



# HDI St. Louis Newsletter

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

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## Getting to Know Your Chapter

Did you guess which local chapter member lived in Idaho for ten years before going to college in Fresno, CA? This individual moved here to St. Louis with his fiancé and is planning to get married October 10<sup>th</sup>, 2009.

Our Mystery Member was Andrew Riordon, Help Desk Supervisor at Scottrade!

## Sponsor Spotlight: BMC

*By Debbie Kostielney / Jamie Kuttenkuler*

BMC is one of the world's largest independent software vendors. Delivering Business Service Management we provide solutions for managing IT infrastructure from a business perspective. Our portfolio spans enterprise systems, applications, databases and service management.

Our typical customer is an enterprise confronted with the task of managing a highly complex IT infrastructure in an ever changing world. With the help of BMC's solutions, these customers are focused on providing the highest levels of service to their customers. BMC aligns its IT Service Management solutions into three interconnected disciplines integrated by the Atrium CMDB:

**PLANNING:** Service Resource Planning manages the business of IT by providing visibility across 100% of IT spend, improving staff utilization by up to 30% and reducing the cost of compliance activities. Built on a comprehensive data model that captures and tracks information related to demand, supply, resources, financials, and risk.

**SUPPORT:** Service Support reduces support costs by up to 25%, reduces failed changes by 50%, and accelerates ITIL® initiatives by up to 50%. BMC provides the industry's leading service support solutions through an integrated ITIL-based process model and a unified, scalable CMDB.

**OPERATIONS :** Service Assurance provides predictive intelligence for IT operations to reduce risk of disruption by 75%, restore service 70% faster, and manage more infrastructure with the same staff. Service Automation reduces the risk of human error by 80%, allows IT to get things done up to 90% faster, and ensures compliance by automating repetitive, manual tasks.



## Upcoming Events

### Local Events:

June 11<sup>th</sup>: IT Professional Organization Summit at Pujols 5

June 16<sup>th</sup>: Elimination of Tiered Support

July 21<sup>st</sup>: TBD

August 18<sup>th</sup>: Outsourcing

### Corporate Events:

June 1<sup>st</sup> - 4<sup>th</sup>: Summer Training Event

November 9<sup>th</sup> - 11<sup>th</sup>: Service Management 2009 Conference & Expo

### Local Training Events:

HDI Support Center Analyst: June 15 - 16 at Indianapolis

ITIL v. 3 Foundation: June 9 - 11 at Chicago

*\* For more event information, please check out our website!*

## Notes from a Blogger

*By Melissa Byers, Datotel*

Melissa Byers, our VP of Membership, has hit a creative writing streak! She has started her own blog, which she posts every other week at [xxx](#). Here are some words of wisdom from her blog:

- The best companies understand that they are only as good as their last sale or customer contact. Companies who enjoy amazing reputations must work hard to stay on top. This means starting over, every day, to reestablish your reputation.
- Even a seemingly unimportant position such as a day porter can have a huge impact on a company. The friendliness, consistency, and great work ethic of their impact makes a difference in their company. He does not have a bad day, is missed when he is not there, and takes pride in his work.
- Insecurities about our weaknesses can negatively impact our positions. Most customers do not expect you to be perfect, and you will lose more by not taking a risk than by stretching yourself.

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*Our next Chapter Meeting topic is the Elimination of Tiered Support with Mike Bell.*

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## Ways to Reduce Costs to your Help Desk – Without Reducing Services! - Continued

By Lynne Hart, Enterprise Rent-A-Car

Last quarter, we outlined six ways to reduce costs to your Help Desk. Here are some steps you can take to find the opportunities in your own service desk.

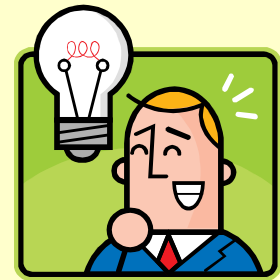
**Achieve good data collection.** Being able to understand the nature of every call to your desk will enable analysis and reduction. If you are not collecting a record for every call, categorizing that record in a meaningful way, and capturing notes to understand, start here.

**Analyze your data regularly!** If you already have the data ready, make it a regular practice to analyze your data and look at all groups of calls, with intent to eliminate any call that is not essential to resolving an incident. Organize the biggest groups of calls that can reasonably be eliminated, and address them first. Start with one item that is reasonable to eliminate, then work on the next. Eventually build a priority list of five or so, whatever is reasonable.

