



Denver  
Metro HDI

2ND QUARTER 2007

ROCKY MOUNTAIN CHAPTER OF HDI

## HDI News

*"First say to yourself  
what you would be;  
and then do what you  
have to do."*

*Epictetus*

### **HDI® Recognized in Microsoft's New Generation Certification**

HDI announces an agreement with Microsoft Corp. that recognizes HDI Support Center Analyst Certification along with Microsoft Certified IT Professional (MCITP) Certification as a new generation of Microsoft certification. HDI, (<http://www.thinkhdi.com>) the world's largest membership association for IT service and support professionals and the premier certification body for the industry, announced an agreement with Microsoft Corp. that recognizes HDI Support Center Analyst Certification along with Microsoft Certified IT Professional (MCITP) Certification as a new generation of Microsoft certification.

Microsoft's New Generation Certification program for IT service and support professionals focuses on both technical expertise in designing, developing, implementing and supporting solutions with Microsoft products, as well as the customer service and IT service management skills including business processes, trouble shooting and communication that are core elements of HDI Certification. IT service and support professionals who currently possess HDI Support Center Analyst are eligible to apply for Microsoft's New Generation Certification.

"The evolving support industry demands that IT service and support professionals be not only technically qualified to solve problems, but also have the customer service and IT service management skills necessary to satisfy the customer. Microsoft recognizes that delivering high quality service and support requires more than just technical abilities and understanding. Customer service and IT service management skills are also vital," said Bill Wall, director of certification, Microsoft. "Selecting a certification to meet these requirements was done with careful consideration. In HDI we chose a recognized global industry leader that was focused on service management skills and that was technology neutral. HDI Certification combined with the MCITP Certification meets the needs of the support industry."

"We are very pleased to have participated in this effort with Microsoft, a worldwide leader in IT software, services and solutions," said Ron Muns, founder and CEO, HDI. "HDI and Microsoft have determined the essential skills for well-rounded IT service and support staff and has delineated the optimal certification career path for these professionals. This new certification is in part the result of that collaboration. Microsoft's New Generation Certification demonstrates that the support industry is maturing and that IT support professionals need to have both technical skills and customer service skills. This new certification will help to further strengthen the profession."

For more information, visit – <http://www.thinkhdi.com/microsoft>

## HDI Members

*Nothing can stop the man with the right mental attitude from achieving his goal; nothing on earth can help the man with the wrong mental attitude.*

Thomas Jefferson

## Upcoming Events

# HDI Membership

The [Rocky Mountain](#) Chapter of HDI would like to extend congratulations to members that have renewed the membership with HDI and to our new Chapter Members:

Michael Perdue – Catholic Health Initiatives  
Debra Hoskinson – Johns Manville  
Jason Curry - Community First Data Services  
USGS – Brenda Flanagan, Dragan Levic, Kip McCarty, Ellen Page  
USGS - Adam Reed, Valerie Renkert, Irene Shick

HDI's annual membership offerings provide you with access to the world's largest network of service and support professionals. HDI members enjoy many privileges including access to exclusive directory of members, SupportWorld magazine, relevant industry white papers, and free SPIN webinars. **For more information regarding becoming a member of HDI, please contact Meredith Roque, VP of Membership at [meredith.roque@hdidenver.org](mailto:meredith.roque@hdidenver.org)**

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## Rocky Mountain HDI

Rocky Mountain HDI meetings are held on the 3rd Thursday of each month at various locations throughout the Denver area at no charge for members and \$5 for guests. Each exciting meeting features an expert speaker to address pertinent issues facing the support industry. You can view upcoming events and register for meetings at <http://www.hdidenver.org>. Presentations from each monthly meeting are posted on our website under events – past meetings.



