



HDI Help Desk Analyst of the Year

Your *HDI Northern New England Chapter* is pleased to announce that we will be soliciting applications for the HDI Analyst of the Year Award for 2008. This brochure outlines the HDI Analyst of the Year Award (AOY) program with the hope that you will nominate an analyst from your organization.

HDI introduced the HDI Analyst of the Year Award in 2004. Each year, HDI works jointly with the HDI local chapters to identify and award the industry's top first-level support analyst. Support analysts who are nominated at the local chapter will have an opportunity to compete with their peers locally, regionally, and globally for this prestigious award.

The nominator presents to the local chapter a personal business profile of the nominee including specific attributes that demonstrate the nominee's understanding of industry standards, commitment to excellent service, and consistently exceeding performance objectives.

The winner from each of HDI's seven local chapter regions are invited to participate in the HDI's Global Analyst of the Year Awards festivities held during the HDI Annual Conference & Expo. Robert Half Technology, the premier sponsor, covers each regional winner's conference registration while the local chapters cover travel expenses.

HDI Analyst of the Year Premier Sponsor

Since 2004, Robert Half Technology has been the exclusive sponsor of this award. With this sponsorship, Robert Half Technology has given 15 first-level support analysts the opportunity to attend the industry's leading conference, understand more about their industry, and network with peers from around the globe.

With more than 100 locations in North America and Europe, Robert Half Technology is a leading provider of technology professionals for initiatives ranging from web development and multiplatform systems integration to network security and technical support. Robert Half Technology offers online job search services at www.rht.com

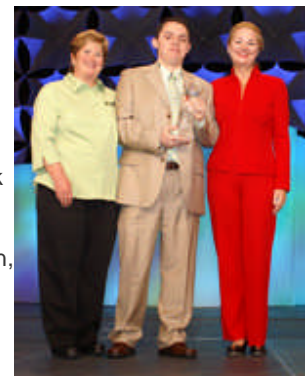
2008 Help Desk Analyst of the Year

Ruben Canales, Technisource, a subsidiary of Spherion Representing Capital Area Local Chapter

After only seven months with Technisource, a subsidiary of Spherion, Ruben was promoted to Senior Help Desk Analyst, a testament to the above-and-beyond work ethics that rendered him accolades from the IMF customer community as well as tier II and tier III support partners. Despite being new to the organization, Ruben consistently soared to one of the top three analysts regarding volume of calls taken, Remedy cases created, and First Call Resolution. Even before Ruben was promoted to Senior Analyst he was a "go to" person and mentor to his helpdesk colleagues. Overachieving and excellence are character traits in Ruben that have infected the IMF staff and traits that HDI endorses in all support professionals.



Sponsored by



Nomination Process

The award process begins at the local level, where participating chapters collect and encourage award nominations and select a local chapter winner.

There is no charge for nomination - the only requirement is that nominees work for a company with at least one HDI member. Local chapter winners compete for the regional award, and regional winners then compete for the national award.

Judging Process

Nominees are judged on the following categories:

- Customer service
- Performance
- Quality of work
- Team orientation
- Planning
- Ethics
- Leadership
- Communication
- Process oriented
- Technical aptitude of support tools
- Technical or product knowledge
- Problem solving aptitude
- Recognize and demonstrate the importance of problem prevention
- Recognize and demonstrate the importance of knowledge sharing
- Commitment to the service profession

For More Information

We encourage your participation in this exciting award program! For more information about award criteria, the nomination requirements/process, and schedule, please contact:

Reed Parker VP of Communications HDI Northern New England chapter at:

rparker-nnehdi@comcast.net

For a copy of the nomination form, please go to the Northern New England chapter site at the following links to the Analyst of the Year (AOY) page.

www.thinkhdi.com/chapters/nne