



HDI St. Louis Newsletter

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Help Desk Institute, St. Louis Chapter
<http://www.hdistlouis.com>

Spotlight On BJC

By Will Ledbetter, BJC

This month, our Spotlight article is taking on the form of a slideshow. Please click [here](#) to view the show!

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Officer's Corner: Paris Lomax

By Kim Thomas

Paris Lomax is the chapter's new Co-VP of Membership. Paris, along with her counterpart Melissa Byers, hopes to increase the chapter's membership by attracting new members and letting them know the benefits that HDI has to offer. They also are trying to reach out to members that belong to HDI, but have not yet found benefit in attending the monthly meetings.

Paris is currently a Team Leader at the Edward Jones Branch Helpdesk. She has spent her entire career from her early beginnings with Watlow Electric, then at GTE Telephone, to her nine years at Edward Jones, to developing her personal and professional skills in the customer service industry. She is a firm believer in coaching her associates to know the difference between providing valuable service, and when you are just processing the user.

Paris has found her membership in HDI extremely beneficial to her personal growth and development. Through networking with other members to see how they do things and being able to brainstorm on ideas with them; as a resource to articles and books on the industry, and with the many professional relationships and friendships that she has been able to grow. She loves the camaraderie that she has found with those that work in our industry!

Upcoming Events

Local Events:

November 11th: Service Level Management presented by Christine Kientzle at BJC

Corporate Events:

April 6th - 9th: HDI 2009 Annual Conference & Expo

December 1st - 4th: Winter Training Event

Training Events:

HDI Support Center Analyst, HDI Support Center Team Lead, HDI Support Center Manager, HDI Support Center Director, Knowledge Management Foundation: KCS Principles, and ITIL v3 Foundations training courses are available this quarter.

Please see HDI's Course Calendar for further information:

<http://www.thinkhdi.com/files/training/HDI-TrainingCat-july-dec-08.pdf>

Birds of a Feather Event Review

By Craig Davis

"A great time was had by all," is a perfect description of the HDI St. Louis chapter's first social event hosted in July at MasterCard's technology headquarters in O'Fallon, Missouri. The event drew more than 50 participants from companies all over the St. Louis area and beyond. We stepped aside from our traditional format and allowed you, our members, to decide what interested you by offering small group discussions on several "hot topics." People raved about how valuable, informative and even therapeutic it was to share common experiences with a group of peers.

"The atmosphere was great and very productive" said Christine Kientzle, HDI St. Louis Chapter President. "It provide to a great resource for support professionals to get connected and share ideas".

The event was sponsored by Programmer Resources International, an IT staffing firm based in St. Louis. Thanks to their support, we were able to provide drinks and appetizers without charging for attendance. In addition, several door prizes were provided, including Cardinals Baseball tickets, gift cards, and a free ITIL Foundations online training course and examination by Bwyze Solutions.

Based on the success of this event, the HDI St. Louis Chapter will focus on providing more networking opportunities for our membership during our regular monthly meetings as well as hosting similar networking events next year. Our next such event is scheduled for April, 2009- stay tuned for details.

Our next Chapter Meeting topic is Service Level Management, presented by Chris Kientzle.



Birds of a Feather Networking Event

Analyst of the Year Program: Words from a Previous Winner

By Mike Fitzpatrick, Enterprise Rent-A-Car

Back in August of 2006, my Supervisor at Enterprise Rent-A-Car, Valerie Chester, came to me and asked if I could help with some details for a nomination she was putting together. She explained that it was the Help Desk Institute and that she was nominating me for the St. Louis Help Desk Analyst of the Year.

I had never heard of the Help Desk Institute, but when I took a look at the nomination form, it looked like an application to see Colonel Sanders' secret recipe. Figuring I should know just what I was getting involved in, I did a little research on the Help Desk Institute and what they did. Well, I was amazed and impressed that there was actually an organization whose goal is to support those that support their customers!