## MARK YOUR CALENDARS

Month	Location	Speaker	Topic
<b>August</b>	Policy Studies, Inc. Downtown Denver	Katherine Spencer Lee, Executive Director, RHT	Succession Planning
<b>September</b>	Jeffco Public Schools, Lakewood		Get Ready for Customer Service Week
<b>October</b>	CDOT Offices, Downtown Denver	Marcia Pessimier, Limelight Presentations	Stop Living Life as an Emergency
<b>November</b>	Microsoft Corp., Denver Tech Center	Denver District Attorney Office	Preventing Identity Theft

If you would like to speak or know of an exciting speaker, please contact Jennifer Woolley, VP of Programs at [jennifer.woolley@hdidenver.org](mailto:jennifer.woolley@hdidenver.org). Also, if you would like to host a meeting at your facility, please contact Ellis Blevins, Public Relations Coordinator at [ellis.blevins@hdidenver.org](mailto:ellis.blevins@hdidenver.org)

## Analyst Spotlight



*"The difference between a successful person and others is not a lack of strength, not a lack of knowledge, but rather a lack in will."*

Vince Lombardi

**Who will you nominate from your group? Do you have an analyst to Spotlight?  
Contact  
[ellis.blevins@hdidenver.org](mailto:ellis.blevins@hdidenver.org)**

## Denver Analyst Spotlight – Amy Casselman

AMY CASSELMAN Technical Support Center Representative, University of Northern Colorado

Some say that the only thing constant is change. In the world of a Help Desk Analyst nothing could be truer than the constant change from phone call to phone call or from one day to the next. The past two years within the confines of the Technical Support Center (TSC) at the University of Northern Colorado (UNC) have been no different. UNC is an institution of higher learning with more than 2,000 faculty and staff members who are committed to providing the best possible university experience to over 12,000 undergraduate and 4,000 graduate students in attendance. The responsibility and ability to facilitate this falls squarely on the shoulders of the individuals working daily to provide these services. Information Technology (IT) provided services have resulted in an increased dependency, reliance and use which has had a significant impact on the role of the knowledgeable, dedicated and end-user focused Technical Support staff at UNC.

Through the increased number of support requests, expanded hours of support and the implementation of ITIL best practices the role of the help desk analyst at UNC has been forever changed. The hard work and determination of our team has allowed us to be viewed less as a "helpless" desk and more as the recognized single point of contact for Information Technology. The mission of the TSC simply states that "Our team will value and respect the technical needs and requests of all administrators, faculty, staff and students. The TSC will ensure that each client feels as though we have treated their request as though it were our own!" While we place a great deal of emphasis on the teams' ability to facilitate these requests, I feel it is worthwhile to recognize the outstanding efforts of one particularly skilled support technician who owns every request from start to finish, Amy Casselman.

Throughout my career I have often heard the phrase "if you are not measuring you are not managing." In Amy's case, there is no measurement, scale or statistic which would appropriately reflect Amy's performance and value to this team. In this case, to define Amy as an Outstanding Help Desk Analyst would be an understatement. Amy has been the steady, consistent driving force behind the daily support provided to UNC's administration, faculty, staff, and students. By assisting with the development of processes and leading by example Amy has been the type of employee who enables me to manage the numerous issues of a support center feasible. Time and time again Amy is called upon to do more and she continues to produce all while maintaining the same positive and upbeat attitude we have all come to appreciate.

Amy's journey to the Technical Support Center began within our IT front office. Through the work she did with our internal IT team and the daily interaction with those needing various IT services Amy developed the critical knowledge and understanding of the way support needed to be provided. Amy transitioned from the front office to the TSC in January 2006 and as a student staff member made an immediate impact on the organization and productivity of our office. Additionally, Amy's hard-working demeanor and drive to succeed brought out the competitive spirit and the best in our support team. Following Amy's graduation from UNC in 2006 she began full-time support and has continues to prove herself as an invaluable asset to our organization.

The work Amy did as a student was un-paralleled by others I have hired and trained, but it is her work as a full-time professional that has most impressed me. As we work to improve our processes it has become imperative that the team accept and incorporate these modifications into their daily routine. I have been witness to Amy's unique ability to take these requests in stride and make it seem as though they were always a part of our routine. With this ability Amy has also made it easier on other team members to understand and develop effective work strategies and methods to provide the quality support our clients have become accustomed to. I have yet to find a situation in which Amy is unable to assist with the how to and can do of providing the best possible support for our clients. She has grown into the role of being the go to person on our team and will continue to receive the praise of our clients and management as much for her excellent support as for her attitude.

