

HDI Northeast Regional Conference Call  
 Monthly Meeting Agenda

Every 3<sup>rd</sup> Tuesday at Noon. Call In: 877-228-3600 #1964431

Meeting Date: May 19, 2009

<b>Action Items</b>			
<b>Task</b>	<b>Responsible</b>	<b>Status/Updates</b>	<b>Due</b>
Send out survey results	Marie		
Begin calling hotels for summit	Jeremy K.		

<b>General Information</b>
<p><b>HDI Global / MAB (<i>Marie Reviewed this on the call</i>)</b></p> <ul style="list-style-type: none"> <li>○ New Members-At-Large</li> <li>○ MAB voted from 13 nominees for 3 slots</li> <li>○ New MAB are:           <ul style="list-style-type: none"> <li>▪ Yvonne Harrison – Canadian Regional Director</li> <li>▪ Darien Chimoff – Southeast Regional Director (re-elected)</li> <li>▪ Ron Kibbe – MAL (re-elected)</li> <li>▪ Bren Boddy -Thomas - MAL</li> <li>▪ Jeff Brooks - MAL</li> </ul> </li> </ul>
<p><b>Global Summit</b></p> <ul style="list-style-type: none"> <li>• Register ASAP – currently have only 8 officers attending</li> <li>• Dinner Friday night with regions – need RSVP if attending – restated need to register</li> <li>• Regional Director Attendance           <ul style="list-style-type: none"> <li>○ Survey is closed</li> <li>○ Initial results show overwhelming support for RD to attend</li> </ul> </li> </ul>
<p><b>Regional Summit</b></p> <ul style="list-style-type: none"> <li>• Location and Date survey is closed, 23 or 24 responses</li> <li>• Sandy is compiling results, I'll send out once she has them</li> <li>• Need volunteers to start calling hotels for optimal dates and locations once results compiled</li> <li>• Looks like first weekend in Nov in DC (not yet compiled)</li> <li>• Jeremy Kurtz can start calls</li> </ul>
<p><b>News You Can Use</b></p> <ul style="list-style-type: none"> <li>• Anyone have anything? Industry updates, speaker recommendations, etc?</li> <li>• Mike Healey- CTO of GreenPages</li> <li>• Caution: Debbie Goldman – Sangati – pressure sales</li> </ul>
<p><b>Open Discussion</b></p> <ul style="list-style-type: none"> <li>• There was no specific open discussion on this call, but many people asked for more info on items discussed. Here is a list of what was received from those on the call as of May 27<sup>th</sup>.</li> <li>• Sponsorship Info – Yearly Chapter Sponsors           <ul style="list-style-type: none"> <li>○ Sponsorship Brochure (PDF attached) from Western &amp; Central NY</li> <li>○ Sponsorship Guide (Word doc attached) from Northern New England</li> </ul> </li> </ul>

- Sponsorship information from New York City:  
<http://www.thinkhdi.com/chapters/nyc/sponsors.htm>
- Problem Management Collaboration Tool
  - Kinetic Response – info from Capital Area Brian Farrell. it’s a Web 2.0 type application and does not require any hardware/software, save that of a typical web server (and can be installed in 3 days or so). If you are interested or you’d like to get a speaking engagement set up, I can get you connected with the folks who created the product. We feel this is a pretty interesting product in that it appears to be the first of its kind. Brian can be reached at 703-565-2226 or BFarrell@columnit.com

<b>Chapter Updates</b>
Northern New England – Nikki Haase – ITIL talk – RightStar Systems – Green IT for June – A bit of struggle with attendance
New England – Mike Orth ColumnIT presented on ITIL, well attended; officer elections in June plus alternative staffing solutions at YearUP! In RI, place about 120 students a year; July planning meeting; event with NNE possible
Connecticut –
Western & Central New York – Co-hosted Roundtable, 3 CIO’s, 45 attendees; planning session coming up; process improvement/problem management in August 6th is the WCNY Process Improvement/Problem Management meeting. The agenda will have three presenters to cover: Low Cost Process Improvement, Green Belt/Black Belt Methodologies, Problem Management Methodologies
Hudson Valley –
New York City – March -Working alone can get you in trouble—deskside & helpdesk, successful, important to meet every person in the room; Map & Compass for ITIL, good feedback; May meeting up in the air- no speaker yet; brainstorming next week to rehabilitate Web site – new tool for calendar integration
New Jersey – Web under construction; webinar for second week of June;
Delaware Valley - Mike Healey on Green IT; August – I’ve got too much on my plate; vendor event, and then AoY
Susquehanna Valley – next speaker may back out - SLA’s art of negotiation – replace with breakouts from HDI 2009?
Baltimore - Chapter is currently inactive
Capital Area – meeting tomorrow – stress mgmt.; June leadership + member appreciation cruise; working on speakers for the rest of the year
Long Island –

<b>Open Discussion</b>
People are working on Web sites—a topic for the Regional Summit? Mobile enabled?

## **Huddle – Programs and Special Events**

Roy scribing: Brian, Heather, Keith, Doug, Jeremy, Greer

Promote attendance (Brian) – “frequent flyer customers and how to deal with them” - promote attendance by analysts. DC in particular has been targeting a specific problem in which there is interest – maybe this is an approach that will work – Use staffing vendors to make calls; getting sponsors – vendors are contacting chapter (NYC) – getting year-long as opposed to just chasing meeting sponsors – trifold vendor docs (New England) handed out at HDI Conference; selling a vendor on HDI and WIIFM from the vendor’s perspective; partner organizations are stepping up – make the case on ROI – compile stats for the region? Rollup? Maybe discuss at Regional Summit?