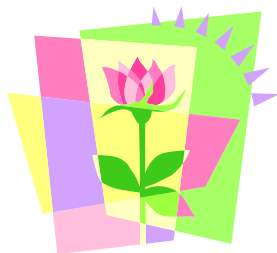




Help Desk Analyst of the Year Once Again From Tampa

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*A Kind Word is like
a Spring Day*
-Russian Proverb

Las Vegas, Nevada

It was a victory once again for the Tampa Chapter as HDI announced the second annual Help Desk Analyst of the Year.

After winning the local and regional competition, Frank Hartnagel of Progress Energy in St. Petersburg did our chapter proud as he was named the 2005 Help Desk Analyst of the Year.

Aside from the local and regional competitions, Frank was interviewed by a panel of judges comprised of various industry experts.

Both the judging and the award ceremony took place at the HDI 2005 Annual Conference and Expo at the Venetian Resort in Las Vegas, Nevada.

See page 3 for Frank's thoughts on the entire experience. And be sure to congratulate him when you attend an upcoming local chapter meeting!



HDI Annual Conference and Expo A Great Time Had by All

Special points of interest:

- April Chapter meeting speaker preview
- Website of the month
- Officer contact information

We hope that many of you were able to attend the conference this year in Las Vegas.

A wealth of knowledge was obtained from the content-rich presentations aimed at every level of Support professionals from front line analysts up to the CEOs.

First time attendee Sandy Franco remarked on "what an excellent job the HDI team did in putting it all together and going out of their way to make everyone comfortable."

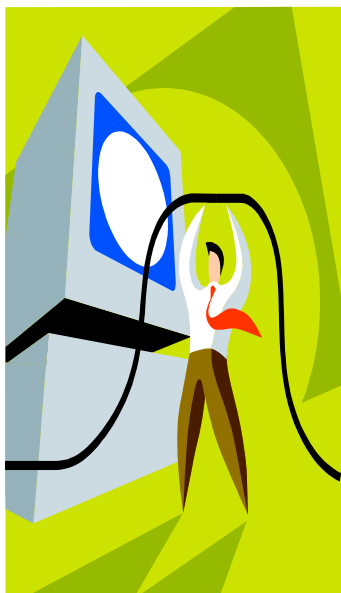
The keynote speakers HDI brought in were informative and inspiring. Ron Muns and

his team really outdid themselves with the entertainment (including Jay Leno!), surpassing all previous years!

Join us next spring for when the conference will be at the Gaylord Opryland Resort in Nashville, TN. We hope to see you all there!

"To be free is to have achieved your life"

- Tennessee Williams



"If I have seen further it is by standing upon the shoulders of giants"

- Isaac Newton

Spyware Continues to Proliferate

By Gregg Keizer, TechWeb News

Spyware continues to plague computer users, according to figures released Wednesday by Internet provider EarthLink and anti-adware vendor Webroot.

The companies' third joint SpyAudit report noted that although the incidence of spyware's most dangerous forms--systems monitors such as key loggers and trojans that can open the machine to hacker hijacking--dipped slightly from May to June, they nearly doubled from the first to the second quarters of 2004.

In the first quarter, SpyAudit found some 253,000 pieces of spyware it categorized as system monitors or trojans, while during the second quarter the number jumped to approximately 447,000.

So far this year, the pair have scanned approximately 2.1 million systems and detected an astounding 54.8 million pieces of spyware and adware. The average number of such programs on each PC is 26.5--a number that's remained fairly stable since the first of the year when the companies began their scans.

Adware, defined by Webroot as any advertising-supported program that can put pop-ups, pop-unders, and banners on the screen, remains the dominant form of we-don't-want-it-

ware, said the companies. Adware and adware software's cookies account for 98.8% of all the detected spyware.

"The increased prevalence of adware is concerning," said David Moll, Webroot's CEO. "Consumers should know that not all adware is harmless or benign. Some of the most notorious programs in the spyware family are classified as adware."

As proof, EarthLink and Webroot put the spotlight on CoolWebSearch, a particularly virulent form of adware and one of the top adware threats on the Web. Webroot has spotted and written signatures for nearly 100 CWS variations.

"CoolWebSearch is a nasty example of adware that hijacks home pages and Web searches, triggers a crippling amount of pop-ups, and changes a user's browser settings," said Moll. Its most common use is to usurp a user's browser home page and direct him or her to a paying client's site instead. Other variations add porn links to Internet Explorer's Favorites list and add a large number of files to the infected system, reducing overall browsing performance.