Many great things are on the horizon for the Technical Support Center and this is in large part due to outstanding job done day in and day out by Amy Casselman.

## Microsoft Certifications Have Changed: What You Need to Know

Microsoft Certified Professional. Microsoft Certified Application Developer. Microsoft Certified Database Administrator. These are just a few of the widely recognized Microsoft designations that were available for years. The constantly expanding list of choices allowed IT professionals to gain specialized accreditations and enhance their marketability during a job search or when pursuing promotions.

However, employers found it increasingly difficult to keep up with the options and understand the value of each one. As a result, Microsoft recently revamped its entire certification program and narrowed it to three series: Architect, Professional and Technology. The good news for IT professionals is that fewer exams are required than in the past, so you can complete the certification process more quickly. Here's an overview of the new certifications and what they mean to your career:

### Architect Series

This certification is limited to individuals with 10 or more years of experience in the IT profession, including at least three years of experience as an information architect. Candidates must demonstrate their abilities by creating architectures that solve complex business problems and then present their products to a review board of architects.

### Professional Series

Two options are available under the Professional Series, based on job role: Microsoft Certified IT Professional and Microsoft Certified Professional Developer. Related exams assess a range of skills needed to be successful in IT, including deployment, planning, design and operations management. Practitioners must also have a prerequisite Technology Specialist certification.

### Technology Series

These certifications are intended for those who are experts with a particular Microsoft technology. Specialist designations are available in:

Windows Vista

.NET Framework 2.0 Web Applications

.NET Framework 2.0 Windows Applications

.NET Framework 2.0 Distributed Applications

SQL Server 2005

BizTalk Server 2006

Microsoft Office Live Communications Server 2005

Microsoft Windows Mobile 5.0 Applications

If you have an older Microsoft certification, you don't need to rush out to replace it. Microsoft plans on supporting those certifications and is encouraging people to move forward with any plans in progress to earn them. However, some upgrades are available for older certifications. You can find details at [www.microsoft.com/learning](http://www.microsoft.com/learning).

Keep in mind that any IT accreditation can be an asset, particularly when combined with relevant on-the-job experience. Earning a certification shows that you're serious about your occupation and have the motivation and ability to follow through with goals, which can give you an advantage when pursuing that next step in your career. Prospective employers also value credentials because they verify the expertise included on your resume.

Take the time to research the certifications that are most critical for professionals in your region and specialty area to possess. Scanning local job ads is one easy way of determining which ones to pursue or how valuable a credential is in the current market. With the right combination of skills, experience and certifications, you'll give yourself an edge when striving to achieve your professional aspirations.

*For more information about employment trends in 2007, request a free copy of the Robert Half Technology 2007 Salary Guide at [www.rht.com](http://www.rht.com) or call 800.793.5533.*

*"The first step in the acquisition of wisdom is silence, the second listening, the third memory, the fourth practice, the fifth teaching others."*

*Solomon Ibn Gabriol*

## Circle of Excellence

The Rocky Mountain Chapter of HDI is working towards the Circle of Excellence this year.

Last year's winners came from a group of 29 participating chapters. Points are obtained for items in the following categories: Chapter Growth, Chapter Management, Chapter Education, and Chapter Professional Development

There are 3 levels of recognition and point value for each:

- Platinum: 400 to 499 points
- Gold: 300-399 points
- Silver: 200-299 points

We are aiming for the top – and need your support!

Thank you in advance for all of your contributions for this award! We look forward to our chapter being honored at the Local Chapter Meeting at the HDI Annual Conference next year!

## Ongoing Education

Upcoming Classes in the Denver Area

Course	Date	Price Member/Non Member
HDI Support Center Analyst	06/25 - 06/27	\$1295.00 / \$1395.00
HDI Support Center Manager	06/27 – 06/29	\$1795.00 / \$1895.00

## Contribute

We are always looking for interesting articles for our newsletter. If you have ideas, articles, jokes or more... please contact Ellis at [ellis.blevins@hdidenver.org](mailto:ellis.blevins@hdidenver.org)

## HDI Board

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*Are you interested in serving on the Board? Email [ellis.blevins@hdidenver.org](mailto:ellis.blevins@hdidenver.org)*