

Members Meeting  
March 20, 2008  
Ohio Dominican

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11:45 am – Welcome – President Rusty Fries

11:50 am – Lunch and Networking

- Lunch time entertainment provided by: The Tone Rangers, Male A Capella, quartet <http://www.harmonize.com/tonerangers>

12:45 pm – Business Meeting – Randy Fries

- A. Introduced visitors from the Kentuckiana Chapter
- B. Introduced Juan Torres from Ohio Dominican
  - a. Juan's presentation about Ohio Dominican and the IT department
    - i. Private Catholic Liberal Arts University
    - ii. Used to be called the College of St Mary Springs
    - iii. 1968 changed name to Ohio Dominican College
    - iv. 2002 changed name to Ohio Dominican University
  - b. Goal: to create "Raving Fans" among our customers
  - c. Easton, Tuttle Crossing and the on Sunbury
  - d. 100% of the work study students are employed 60 days post graduation
  - e. 12,000 support calls in one year
  - f. Study abroad in Italy and Belize
  - g. 40 Wireless Access points
  - h. Emergency PA systems (test today at 1pm)
  - i. Anything with a power button (XBOX, Playstation, Apple, DS) – anything that attaches to the network with Dominican as the ISP
    - i. If they can do it at home they should be able to do it on campus
  - j. Presented Juan with a Panera gift card for \$25
- C. VP Updates
  - a. Programs - May meeting in Dayton will be roundtable discussions
    - i. We need topics from those in the room to know what we want to address in the roundtable topics
    - ii. Will track the top 5 topics
    - iii. We will have a Survey Monkey survey after this meeting
  - b. Membership – 64 people were signed up to make it to conference.
  - c. Communications – About 50% of the people were not able to receive the e-mail from Survey Monkey (Todd will review the current e-mail list with those who signed up)
    - i. Please RSVP for all meetings
    - ii. If do not get the meeting survey over the next 24 hours, respond to Todd via the website and let him know you did not get the survey.
  - d. Finance – Looking for vendors for the vendor fair. Let the vendors know that you are associated with HDI and to contact one of the officers
  - e. Library –
    - i. HDI certified pins for those who are trained
    - ii. Tom ordered the audio for the conference – will be available in the next month
    - iii. Related his experience about the conference and being able to make it to conference—being able to meet the vendors and solve some of his problems
      - 1. Spoke about the speakers at the conference and how wonderful they were
    - iv. Books reading right now:
      - 1. A Whole New Mind, How to use the right brain
      - 2. The Art of Possibility, Benjamin Zander Conductor for the Boston Philharmonic Orchestra
    - v. Story Time with Tom

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1. QBQ – the question behind the question
  - a. Told the story of the cab-driver, Frank
- f. President –
  - i. Read to your people – Try it and see what happens.
    1. Told his story about the ladies at work that he is reading to at work and the change that is happening with them
    2. Read about common sense items when you do that.
- g. Webmaster
  - i. Personal Presentation
    1. Most important things are family and friends
  - ii. Website Presentation
    1. Working on new website
      - a. [www.mohdi.net](http://www.mohdi.net)
      - b. Go Daddy hosting
      - c. Metrics Gathering
      - d. Reviewed screen shots of the new website
  - iii. RSVP section for the meetings from the new website.
- h. Chairperson of the MAB
  - i. MAB = Representation of the membership for all of HDI
    1. Seven regions of HDI
    2. Mid West region has some of the strongest chapters in HDI – 14 chapters in our region
    3. Volunteer organization
    4. Spoke about the HDI Analyst of the Year

1:53 pm – Bio Break

2:00 pm – Presentation

- A. topics for meeting for roundtable
  - a. SPAM Control
  - b. Managing an outsource relationship
  - c. ITIL – Incident management
  - d. Operational level agreements
  - e. SLAs, managing student staff, operational agreements
  - f. Training
  - g. Aligning tactical goals for the year with whatever the business goals are
  - h. Tablet PCs
  - i. IP Based Access control
  - j. IT organizations – support tiers, etc.
  - k. Asset and Configuration Management
  - l. Software Management
  - m. How to right a good, effective, SLA
  - n. SPAM Control
  - o. Recruiting and interview process
  - p. New hire training
  - q. SPAM
  - r. Incident Categorization moved and seconded \*\*\*
  - s. Communications during software implementation
  - t. Launching a new CMDB
  - u. International Cell phone coverage
  - v. Employee retention
  - w. Asset Management, CMDB, etc
  - x. Training
- B. Introduction to Franklin Computing by Mike Castrodale
- C. Dottie's and Tom's Presentation

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- a. Overview of Office 2007 – Dottie
- b. Why Upgrade – Tom
- c. Visit the Microsoft website and watch the videos they have online.
- D. Gave portfolios to Sonya and Dottie
- E. Door Prizes
  - a. Brian Ferguson – Won a copy of Windows Live All-in-One Security
  - b. Annette Shaw – Capital University – Won a Portfolio
  - c. Kristine Jack – Emerson Network – Won a Bronze membership to the Chapter
- F. Tour with Juan Torres

3:22 pm – Adjourn