

HDI NE Regional Conference Call Minutes

Date: 08/15/06

Time: 12:00 EST

Notice: [LAST Tuesday of each month: 877-228-3600, pass code 196443](#)

INVITED PARTICIPANTS

| | Chapter Name | Attendees | # Attending |
|---|-----------------|---|-------------|
| 1 | Baltimore | Brian Spiva | 1 |
| 2 | Connecticut | | |
| 3 | Delaware Valley | Marie Clark | 1 |
| 4 | Hudson Valley | Carolyn Jones | 1 |
| 5 | New England | Robin Whitman | 1 |
| 6 | New Jersey | Atul Sharma, Ritu Sharma, Iwona Antonik | 3 |
| 7 | New York | | |
| 8 | Washington DC | Earl Brake, Virginia Scuderi | 2 |

MEETING AGENDA

| | Topic Description | Presenter |
|--|--|-----------|
| | Open Meeting – Roll Call | Virginia |
| | Regional Summit | Attendees |
| | Regional Website | Virginia |
| | Speaker Tour Suggestion – Rick Joslin “Self Service” | Virginia |
| | HDI/STI | Virginia |
| | ITIM Association | Virginia |
| | Forum Extranet | Virginia |
| | Chapter Roundtable | Attendees |

OPEN ACTION ITEMS

| | Action Item | Owner | Status |
|--|------------------|----------------------|-------------|
| | Regional Website | Lou Eggert/ Virginia | |
| | Regional Summit | Virginia | In progress |
| | | | |

NEW ACTION ITEMS

| | Action Item | Owner | Status |
|--|---|----------|--------|
| | Review Programs best practices on CHKR – provide feedback re application at regional summit | Officers | |
| | | | |
| | | | |

HANDOUTS/REFERENCES

| | Title | Contact |
|--|-------|---------|
| | | |

DISCUSSION POINTS:

Old Business:

HDI AOY reimbursement – DelVal has sent out PayPal invoices to VPs of Finance as of last week.

Regional Website – nothing new - follow up with Lou Eggert on status

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Regional Summit – Reservations to be made at Radisson Plaza Warwick Hotel in Philadelphia, the site of the first Regional Summit in November of 2003. Officers are reviewing presentation and forms from Martha Lundgren's presentation on Programs Best Practices to use in discussion group at summit. Possible topics include leadership; leading volunteers and what it means to be a volunteer; also, guidance and discussions by officer position. All are invited to provide suggestions for speakers and topics, venue, etc.

New Business:

Regional Speaker Tour with Rick Joslin – Bob Fliss suggested "Self Service" topic and Rick Joslin for regional speaker tour. If interested, please let Virginia know and be in contact with Bob to organize schedule.

MAB Updates – Congratulations to Robin Whitman on her election to the Member Advisory Board as a Member at Large.

Reminders:

- Local Chapter Health Check Surveys are due September 29
- Local Chapter Policies & Procedures Agreement due in September – if not received, checks from HDI will not be sent to your chapter until received.

Review HDI Initiatives:

- HDI/STI – consolidation of programs, training through HDI only – as of October, not through ATP
- ITIM Association – launch at ITIM conference in November in Las Vegas, sponsoring Char LaBounty and Jay Rifenbary speaker tours
- Forum Extranet

Chapter Updates –

Baltimore – took summer off; rescheduled boat trip for late September and kick off of new season, Char scheduled for mid-October

DelVal – took summer off, preparing for Vendor Fair on September 13 with Julie Mohr as guest speaker (\$35 at door), HDI AOY winner celebration in Nov – last year's winner to lead

Hudson Valley – took summer off, gearing up for upcoming meetings, getting website and library finalized

New England – took summer off, no VP of Programs currently, Sept. speaker Eric Rabinowitz, Rick Joslin "Self Service" in fall, working toward first time HDI AOY submissions and event in March

New Jersey – took August off; planning winery event in mid-October, getting ready for HDI AOY

DC – August meeting is ITIL Overview presentation by request, September roundtable discussion on best practices in ticketing systems utilization and analysis, preparing end of year calendar and HDI AOY.

Close Meeting

Next Meeting

The next conference call will be:
Tuesday, September 19, 2006 12:00 EST
877-228-3600 code 196443