I went back to supporting my customers and didn't give it much more thought until it was time for my phone interview. When the day came for the interview, I forgot everything I knew about customer service. OK, that's a bit of an overstatement, but it sure felt that way at the time! Once the interview process was over, it was a week or so until the banquet and the big announcement. I figured there wasn't much chance of me winning, but there was the promise of a hot meal and new people to meet, so off we went!

When the big moment came and the announcement was made, I was a bit stunned that the name they announced was the same as mine. What a coincidence! The rest of the meeting was kind of like a dream. I know I was there, but it seemed like I was indeed someone else with the same name. It was really a great day. What I didn't realize at the time was the significance of the award and how it would help me advance in my career.

At the time I was nominated, my title was "Senior Analyst" and I had just recently been promoted to that position. Very quickly after that came a promotion to our Advanced Support (Tier II) team, and eight months later I was promoted to the Lead Specialist for Advanced Support.

The award for St. Louis Help Desk Analyst of the Year isn't just a nice plaque on the wall of my cube; it's a statement on my resume. It shows I'm dedicated to outstanding customer service and teamwork. It makes a difference. Thank you all for recognizing those that go the extra mile, usually without realizing it and without expectation of something in return.



Mike Fitzpatrick was a recent local Analyst of the Year winner!

"What I didn't realize was the significance of the award and how it would help me advance in my career."

St. Louis HDI Announces Local Analyst of the Year Winner!

By Melissa Teater

After months of preparation and anticipation, William (Bill) Womack from Enterprise Rent-A-Car was announced the winner of the Local St Louis Chapter HDI 2008-2009 Analyst of the Year. Bill graduated from Webster University with a Bachelor of Science degree in Computer Science and Psychology. In December of 1998, Bill started his career at Enterprise Rent-A-Car. Over a 10 year period, he worked several positions within the company and eventually returned to the help desk in 2006. During the past two years Bill has been promoted from Support Analyst Intermediate to Support Analyst Senior. He was nominated by his Manager, Joe Arechederra.

The St Louis HDI Analyst of the Year committee received submissions for 8 extremely qualified candidates. Each candidate was evaluated by 13 distinct performance criteria based on the submission from their nominator, and then participated in a phone interview with the judge panel. Needless to say, this year there was certainly some tough competition and the race was very close!

Bill Womack is this year's local Analyst of the Year!

The Help Desk Analyst of the Year Banquet was held at the Tropicana Lanes Bowl in Clayton, Missouri on October 21, 2008. There were approximately 50 people that attended the banquet, including guest speaker Katherine Spencer Lee from Robert Half Technology, who delivered an excellent presentation on retaining your employees in today's marketplace. The day adjourned with bowling as a special networking opportunity for the local chapter!

We would like to thank everyone that helped make this banquet a success; including the nominators, candidates, judges and our guest speaker, Katherine Spencer Lee. We would also like to thank Robert Half Technology for their sponsorship and continued support of our chapter.

Bill Womack will proceed to the Regional Analyst of the Year competition in January, 2009. We wish you the best of luck!

New & Improved Local Chapter Website

By Chris Kientzle

It has definitely been an exciting year in our local chapter. Along with the increase of officers and membership, a new and friendly website has been created to help keep you informed.

Members and non-members can go to www.hdistlouis.com and find out what is going on with the St. Louis Chapter of HDI. Feel free to browse the calendar, review the monthly meeting minutes, check out the latest newsletter and much more.

The new website will also be a repository for the officers to keep their documents and communications agile and available.

Just as best practices say that the **SERVICE DESK** should be the single point of contact, our website is now the place where you can RSVP for meetings, complete a survey, participate in a Chapter Web Forum, and join various members in a LinkedIn group.

I encourage you to browse the site and leave feedback for any additional information that you would like to see included in the website.

Announcements

By Jamie Kuttenkuler

Analyst of the Year Winner: William Womack, Enterprise Rent-A-Car
There will be no December chapter meeting - Happy Holidays!!

Help Desk Institute

St. Louis Chapter

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