

## **January 2012 MidOhio Chapter HDI Meeting University of Cincinnati**

### President –

Todd extended a greeting to all

Announcement of today's Presidential election as Todd will be stepping down.

As part of the Chapter By-Laws there will be 3 calls for nominations during the course of the meeting.

The 1<sup>st</sup> call for a nomination was received and Tom Lewis was nominated for the position of President of our MidOhio Chapter.

### VP Membership –

Mary reviewed the membership and reviewed the Ambassador program and how it impacts us. Our Global members, which would include silver and above provide the basis for our eligibility for the Ambassador program. Our qualification in this program makes us eligible for benefits for our Chapter meetings

Bill reviewed the importance of our vendor sponsorships and the opportunities this provides to the vendors and their access to our membership

### VP Finance –

Balance on hand of \$5386, immediate expenditures pending for our meeting "giveaways" for Bronze Membership and conference registration

### VP Programs –

Mike shared our appreciation and thanks to UC (University of Cincinnati) for hosting today's meeting.

March Meeting will be at Wright State University in Dayton and our speaker will be Mary Clem, The Assistant Director of Client Services speaking on "The Changing Role of the Help Desk Analyst". Our sponsor at that meeting will be FrontRange Solutions.

May Meeting will be in Columbus, no location as yet and the topic will be "Building Rapture with your end users".

A reminder that we will send out a survey after the meeting, the feedback is appreciated.

Mike also reminded everyone that he is interested in volunteers to host, ideas for speakers and start thinking now about the Analyst of the Year program for 2012.

VP Communications –

Catherine reminded all that the newsletter will be published on the even months and any article information would be welcome that would be of interest to the other members of our chapter.

Todd prepared to introduce our sponsor but also reminded everyone of the benefit of identifying a sponsor and their participation with the chapter meetings.

Also the upcoming President's Circle survey which will be distributed to our global members. 20% participation minimum will provide benefits to the chapter from HDI.

Sponsor: TEK Systems

Chase Ratterman spoke to the group. TEK systems is the largest IT staffing firm in the US with 64 to 75K placements per year. Their approach is to find the right resources for your support needs by understanding you and your requirements. You are 54% less like to place a resume from the online sources. Their business is to create the relationship to be your staffing partner.

2<sup>nd</sup> call for nominations for President – no new nominees

Group Introductions followed with representation at our meeting from Ohio Taxation, Discover, UC, Northern Kentucky U, Disabled AmVets, CSCC, Cornerstone, Union Central Life, ServiceNow, Emerson Power, Resurgent Capital, Highlights, Comm Resource.

A general question was introduced during the introductions – what have other support team's experienced with the impact of rollout of Windows 7 and Office 2010 upgrade? Various input was provided during the introductions to the question that was posed (pre-rollout power users, staggered rollouts and isolated queue for incoming calls)

Presentation: "A Journey to a Quality One Stop Shop Problem Management Team" by LeeAnn McBride.

Personal overview of LeeAnn as as critical situation facilitator and internal trainer for Kepner-Tregoe.

The presentation started with a history of RCA (root cause analysis) evolution of accountability and assignment.

The journey evolved with a more effective alignment of resources within the organization and then follows the steps of change to create a new accountability and to create consistency and quality of RCA output. LeeAnn and her team created a new cyclical review of the process and through their building credibility extended the process from P0 to include P1 through P4. Moved the process from subjective to objective measures and implemented the power of internal resources within the team. The evolution of this process resulted in creating a monthly operational review scorecard. Once the positive direction was underway, the continued fine tuning of ownership, accountability, training and process was ongoing. As you go through this type of evolution always remember to “eat the elephant one bite at a time”.

3<sup>rd</sup> call for nomination for President – no new nominees.

A motion was made to suspend polling and vote by acclamation By LeeAnn and seconded by Catherine. Tom was the sole nominee and was elected unanimously

Tom’s acceptance speech described his belief that our meetings should provide value to make you want to be at the meeting. To attend is two-fold, you will get something but will have the chance to give as well.

Farewell to Todd: We thanked Todd for his service, his impact on members of the board and the chapter. He was given a farewell gift of a walking stick with our warm wishes to go with it.

Prize Giveaways:

Conference membership:

Winner: Karen Johnson

Backup: Annette Whalen

2<sup>nd</sup> backup: David Gavin

TEK \$50 Visa gift cards

Smitty (Clarence Smith) with UC

Geoff Kosta also with UC

Bronze Memberships:

Jennifer Taylor

Brett Kennedy

Meeting ended @ 3:00PM