

# September 2015 Newsletter



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## Upcoming Meetings

### October Meeting

#### *Who is Your Team?*

Date: October 9, 2015

Time: 11:30 am

**Bring your everyday service heroes to celebrate Customer Service Week with HDI Steel City!**

[CLICK HERE](#) for more information and to register for the October Meeting.

### November Meeting

Date: November 13, 2015

Time: 11:30 am

### December Event *HDI Awards Ceremony and Holiday Party*

Date: December 9, 2015

Time: 4:30 pm

## Training Survey

Are you interested in attending a public training class? [TAKE THIS QUICK SURVEY](#) to let us know which courses you would like to attend in Pittsburgh.

Check out the [HDI Course Catalog](#) to see what training classes are available.

## Customer Service Week

Customer Service Week is October 5 - 9, 2015! This year's theme is Everyday Heroes. During this special week, your organization can boost morale, motivation, and teamwork, reward frontline analysts, and remind customers of your commitment to customer satisfaction. Check out [www.csweek.com](http://www.csweek.com) for great ideas on how to celebrate the week with your team.

Don't forget to attend the [October Chapter Meeting](#), where Jacque Rowden will be presenting her session from the HDI 2015 Annual Conference on "Who is Your Team?". We will also be celebrating our everyday heroes for Customer Service Week!



During Customer Service Week, HDI will be running a series of webinars, offering an in-depth learning experience from industry leaders. [Click here](#) for more information and to register.

### The Value of Customer Service Skills

October 6, 2015 @ 1:00 pm with Rae Ann Bruno

### CEM Meets ITSM

October 7, 2015 @ 1:00 pm with Julie Mohr

### Coaching for Customer Service

October 8, 2015 at 1:00 pm with Mary Cruse

HDI Steel City would love to hear what you do to celebrate Customer Service Week! Please email us pictures and let us know how you celebrate and we can feature your team in an upcoming newsletter.

## Nominate Now for HDI Awards

Each year, HDI awards the highest honors in the IT service and technical support profession. These awards recognize the individuals that have most enhanced the image of the support industry by achieving and maintaining the highest

## Meet the Officers

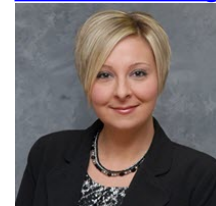
### President

[Melissa Jackman](#)



### VP of Communications

[Carrie Armstrong](#)



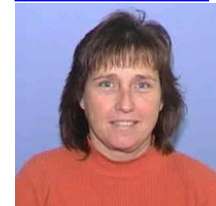
### VP of Communications

[Shannon Reed](#)



### VP of Finance

[Donna Murrman](#)



### VP of Memberships

[Russ Reihart](#)

## FUSION 15

**November 1 - 4, 2015**  
**New Orleans, Louisiana**

Jointly hosted by industry icons itSMF USA and HDI, only FUSION 15 can bring together the greatest minds and the most respected professionals to facilitate a total immersion experience into today's most relevant service management topics.

They'll experience a new era in service management and gather the ideas, resources, and contacts to experience unprecedented career growth. Join us and roar into the modern age of service management!

[Click Here](#) to learn more about FUSION 15 and to register.

### Team Certified Award

The best way to prepare your team for success is to invest in your players and improve their knowledge and skills. Get them ready for the game with HDI certification and promote your all-pro roster with the [HDI Team Certified Award!](#)

### Stay Connected



standards of excellence in service and support.



Is there an outstanding support analyst or desktop support technician in your organization that you feel is deserving of recognition for their commitment, dedication, and service to your customers? Here's your opportunity to see them recognized for their efforts.

[Click here](#) to learn more about the nomination requirements and to submit your nominations for the HDI Analyst of the Year and HDI Desktop Support Technician of the Year awards! **The deadline to nominate is October 31, 2015.**

### Join HDI for a Fraction of the Cost

HDI's Professional memberships are now available for ONLY \$295! That is a savings of \$200! You and your team can join at our most popular membership level and receive all the industry news, research, professional connections, and discounts that you've been missing. There will never be a better time to become involved with the HDI community-join thousands of your peers and become a member today!

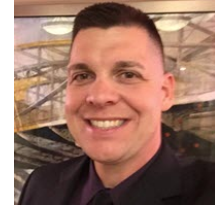
Already a member? If your membership expires within the next 90 days, you can still renew your Professional Membership at this same rate!

### Why Become an HDI Member?

HDI members are a highly engaged community of technical service and support professionals who share a passion for achieving their career goals while optimizing the success of their support centers. They're united by a common objective, by a regard for their industry, and by a camaraderie not seen in any other ITSM membership organization.

Are you ready to supercharge your career, build your support network, and obtain the latest industry wisdom?

[Click here](#) to become a member today. But don't wait too long, this special only runs through October 31, 2015.



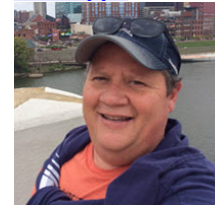
**VP of Memberships**  
[Paul Waters](#)



**VP of Programs**  
[Thomas Reinsel](#)



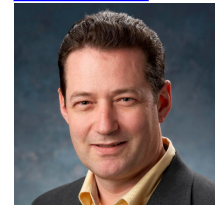
**VP of Programs**  
[Del Rippe](#)



**VP of Special Events**  
[Dee DiDiano-Kerns](#)



**Chapter Advisor**  
[Rick Joslin](#)



Need to get in touch with an officer? [Click here](#) for contact information.