**Build a Culture of Call Reduction** Build a culture in your team that encourages reducing unnecessary calls. Talk regularly about high volume calls, and work with them to create reports about calls to be eliminated, and calls that have been eliminated. Reward them for reducing calls. Take their information and share it with others to demonstrate the opportunities and accomplishments.

**Build a ‘why not?’ philosophy.** When you hear, “well we can’t do anything about that”, make your response, “why not?”. Employees frequently accept past conditions as unchangeable and you will find that if you can create ways to challenge perceived obstacles, there are many calls to avoid. When you’re thinking “that won’t work here”, ask yourself “yes, but how **could** it work” and find the way to make it work in your company! It can be done.

**Speak in Business Terms** Develop the ability to take the information you have, translate it to basic business terms (people and dollars) and use it to help others understand how they impact cost at the helpdesk. Use this to influence your IT partners, your



*When you're thinking "that won't work here" ask yourself how it could work.*

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*"Translate the information you have to basic business terms."*

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## HDI 2009 Conference and Expo Recap

*Jamie Kuttenkuler, Scottrade*

The 2009 HDI Conference and Expo was another successful event!

Here are some highlights worth noting:

- 1,863 professionals traveled to Las Vegas to attend the conference.
- Kirk Weisler kicked off the conference with some words of wisdom regarding how to get the most out of our time.
- Penn & Teller dazzled us with slight of hand, juggling, and fire eating.
- Attendees networked with vendors and battled for prizes at the vendor exposition.
- Early risers were able to gain more from the conference during Breakfast Brain Bites.
- Minaz Jiwa was rewarded Analyst of the Year.
- Patricia Russell - McCloud inspired the crowd with her keynote speech.
- TECO Energy and Perot Systems won the internal and external team excellence awards
- Conference-goers networked and danced in the sand at the Mandalay Bay Beach Party.
- Coach Ken Carter wrapped up the conference with an upbeat and fun keynote session.



After leaving the conference, I reflected on the benefits I gained from my three busy days in Las Vegas. During the sessions, extra activities, lunch, and conference parties, I was able to network with several like-minded professionals. In talking with these individuals, I found that they were experiencing many of the same issues that my organization faces and was able to pick their brains about how they addressed these issues. I was also inspired in learning about some of the innovative ideas that they have implemented at their companies and proud to discuss some of the headway we have made at mine.

Additionally, the best practice discussions at the sessions were very valuable. I have been able to take several of the highlights from the sessions to improve the way my team functions and to think about the management of my Help Desk in a different way.

Finally, this was a great chance to recharge my batteries. As Help Desk professionals, we are faced with so many challenges every day. This event was a great way to collaborate with peers, be entertained, and return to work reinvigorated and ready to make a difference!

## Ways to Reduce...

*Continued from Page 3*

manager, business partners, anyone that you need to understand something. If you speak in their terms, they will listen. Keep the message clear and simple.

An easy way to translate call center terms to business terms is get to this is to relate calls to required staff or calls to dollars in some manner. If you're lucky enough to have a separated cost where all costs are service desk related, its very easy to divide number of dollars spent per a period by the number of calls received in that period. Another way to achieve this is to know the average number of calls an Analyst takes in a period. You know their salary, so break that down for the period. This number is less exact, as it doesn't include costs outside of salary. Be willing to use an estimate for the purpose of example, just be sure to choose your words accurately.

You can use this information to state things like, "if we were able to (fill in need or obstacle here), it would eliminate \$X,XXX,XXX per (period), or reduce our staffing need by X Analysts, which is about \$XX,XXX each. Avoid speaking outside the service desk in terms of "calls" and "handle time", as it is meaningless to others.

## Our Chapter in the News

**Datotel** has landed a \$1 million contract to provide information technology services for Emmaus Homes (<http://stlouis.bizjournals.com/stlouis/stories/2009/03/16/daily41.html>)

**Monsanto's** Hugh Grant has been named among the world's best CEO's (<http://stlouis.bizjournals.com/stlouis/stories/2009/03/23/daily9.html>)

## Announcements

*By Jamie Kuttenkuler*

Don't forget to check our website for local chapter meeting notices, our chapter web forum, and our LinkedIn group site!

**Help Desk Institute**

St. Louis Chapter

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