

Members Meeting  
July 17, 2008  
Cincinnati Chamber of Commerce

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11:45 am – Welcome – President Rusty Fries  
11:50 am – Lunch and Networking  
12:00 pm – Business Meeting during lunch – Randy Fries  
25 people attending, one officer missed -

- A. VP Updates
  - a. Programs –
    - i. September 18<sup>th</sup> – Vendor Fair – Call for Participation – educational opportunities for you, lunch provided
    - ii. November 20<sup>th</sup> – Annual AOY recognition – Nominations from management of a front line exceptional performer – Dayton area at The Reserve
      - 1. Forms for nominations will be available in August
    - iii. Planning stages for 2009 programs and meeting locations – Call for Hosts
    - iv. Novacoast sponsored lunch and the speaker today.
  - b. Communications –
    - i. Newsletter is out, check it out.
    - ii. Will get the notes from the meetings on the website as soon as we roll to the new website.
  - c. Finance –
    - i. \$7,782.67
    - ii. Sean introduced himself in his “About Me”
  - d. Webmaster
    - i. Introduced the <http://www.mohdi.net>
    - ii. Call for nominations for the AOY
  - e. Membership –
    - i. No updates
  - f. President –
    - i. AOY forms available August 15<sup>th</sup>. Large, or small help desk, doesn't matter, still need to nominate.
    - ii. November meeting will also have some information on Assisted Technologies
  - g. MAB Chair / Chapter Advisor
    - i. Spoke about the HDI purchase and ICMI moving headquarters to Colorado Springs
    - ii. LCO Conference in Colorado Springs
    - iii. We have been challenged to be involved in a local charity that brings exposure and more membership to HDI.
  - h. Library –
    - i. Library is open to membership and can be checked out for 2 months
      - 1. It's Your Ship
      - 2. Heart at Work
      - 3. Purple Cow
      - 4. QBQ – Question Behind the Question
      - 5. Sacred Cows Make the Best Burgers
      - 6. The Art of Influence
      - 7. Handouts
        - a. Ways to make your meetings more memorable, 12.5 ways to do that.
    - ii. Story time with Tom
      - 1. Improve customer service
        - a. Relate to people
        - b. Don't waste my time. Don't tell me what you don't know.

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- c. Tell me the truth
  - d. Tell me how to use the technology
  - e. Tell me how I profit from the relationship
  - f. Show me the value and not just how it works
  - g. Make it easy for me to do business with you
  - h. Make the services available with I need it
  - i. Be friendly to me
  - j. Respond quickly
  - k. Deliver on time
  - l. Do it right the first time
  - m. Have answers for me when I need them
- B. Lunch sponsored by Novacoast –
- a. Dave and John from Novacoast
    - i. Best know for ZenRD – rapid deployment
    - ii. Identity Management
    - iii. Desktop Management software
    - iv. Full Security Team
    - v. SAN partnered solution with Compellant

12:55 pm – Bio Break

1:10 pm – Presentation from Novacoast with Q&A

2:00 pm – Bio Break

2:15 pm – Prize Drawings

- Bronze Membership – Brian Tyree, University of Cincinnati
- \$20 Subway Card – Laurie Rutland, OSUMC
- Portfolio – Cheryl
- Portfolio – Jason Bahal

2:45 pm – Adjourn