



 **HDI**
LOCAL CHAPTER


STEEL CITY
PITTSBURGH, PA

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Upcoming Meetings

April 21st, 2017
11:30am - 3:00pm

Educating the Masses: Malware and Cyber Threats

This session will cover malware and other forms of cyber threats that are becoming more prevalent. With more people and businesses getting connected to the internet every day, the points of entry for malicious actors has increased tremendously, and creating educational programs and awareness is critical to the success of any security program. Users are the most common targets because of lack of awareness. This session will go over some of the simplest ways to stay safe and provide best practices for those supporting users.

May 19thst, 2017
11:30am - 3:00pm

Highlights and Takeaways from HDI Conference



Join your fellow HDI Steel City members at the HDI Annual Conference "Midwest Mixer"

At this exciting social reception, we will be honoring our Midwest Regional Analyst of the Year and Desktop Support Technician of the Year Finalists! This is also a great opportunity to network with others from the 21 chapters that make up the Midwest (now renamed "Area 2") region.

The event will be held on **Tuesday, May 9, 2017 from 7:30pm - 10:00pm** in the Eastern Shore Rooms 1 & 2 at the Gaylord National Resort & Convention Center. The Eastern Shore rooms are located on the Lower Atrium level (one level below the lobby).

We would like an accurate headcount for planning purposes so please be sure to register under the Steel City(Pittsburgh) Chapter selection on this Eventbrite page:

[Register for the Midwest Mixer Now!](#)

Steel City Analyst of the Year Winner will Compete in National Competition!

HDI Steel City analyst of the year winner, James van Poolen, will go on to compete in the national competition for HDI Analyst of the Year, which will take place at the HDI Annual Conference & Expo in Washington D.C. from May 9-12, 2017.



James was interviewed and selected from support analysts across 14 local chapters within the Midwest region. This very prestigious award demonstrates James' outstanding commitment to excellent service!

Congratulations James, and good luck in the national competition!



Upcoming Webinar

New Change Manager's Survival Guide
with Roy Atkinson, Vincent Geffray

Tuesday, May 16, 2017 - 1:00 p.m. EST

What's going on? How long will this last? What should we be doing about it? If you've ever

HDI Conference
2017

More info coming soon!

Officer Roll-Call

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Melissa Jackman
Duquesne University

VP of Communications

Alexander Koval
Duquesne University

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Wendy Branowitz
Howard Hanna

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Carnegie Mellon University

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Dee DiDiano-Kerns

Chapter Advisor

Rick Joslin
HDI

Chapter Advisor

Carrie Armstrong
University of Pittsburgh

Annual Partners



had a major incident impact users throughout your organization, chances are you've heard those questions before. Your IT team may already be trying to diagnose and correct the issue, but the questions just keep coming...

Customers and end users just want to make sure you're aware of the issue. But when hundreds-even thousands-try to contact the service desk, it's referred to as a call storm. And the inability to properly weather it increases the urgency end users feel.

HDI's Roy Atkinson and Everbridge's Vincent Geffray have successfully navigated through their fair share of call storms. In this interview-style webinar, they'll show you how you can too-and even share ways to prevent them from happening in the first place.

What You'll Learn

- What creates a call storm
- Ways to rapidly communicate to all users
- How to optimize incident management to reduce MTTR and mitigate call storms
- Using technologies to target and verify communications
- Preventing future call storms

Who Should Attend?

- Support center managers who need to know how to handle major incidents and outages
- IT directors who want to better understand available means of communication, even in an outage
- Anyone in IT service and support wanting to improve the performance of their support center when outages happen

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



HDI Steel City | hdi@hdisteelcity.org | www.hdisteelcity.org

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.



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