual (English / French) strong customer service orientation problem solving capabilities organizational skills a must requires expertise and understanding of I.T. environment with at least 6 months experience.

Please e-mail your resume to William.Quick@Fairmont.com

The leading associations in the fields of customer service and support, the International Customer Service Association (ICSA) and the Help Desk Institute (HDI) again join the Customer Service Group in sponsoring this annual event.

About the Customer Service Group

The Customer Service Group has been the Customer Service Week Celebration Source since 1991. Each year, the Group creates a new theme and logo for Customer Service Week and provides information, resources and inspiration to help companies celebrate.

The Customer Service Group also provides management and training materials, including books and newsletters, for service and support professionals at every level within the organization. More information is available at <http://www.CustomerServiceGroup.com>

About International Customer Service Association

International Customer Service Association (ICSA) is dedicated to promoting the development and awareness of the customer service profession through networking, education, certification and research. More information is available at <http://www.icsa.com>

About the Help Desk Institute

Help Desk Institute (HDI) is committed to leading and promoting the customer service and technical support industry by empowering its members through industry information, events, online forums, training and certification. More information is available at <http://www.thinkhdi.com>

CONTACT:

Adam Reis
(212) 228-0246 Ext. 105
<mailto:areis@csweek.com>



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

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. Prices subject to change without notice.

2005-2006 Chapter Meeting Schedule

Date	Topic	Speaker
September 28th, 2006	No official meeting - suggest 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 #.

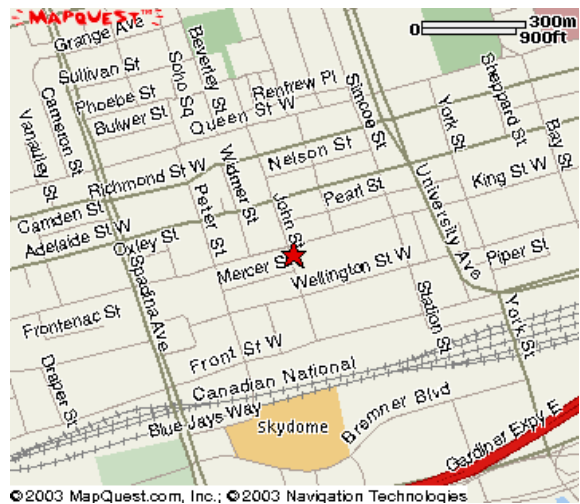
RSVP on-line by 4:00 pm the day prior to the meeting. All RSVP'ers will be entered into a draw for a door prize at the meeting.

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
Carol Parker - President	president@helpdesktoronto.org
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Hasib Sayed & Ann Roach VP Programs	vp_programs@helpdesktoronto.org
Chantal Gallant & Sharon Lovett VP Membership	vp_membership@helpdesktoronto.org
Don McCarroll - VP Communications	vp_communications@helpdesktoronto.org
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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.