

January 2016 Newsletter



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Upcoming Meeting

February Meeting: **HELP! We're Down! What's Next?**

Date: February 12, 2016
Time: 11:30 am - 3:00 pm
Location: DDI, 1225
Washington Pike,
Bridgeville, PA 15017

Registration information will
be coming soon!

Upcoming Webinar

Fix It Before the Call: Best Practices in Alerts and Monitoring

Date: February, 16, 2016
Time: 1:00 pm - 2:00 pm

In this webinar, Joe
Ardizzone will present on the
ins and outs of-and
particularly the best practices
associated with-alerts and
monitoring. Proactive
monitoring and alerting
can improve support and the
customer experience-join us
and learn how!

[Click here](#) for more
information and to register.

HDI Steel City Award Recipients

The HDI awards recognize the individuals that have most enhanced the image of the support industry by achieving and maintaining the highest standards of excellence in service and support. Congratulations to the HDI Steel City Award Recipients!

HDI Analyst of the Year
Mark O'Black, Duquesne University

HDI Desktop Support Technician of the Year
Debbie Lyons, Giant Eagle



Mark and Debbie will now move on to compete at the
Regional Level. Congratulations and Good Luck!

Vacant Officer Positions

Call for nominations! We currently have vacancies for the
VP of Programs and Vendor Relations and the **VP of
Finance** positions. A brief description of the duties is listed
below and is also available in our [Chapter Bylaws](#).

**The call for nominations will close on Sunday,
January 31, 2016.** As these are mid-term vacancies,
elections will only be held if there is more than one
interested party per position.

**If you are interested in running for a position or have
any questions regarding the required duties, please
[email us!](#)**

Candidates must be active in the HDI Steel City chapter.
Our Board of Officers works as a team. While individuals
have specific roles and responsibilities, we work together
and help each other be successful. You will not regret your
decision to be a leader!

Officer Roll Call

President
[Melissa Jackman](#)
Duquesne University

VP of Communications
[Carrie Armstrong](#)
University of Pittsburgh

VP of Communications
[Shannon Reed](#)
Giant Eagle

VP of Finance
THIS COULD BE YOU!

VP of Memberships
[Russ Reihart](#)
Penn State University

VP of Memberships
[Paul Waters](#)
DDI

VP of Programs
**THIS COULD BE
YOU!**

VP of Programs
[Del Rippe](#)
MSA

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

Chapter Advisor
[Rick Joslin](#)
HDI

HDI Membership

HDI is launching a NEW
membership model
soon! The specific details
will be announced this
month.

In the meantime, you
can purchase an HDI
Professional

HDI Go for the Gold

Competition drives us to improve, to succeed, and to rise above mediocrity. This is your opportunity to compete with thousands of your friends in the technical support community for a chance to win ten sweet tech/athletic prizes! Each week from now until March 19, 2016, HDI will feature an event that you can enter through the sweepstakes. [Click here](#) to enter!

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



VP of Programs and Vendor Relations

Programs are our product. This role develops the calendar of events while working with the other officers. They also coordinate all of the logistics with speakers and facilities. This position additionally serves as a sales role to bring in sponsorships and be the point of contact with vendors to support our chapter.

VP of Finance

This role is the custodian of all association funds. They receive all monies and disburse funds as necessary for the health of the association. Additionally, they submit all financial reports, file necessary tax forms, and ensure the chapter is financially secure.

HDI 2016 Conference & Expo



April 12 - 15, 2016 - Orlando, Florida

Interact with more than 2,400 IT service and technical support professionals as they address today's most pressing service and support challenges.

Will you be attending? If so, please send us a quick [email](#) to let us know, as we are planning chapter and regional networking events at conference.

We love [discounts](#)! Register by January 29, 2016 to receive the \$200 Early Bird discount! Members also receive additional savings.

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

Membership for \$295. That is a \$200 discount! This sale price will align with the new pricing structure that HDI will have on the new model to help make this transition an easy one.

What are you waiting for? [Click here](#) to get your membership now!

Annual Partners

Thank you to the HDI Steel City Annual Partners! These partners support our chapter year round so we can provide you with quality meetings and events.

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netech