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## Upcoming Meetings

February 10th,  
2017  
11:30am - 3:00pm

**Change  
Management for  
Service Desk  
Processes**

Changes to IT service desk infrastructure can be fast and furious, but worst of all: unmanaged. Join Jacque Rowden, *Continuum Managed Service's* Help Desk Director, in a site tour of *Continuum*, where you'll learn how to implement standardized processes and internal tool changes that can help make an enormous difference in your company's communication, training, and auditing of process change.

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

## Officer Roll-Call

**President**  
Melissa Jackman  
Duquesne University

## HDI Steel City AOY and DST Award Winners!

HDI Steel City would like to congratulate the winners of the **Analyst of the Year** and **Desktop Support Technician of the Year** awards for the local Pittsburgh chapter.

**James Van Poolen** (Analyst, *Pitt Financial Information Systems*) and **Michael Geida** (Desktop Support, *Penn State Outreach*) have been chosen by the judges as the winners of their respective categories.



Congratulations to these two and to the rest of the nominees for all the hard work and determination they have done this year!

HDI Steel City would also like to say thank you to everyone who helped make this event happen, especially our annual and event partners, the Sheraton Hotel, and the HDI community!



## HDI 2017 Conference and Expo

**May 9-12, 2017**  
**Washington, D.C.**

2017 is the year for your technical support team to be recognized as a mission-critical component of your organization. You can make it happen at the HDI 2017 Conference & Expo.

The industry's most comprehensive event unites experts and practitioners from around the world. Attendees will return to their team energized and ready to implement new strategies and tactics to improve customer service, resource allocation, and business productivity.

[Click Here](#) to learn more about HDI 2017 Conference and Expo and to register.

After you register, please let us know by emailing [hdi@hdisteelcity.org](mailto:hdi@hdisteelcity.org) so that we can keep you in the loop regarding Steel City events at conference!



## Upcoming Webinar

**The Road to Award-Winning KCS: A Case Study with Lowe's and Spectrum Health**  
*with Chris Meadows , Keelyn VanderWeide*

**Mar 30, 2017 - 1:00 p.m. EST**

The HDI Knowledge-Centered Support Award recognizes an organization that has successfully implemented or improved upon a Knowledge-Centered Support adoption. KCS is recognized as the set of knowledge management best practices within service management where knowledge is leveraged as an asset of the support organization. Attend this webinar to learn how the 2016 award winners, Lowe's and Spectrum Health,

### VP of Communications

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Duquesne University

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## Annual Partners

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implemented world-class knowledge management programs. Chris Meadows (Lowe's) and Keelyn Vanderweide (Spectrum Health) will share:

Click [HERE](#) for more info and to register.

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## Steel City Promo Code: **LCPIT**

HDI utilizes a promo code to gather insight on how you hear about events from our chapter. When our code is used for registrations, the Steel City chapter earns monetary support from HDI! This additional support allows us to provide quality programs and events for YOU throughout the year.

Use this code when:

- Registering for any HDI Public Training Course.
- Registering for the HDI Conference & Expo. Don't forget to email us directly to let us know that you are going. We will make sure that you know a few people at your first HDI conference.
- Purchasing or Renewing an HDI membership during our annual Membership Drive.



**STEEL CITY**  
**LOCAL CHAPTER**

PITTSBURGH, PA