



HDI St. Louis Newsletter

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Help Desk Institute, St. Louis Chapter
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Spotlight On Datotel

By Andy Belval, VP of Sales at Datotel

Datotel exists to protect vital information, prevent disruption in business operations and provide both responsive service and unparalleled expertise for our clients. They offer state-of-the-art facilities and employ experienced team members to seek an unwavering commitment to excellence both personally and professionally. Datotel is committed to providing clients customized IT solutions designed to better their businesses. They provide highly available business solutions, IT infrastructure and services, on which our clients depend.

Datotel's Core Values include: Passion, Integrity, Fun, Teamwork, Superior Business Value, and Improving the community in which they Work. Datotel provides strategic business solutions that help clients reduce the total cost of ownership of their IT infrastructure while ensuring that an optimal level of risk is in place for management of its mission-critical function. Founded in 2004 with the sole mission of reducing IT costs through optimal resource allocation, Datotel empowers companies with the services they need when they need it to keep their networks operational with 100% uptime. This is accomplished through expertise and service which generally consists of a combination of the following services.

Managed Services: Datotel provides outsourced IT solutions, resources and capabilities as either shared or dedicated services.

Please see *Spotlight* on page 2



*Chris Kientzle, St. Louis Chapter
President*

Officer's Corner: Chris Kientzle

By Jamie Kuttenkuler

Chris has been a member of the St. Louis local chapter of HDI since 2000. She currently is the chapter President and has held the VP of Programming and the VP of Membership roles in the past. She is actively engaged in the HDI Healthcare Providers Forum and is a participant of the benchmarking committee within that group. Besides being active in the local chapter, Chris regularly attends the annual HDI conference.

Please see *Officer's Corner* on page 3

Upcoming Events

Local Events:

July 15th: Special Event: Networking & Cocktail Reception, MasterCard, 4:30 pm -6:30 pm

August 19th: Operational Level Agreements, Scottrade 11:45 pm - 1:15 pm

September: Service Level Management, Missouri Baptist

October: Find & Keep the Best IT Support Performers, Missouri Baptist

Corporate Events:

October 15th - 17th: HDI Service Management Conference & Expo

August 1st: Deadline for 2009 Annual Conference & Expo Proposal Form Submission

Training Events:

HDI Support Center Analyst, HDI Support Center Team Lead, HDI Support Center Manager, HDI Support Center Director, and Knowledge Management Foundation: KCS Principles training courses are available in July.

Please see HDI's Course Calendar for further information:
<http://www.thinkhdi.com/certification/courseCalendar.aspx>

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The Datotel team works closely with each client to determine a customized set of managed services from an a la carte menu of options based on their exact needs. This leads to reduced IT costs as well as proactive onsite technical management 24/7/365.

Colocation: Datotel provides high availability colocation services for primary datacenter and disaster recovery environments. The 30,000 square-foot datacenter in St. Louis provides scalability to meet clients' business needs now and in the future.

Proactive Monitoring: Datotel's proactive monitoring services are designed for small-and mid-sized businesses that do not want or need the headaches that come with managing their network or servers. The Datotel Network Operations Center (NOC) is a state-of-the-art facility, staffed 24/7/365.

Insourcing: This is more than staff augmentation or third party-managed services. Datotel builds an extended relationship with clients, acting on their behalf with vendors, customers, shareholders and the rest of their team. When clients choose insourcing services, one or more members of the Datotel team becomes part of that client's team, providing access to expanded services and a greater wealth of experience at a fraction of the cost.

Our next Chapter Meeting is a Birds of a Feather Networking & Cocktail Reception.



Focus Area: Business Networking

By Jamie Kuttenkuler

Wikipedia defines business networking as “a marketing method by which business opportunities are created through networks of like-minded business people.” Business networking organizations and events allow individuals to “build new business relationships and generate business opportunities at the same time.”

Some common tips for getting the most out of a networking event include:

- Focus on the quality of your new contacts over the quantity. Ensure you are spending your time talking with people who will be good resources in the long term.
- Go to the function with a specific goal in mind, such as really getting to know three people.
- Look for a win/win situation in which you have both something to gain and something to offer.

Our next local chapter event is a birds of a feather networking and cocktail reception sponsored by Programmer Resources International. This event will take place at MasterCard on July 15th from 4:30 pm to 6:30 pm.



Our Networking Cocktail Reception is sponsored by PRI

“When networking, focus on quality over quantity.”

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Chris is employed at BJC HealthCare as the Service Level Manager in the Information Systems Department. She admits a true passion for support services and service level management. She is ITIL certified in Foundations and Service Level and Financial Management Practitioner levels. She was trained in Six Sigma/Lean Sigma practices and currently holds a yellow belt status in that methodology. She is a member of itSMF and regularly attends the LIG meetings.

Chris is a graduate of Robert Morris College and received the Chancellors Computer Certificate from the University of Missouri at St. Louis. Chris was awarded the Best School Director from the Missouri Association of Private Career Schools in 1990. She resides in St. Louis and enjoys spending time with family, friends and her three dogs.

Meeting Minutes: Tuesday, June 17th

By Jamie Kuttenkuler

- Check In/Lunch/Networking
- Chapter Business/Introductions
 - Membership: They are working on welcome packets for new members and on re-activating inactive members. They will provide the chapter with updates each month.
 - President: Chris is very excited about the new officers, and we are holding an officers meeting this Friday. If you are interested in an officer position, please see Chris.
 - Finance: We have money available for Analyst of the Year and other programs.
 - Programs: July 15th will be a networking event at MasterCard. It is a happy hour, and you do not have to be a member to attend. Please submit topic ideas or interest in doing a Company Spotlight on the survey from today's meeting.
 - Communications: We will be working on website improvements and have lots of ideas for the chapter!
- Company Spotlight
 - Maryville Technologies
 - Started as an Enterprise Systems Management organization and is headquartered here in St. Louis with offices nationwide.
 - Key areas are IT Service Management, IT Infrastructure, and Education
 - Current initiatives include advising on ITIL and IT Service Management
- "ITIL in the Service Desk" Presented by Teresa Mount
- Announcements
 - 2009 Annual Conference is in April, submissions for presentations are due August 1st
 - There is a new Help Desk starting in St. Louis that is looking for resources. Talk to Kim if you know someone looking for a job in the industry.
 - This meeting's survey will come via email; please provide your feedback!
- Wrap Up and Adjourn

Announcements

By Jamie Kuttenkuler

The St. Louis Local HDI Chapter is happy to announce a new membership incentive for non-HDI members! Non-members who attend three local chapter events in a row will receive the choice between a free bronze membership or a \$75 discount for a silver membership. For more information on membership levels, please see <http://www.thinkhdi.com/join/levels.aspx>.

Help Desk Institute

St. Louis Chapter

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