

HDI Northeast Regional Conference Call
 Monthly Meeting Agenda

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

Meeting Date: September 15, 2009

Action Items			
Task	Responsible	Status/Updates	Due

General Information
<p>HDI Global / MAB</p> <ul style="list-style-type: none"> • Health Check Survey due 9/30. Policies & Procedures Agreement also due. P&P does not have to have all signatures on a single page. Many of you have already turned this in. • Practice & Salary Data being compiled and analyzed the data – on schedule • HDI 2010 Sessions are being finalized, Mary Cruz and Phil Gerbyshak are Track Chairs • Phil Gerbyshak spoke about the Forbes article and how interesting it is to see a Fortune 500 company thinking about the Help Desk <p>http://www.forbes.com/2009/08/18/helpdesk-enterprise-internet-technology-cio-network-helpdesk.html</p>
<p>Regional Summit</p> <ul style="list-style-type: none"> • November 13-14 in Grantville, PA at Holiday Inn Hershey/Harrisburg <ul style="list-style-type: none"> ○ 6PM-10PM on Friday ○ 8AM-4PM on Saturday • Should be 2-3 hour drive for most chapters • Cost set at \$50 per attendee, Saturday working lunch included in price, includes coffee/tea/sodas in room all day • Friday dinner, Saturday breakfast, travel and lodging paid for by attendee (or chapter or company) • Hotel rooms are \$85/night, less than \$100 with taxes included • Hotel has free shuttle to airport, train station and local casino • Registration will be on the NE Regional website, email announcement send as soon as link ready <ul style="list-style-type: none"> ○ Hope to have paypal option available • Need topic ideas from attendees and chapters <ul style="list-style-type: none"> ○ Hope to have place to 'vote' on registration page ○ Possible topics: <ul style="list-style-type: none"> ▪ Social Media and the local chapter ▪ Electronic/Web-based meetings (webinars) ▪ Sponsorship and negotiation – leveraging non-profit status ▪ Increasing Meeting Attendance and Membership ▪ Amplifying Officer Engagement and Succession Planning

AoY

- Analyst of the Year information from HDI Global on CHKR.
- Jointly order AOY awards - Most northeast chapters prefer to do their own due to the very short turn time
- 12/31/09 – Local Chapter winners name and application due to me
- 1/31/09 – Regional Judging complete and Regional Winner name submitted to Sophie
- Will be looking for judges who can do conference calls 2nd or 3rd week of Jan
 - Looking for members in good standing (don't have to be officers)
 - Officers from chapters not participating

**Joint ordering of awards does not seem to be an idea that will fly.
Keep eyes open for judges—don't have to be officers.**

Regional News

- Regional Speaker database
 - Received info from Laura Battle in SV chapter
 - Send me your best speakers and topics from the last 1-2 years for inclusion in the database. Make sure to include speaker contact info and any fees or charges
- Vendor Relations and ROI
 - Has anyone gathered any info?
 - Begin collecting both hard (specific events sponsorship) and soft (relationship) data from your vendors
 - Will bring to regional summit and aggregate into useful (hopefully) data and format
 - Good question to start is “why did you become a sponsor?” or “why did you get a booth at our leadership fair/vendor event/etc?”

Email to Marie or bring it to the summit. Any info is helpful.

News You Can Use

- LCO call agenda (first Wed at 1PM)
 - October LCO call: Tom Lewis and Cay Robertson – Connections 101
 - November LCO call: Jeff and Ron - Guidelines for Chapter Partnerships
- Discount restaurant gift cards for giveaways at chapter meetings: Restaurant.com
 - Current promo code (80% off) TASTE

Friday 9/25 1 PM Sandy is doing a revisit of the LCO Orientation

Open Discussion

- General comments and/or discussion
- Anything for the group? Industry updates, speaker recommendations, etc?

Chapter Updates

Northern New England – “Give Back to Members” event 9/17 – Service-now sponsoring

New England – October event w/Dunkin Donuts – speaker from Boston thru Mary Cruz; Partnered with Hudson Global – big brothers/sisters golf event – logo posted in every elevator in Boston

Connecticut – 23rd welcome back meeting – giveaway 2 UCONN football tickets; giving away a netbook; speaker on metrics (Seth Hoffman)

Western & Central New York – Leadership Fair - Kirk, Phil, Jim Kane

(teamworkandteamplay.com) Different format from last year – no breakouts.
Hudson Valley –
New York City – End of year – 4 more events, 3 meetings & party; customer service week program; Focus in next month – clean up transitions - bringing on 8 th officer, dedicated to planning large event – “squishy toys” investment
New Jersey –
Delaware Valley - Event went very well – 40 attendees – Natalie Ingraham - Vendor fair coming up 9/25 – numbers going up – Citizens Bank Park – Platinum Sponsor – Jeremy Mandel is new Webmaster – Lou at Capital Area meeting
Susquehanna Valley – Meeting in October - Office 2007 rollout at Elizabethtown College
Baltimore -
Capital Area – World Bank location tomorrow – Oct 21, and Red Cross - 3 speakers, prof. development – Nov. – Leslie <i>O-alphabet</i> ; Dec 11 - Kirk Weisler
Long Island –

Open Discussion

Customer Service Week coming up, and HDI usually does Webinars; touch base with members; LinkedIn Events can be used to reach out to members – Marie used this for Regional Summit
Next call October 20.

Huddle – Communications

Presidents, Programs/Special Events, Membership, Communications, Finance/Vendor Relations, Web, etc