

## March 2016 Newsletter



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### Upcoming Meetings

#### April Chapter Meeting *Providing Superhero Service*

Date: April 22, 2016  
Time: 11:30 am - 3:00 pm  
Location: DDI, 1225  
Washington Pike,  
Bridgeville, PA 15017  
[Click here to register!](#)

#### May Chapter Meeting *Executive ITIL and ITSM Workshop*

Date: May 13, 2016  
Time: 8:30 am - 4:30 pm  
Location: Crowne Plaza  
Greentree, 401 Holiday Dr,  
Pittsburgh, PA 15220

### Upcoming Webinar

#### Tech is Money: Demystifying the RFP Process

Date: April 19, 2016  
Time: 1:00 pm - 2:00 pm

The time has come for your organization to replace a key piece of technology. Senior management is on board, and money is available. Your frontline staff is thrilled that their tools will be updated. Now what? Join Roy Atkinson as he explores this topic and suggests some

### Call for Officer Nominations

Each year, HDI Steel City reviews the current bylaws and holds Officer Elections. We currently have three positions up for election. Please consider joining the board to help our chapter grow! The call for nominations will close on April 30, 2016.

If you are interested in running for a position please submit your nomination [HERE](#).

#### VP of Communications (2 Positions Available)

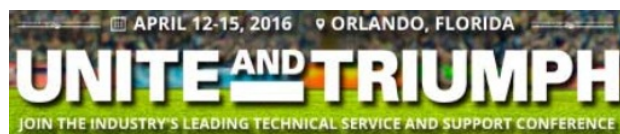
This is the marketing arm of the chapter. This role is responsible for sending out announcements, meeting invitations, the chapter newsletter, updating social media, and the website content. This candidate should have strong written communication skills and a flair for creativity.

#### VP of Memberships (1 Position Available)

This is the sales arm of the chapter. This role invites people to join the chapter, welcomes them at meetings, encourages others to bring new members and is responsible for the annual membership drive. Excellent verbal communication skills are necessary for this candidate.

Candidates must be active in the HDI Steel City chapter. Our Board of Officers works as a team. We acknowledge that this is a volunteer board and time must be balanced with work and family responsibilities. Ensure you are able to commit the time necessary to serve as an officer. Serving on the HDI Steel City board is an important and rewarding experience. Please consider joining our family business and serving our community. You will not regret your decision to be a leader!

### 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. Haven't registered yet? What are you

### 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

[Wendy Branowitz](#)  
*Howard Hanna*

#### VP of Memberships

[Russ Reihart](#)  
*Penn State University*

#### VP of Memberships

[Paul Watters](#)  
*DDI*

#### VP of Programs

[Denis Rudd](#)  
*New Horizons*

#### VP of Programs

[Del Rippe](#)  
*MSA*

#### VP of Special Events

[Dee DiDiano-Kerns](#)  
*Wesco*

#### Chapter Advisor

[Rick Joslin](#)  
*HDI*

### HDIConnect

HDIConnect is your members-only, one-stop destination for peer learning and interaction. Collaborate with your fellow tech support pros by sharing knowledge via research, tools,

solutions to help you get the right tool with just the right amount of effort.

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

### Welcome Officers

We have recently brought two new officers to the HDI Steel City board with our mid-term elections. They have already been hard at work to make sure you are receiving value from your membership.

#### Wendy Branowitz VP of Finance

*Help Desk Manager,  
Howard Hanna Real Estate  
Services*

#### Dr. Denis Rudd II VP of Programs

*General Manager,  
New Horizons Pittsburgh*



waiting for? Visit [www.hdiconference.com](http://www.hdiconference.com).

### Steel City Conference Luncheon

At the conference, HDI Steel City will reserve a special area in the lunch hall for a meet-and-greet. Look for the Steel City signs. No need to register, just stop by for a little fun and networking with other Pittsburgh area professionals. This is a great chance to meet up with a few familiar faces, meet new people, and compare notes about the conference.

### HDI Midwest Mixer

Date: Tuesday, April 12, 2016

Time: 7:30 pm - 10:30 pm

Location: Lake Toho Room @ Rosen Shingle Creek

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

For the first time, the HDI Midwest and Southeast Regions will be joining together at the HDI Conference for a social celebration that you won't want to miss! You are invited to come and network with professionals from the 14 local chapters in the Midwest Region and 10 local chapters in the Southeast Region. Yes, that's twice the connections, twice the celebrations, and twice the fun! At this exciting event, we will be honoring the Analyst of the Year and Desktop Support Technician of the Year Regional Award Recipients from the Midwest and Southeast.

Thanks to the support of our vendor partners, light hors d'oeuvres will be provided and a drink voucher will be given to the first 200 attendees to arrive. A cash bar will be available for guests to purchase additional drinks.

templates, message boards, and more.

To get started, go to: **Connect.ThinkHDI.com**  
Log in with your ThinkHDI member credential and that's it, you're in!

### 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.

**plantronics**

**servicenow**

  
**New Horizons**  
Computer Learning Centers

  
**fruition**  
PARTNERS

**ProTech**

**netech**