



# HDI Indiana Newsletter

SEPTEMBER 12, 2008

VOLUME 1, NUMBER 2

## Officers

- ❖ *Pres – John Gibson*
- ❖ *VP of Programs - Kathi Trimble*
- ❖ *VP of Finance - Bryan Kercheval*
- ❖ *VP of Communications - Jenny Gunkel*
- ❖ *VP of Membership - Lynsey Watson*
- ❖ *Marketing Coordinator – Tracye George*

## Upcoming Events

*September meeting –  
9/17/08 Planning Meeting,  
Brooksource 8365 Keystone  
Crossing*

*October meeting – 10/15/08  
Service Desk Metrics –  
Citizens Gas 2020 N. Meridian  
St.*

*November meeting –  
11/19/08 TBD Quest  
Information Systems in  
Castleton - 5975 Castle Creek  
Parkway*

*December meeting 12/17/08  
HDI Analyst of the Year  
Banquet – Valle Vista –  
Sophie Klossner – speaker*

## May Meeting Review

Meeting called to order by John Gibson @1:30

Guests were welcomed and Doug Krantz and Conseco were thanked for hosting the meeting.

Officer reports were given:

### Jenny Gunkel:

Updated us on upcoming meetings for the rest of the year and pointed out we are off for the summer.

Explained what officer Summit in Colorado Springs is about, and announced we were going to have 2 officers attending this year – herself and Doug Krantz. She explained that this was a major educational and energizer weekend for all officers.

Jenny also gave us an update on our Regional Summit in September. Hotel and meeting rooms have been blocked,

Location is Baker & Daniels, sponsorship has been lined up (we can always use more), registration have been blocked and we're still working on evening activities.

### Lynsey Watson:

Gave a very brief report as she is just coming into the position and it's transitioning from Kathi.

### Kathi Trimble:

Confirmed the upcoming meeting information that Jenny had outlined—

Sept. Planning meeting  
Oct. Service Desk Metrics presented by Doug Krantz  
Nov. TBD  
Dec. AOY

### Doug Krantz:

Stated the web site was up to date.

Asked that we contact him via email to checkout items over the summer.

### Tracye George:

Explained that she is now the Marketing Coordinator. She will be handling the newsletter and being sure to include pictures and items of interest to everyone. Also, the newsletter will now be electronic.

### Bryan Kercheval:

Stated we have enough money in the bank to sponsor 2 officers going to the Officer Summit this summer.

Bryan also introduced the local ITSMF representative who invited us to attend their upcoming local meeting.

## Attracting and Retaining Millennial Workers

Each generation brings a unique perspective to the workplace and the Millennial Generation (broadly defined as those born between 1979 and 1999) is no different. Their “wish list” for employers isn’t too outrageous but some expectations do vary from their predecessors, according to a report from Robert Half International and Yahoo! HotJobs, *What Millennial Workers Want: How to Attract and Retain Gen Y Employees*.

The report was based on a national survey of more than 1,000 adults 21 to 28 years old and beginning their careers. It gives insights that can help managers improve their hiring and retention efforts.

### Focus on the basics

If you want to impress Millennial job candidates, you don’t need to get too creative. When asked which work-related factors are most important to them when evaluating an employment opportunity, respondents ranked salary, benefits (health insurance, 401(k), etc.) and opportunities for career growth/advancement at the top of the list.

The benefit that affects their job satisfaction most is healthcare coverage. Generation Y workers also

### Meeting was round table discussion:

Panel included : Doug Krantz, Mary Nixon, Connie Kaforke

Main questions were around:

What is your support coverage? 24 hr?

How do you handle non-technical calls to the help desk?

Is there an on call list for other departments?

Do you support non-company owned PDA phones etc.

(mixed result – some do some don’t, some will if they are on an approved list).

How to handle major password change (schedule for later in the week – not for a Monday)

How do you manage/select knowledge base information (different approaches were taken some had .pdfs they linked to in the call ticket sent back to the customer).

Some wanted to know how Office 2007 and Vista support were being handled (no consensus).

Question was asked how various companies are going to handle July 1, 2008 Indiana law requiring encryption of personal information on mobile devices (no real consensus).

Meeting was adjourned shortly before 3.



Members at our May meeting

place value on vacation time (paid time off), dental care coverage and 401(k) programs.

### **Show that you care**

Millennials have different expectations than previous generations and expect to advance quickly in their organizations. When asked how long people entering the workforce should have to spend “paying their dues” in entry-level positions, more than half of respondents said just one to two years. That’s not to say these workers expect it to be easy; most are highly committed to keeping their skills sharp. Nearly three-quarters said they expect to go back to school to obtain another degree during the course of their careers.

Gen Yers also seek frequent feedback and reinforcement from their managers. Six in 10 of Millennials surveyed said they prefer to hear from their supervisors at least once a day and only one in 10 would be fine with weekly discussions.

### **Make life easier**

Providing job-sharing, telecommuting, compressed workweeks or alternative scheduling can help you stand out as an employer and retain Generation Y workers. Nearly three-quarters (73 percent) of Millennials polled said they’re worried about balancing professional and personal obligations, so they’re looking for



Our panel, concentrating extremely hard on a members’ question. Doug, Connie and Mary.



I can just imagine what Doug’s answer was to the crowd.

programs at work that can alleviate these concerns.

### **Keep it casual**

The more informal your firm is, the better. Gen Y workers who were surveyed prefer business casual or sneakers and jeans over business attire by a wide margin. And status is a low priority for these professionals as well. When asked what would prompt them to leave their current positions, a “more prestigious job title” came in last.

Recruiting and retaining Millennial workers may not require significant changes from your current strategies with other generations. However, by making even slight adjustments to better suit Gen Y preferences, you can make a positive impression and differentiate your firm from competitors.

*Robert Half Technology is a leading provider of IT professionals for initiatives ranging from e-business development and multiplatform systems integration to network security and technical support. The company has more than 100 locations worldwide and offers online job search services at [www.rht.com](http://www.rht.com).*



John our fearless president!



Mary must be giving one heck of an answer to this question?