



HDI Motown 1st Quarter Newsletter

February 2010

Industry News

Six reasons you want an iPad, six reasons you don't

Apple's new tablet, the iPad, sparks strong emotion among both supporters and detractors. For everyone else, here are six reasons to pre-order and half-dozen reasons to wait.

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Yankee Group 2010 Predictions: From Crisis Comes Opportunity

Yankee Group unveiled its annual predictions, projecting that 2010 will be a year of rebuilding for the communications sector. While the economic crisis has permanently changed how consumers, enterprises and network builders approach connectivity, the report, "From Crisis Comes Opportunity: Yankee Group's 2010 Predictions" forecasts opportunities in key areas including cord cutting, devices, cloud computing and network innovation.

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Oracle: We're Hiring Sales, Tech Staff

As Oracle executives laid out their integration strategy for Sun Wednesday, executives came up to the stage wearing a button proclaiming "We're Hiring." With fears of massive, cost-cutting layoffs looming over Oracle's acquisition of Sun, Oracle came out touting a message of what jobs it's hiring to fill.

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Tools and Skills to Improve Service Desk Performance

The service desk is the most important part of any good information technology service system. Hence, companies that rely heavily on information technology, which currently almost every company does, would be well advised to focus on improving service desk performance. It is the service desk, after all, that represents the first line of contact with customers, and it deals with inquiries, concerns, and complaints.

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February 12th Meeting

End-Point Thin Client Computing

02/11/10 1-4 PM @

ITT Tech in Troy

[To RSVP and for more information, Click Here!](#)

Motown Officer Openings

The Follow Officer Positions Will Be Open For Nominations Until May 2010

VP of Finance
VP of Membership
VP of Vendor Membership
VP of Programs
VP of Communications

If you're interested, please send a note to president@hdimotown.com

Social Networking

Please be sure to check out our social networking

The best jobs for IT compensation

Be in the right place at the right time with the talents employers want.

Frank Sirianni finds himself in an unlikely situation during this recession: He's having trouble filling an IT position.

Sirianni, vice president and CIO at Fordham University in New York, already tried to hire a director of business intelligence once, but he couldn't. He figured it was the age-old principle of supply and demand: There weren't enough qualified people to fill all the open slots.

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2009 HDI Motown Analyst of the Year



Congratulations to the 2009 HDI Motown Analyst of the Year!

Todd Faucett of Kelly Services!

Todd Faucett joined the Kelly Services IT Service Desk in January 2007. During his tenure so far, Todd has excelled at supporting Kelly's users and his team. He was promoted to Senior analyst in March 2008 in recognition of his knowledge and leadership. Todd holds a Bachelor's degree in MIS from Oakland University, has completed HDI Support Specialist and Help Desk Analyst Certifications.

HDI Motown Analyst of the Year Runners Up

- Bill Servial - Kelly Services
- Travis Taylor - Volkswagen Group of America (c/o CompuCom)

The HDI Motown Chapter is a Community of service and support professionals that provides regular Opportunities for its members to network, exchange best practices and enhance their skills through sponsored training and relevant educational programs.

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Sincerely,

HDI Motown Chapter