

April  
General Meeting

Date: Tuesday, April 15th

Time: 5:30pm - 7:30pm (Registration at 5:00pm)

Cost: \$20.00 - Members/ \$30.00 - Non-Members

(checks payable to: HDE NNE)

Location: Concord Hospital, 250 Pleasant Street, Concord, NH

Directions: [Click here](#) Choose the link:

Planned topic: IT Service Round Table Discussions

RSVP: Dawn Cowled

Your NNE HDI April meeting will feature an interactive series of Round Table discussions with a focus on topics of interest to IT services professions.

This will be a great opportunity to share your thoughts and ideas with other HDI members and non-members alike.

Attendees will break into teams Round table sessions of 20 to 30 minute each This will be followed by a 5 to 10 minute report (Flip charts etc) by each round table.

Each Round Table session will be facilitated by an industry expert or an NNE HDI Board member.

This is a terrific forum with a goal that you will away valuable information to help your IT team provide superior customer service.

From the suggestions you submitted, topics will include some of the following:

- Hiring and Retaining great staff
- Motivating your service team - What does it take to fire them up?
- Professional Certification - What is the payback to the company?
- Tools, Tips and Tricks to great service
- ITIL experiences and recommendations
- Disaster Recovery planning - how does this effect the Service Desk?
- What's on your Desktop radar for 2008? (Changes, upgrades --Vista, Office 2007)

The number of topics offered will depend on the number of attendees at your HDI meeting.

Please send your RSVP today