EarthLink provides a free spyware scanning tool on its Web site, as does Webroot.

5 Tips for Relieving Stress

1. Practice Preventive Maintenance
2. Make Duplicate Keys
3. Say "NO" more often
4. Set priorities in you life
5. Avoid negative people



April Meeting Guest Speaker Sophie Klossner

The Tampa Chapter officer board is proud to announce our special guest speaker for our April 19th chapter meeting.

Sophie Klossner has been an influential member of the HDI team since 1992. She focused on event planning, content, and coordinating speaker development. Sophie's tenure at HDI has also entailed management of HDI's human relations, as well as the administrative functions of the office.

Currently as Local Chapter Membership Director, Sophie works closely with all Local Chapter Officers and members to maintain open lines of communication and to sustain strong relationships.

Sophie sits on the Member Advisory Board as HDI's representative and Chief Member Advocate and is the Board Administrator for HDI's Strategic Advisory Board.

Sophie holds a degree in Elementary Education from Utah State University and taught elementary education for 18 years prior to joining HDI in 1992.

Please join us at our local chapter meeting hosted and sponsored by Computer Associates to hear Sophie speak on HDI Benefits and Strategic Role.

Check your e-mail soon for the meeting announcement including location and directions. We hope to see you there!



A Word from Analyst of the Year Frank Hartnagel



"And the winner is...Frank Hartnagel, Tampa Local Chapter". I heard Sophie Klossner say those words at the 2004 – 2005 HDI Help Desk Analyst of the Year ceremony and stood there slightly dumbfounded. I looked at my fellow candidates around the table who smiled and said congratulations.

Realizing I was supposed to be making my way to the stage, I walked up there and was enthusiastically greeted by Sophie, Ron Muns and Katherine Spencer Lee . Katherine handed me a beautiful glass trophy and we shook hands, (she had to nudge me to turn so we could have our picture taken). Some other remarks were made by Sophie and she

then invited me to the podium to say a few words. Trying to be cool but failing miserably, I walked up to the podium, quickly recited astronaut Alan Shepherd's prayer to myself "Lord, please don't let me screw this up", and began to speak to the largest crowd I had ever seen.

The HDI Analyst of the Year program is one of the most worthwhile events ever created for our industry. The sheer size, scope and pageantry of the ceremony, plus the accolades I received from my peers during the remainder of the convention made that week at the Venetian Resort in Las Vegas one I will never forget.



Do you want to get even more out of your HDI membership? Take advantage of OTIS! On this website, you can find everything from community forums, the latest virus threat information, as well as a seemingly endless supply of support information and website links.

Check out this "Online Technical Information Service" and see how OTIS can help you!

HDI members with web access can log in with their HDI Global website password. <http://www.thinkotis.com/>

Try it today!



Will it be YOU in 2006?

Help Desk Institute Tampa

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Area Job Board

Cox Target Media Job Listing Site

http://www.coxtarget.com/careers/careers_job_listings.html

Tampa Bay Jobs Site

<http://www.tampabay.com/jobs/>

K-Force

<http://www.kforce.com>

To request your site to be included on the Job
Board, please e-mail:

tbahdi@tampabay.rr.com

Visit our website

www.thinkhdi.com/chapters/tba

Book Review

QBQ-The Question Behind the Question

By John G. Miller



Have you ever heard questions like these? "Why do we have to change the way we do this?"

"Why don't they communicate better?"

"When is someone going to train me?" Or the ever dreaded statement "It's not my job." If so, QBQ! is a book for you.

These days, the lack of personal accountability is

a problem that has resulted in an epidemic of blame, complaining, and procrastination. No organization or individual can achieve its goals, compete in the marketplace, fulfill its vision, or develop people and teams without personal accountability.

The solution is an entirely new approach where we no longer talk about teamwork, but ask, "What can I do to contribute?" and "How can I make a difference?" John G. Miller helps us make this happen. QBQ! shows us all how to become more effective and successful. Using lighthearted stories and easy-to-read chapters, Miller

gives us a practical method for putting personal accountability into daily action, which can bring astonishing results: Problems get solved, customer service improves, teamwork grows, and people adapt to change more quickly.

In QBQ! The Question Behind the Question, John G. Miller presents a winning handbook that is worth reading and re-reading. It's a terrific resource for anyone seeking to learn, grow, and change. Check out the QBQ! and learn how to add tremendous value to your organizations and your lives by eliminating blame, complaining, and procrastination.

