



## ***Information and Guidelines***

### ***About the HDI Analyst of the Year Award:***

Each year HDI Global works jointly with the HDI local chapters to identify and award the industry's top first-level support analyst. Support analysts that are nominated at the local chapter will have an opportunity to compete with their peers locally, regionally and globally for this prestigious award.

The nominator will present a personal business profile of the nominee and the nominee's company, in addition to specific attributes that demonstrate the nominee understands of industry standards, commitment to excellent service, and consistently exceeding performance objectives.

The winner from each region will be invited to participate in the HDI's Global Analyst of the Year Awards festivities held during the HDI Annual Conference & Expo.

This award is sponsored globally by Robert Half Technology.



### ***Minimum Nominee Requirements:***

Chapters may open the nomination process to everyone, but to qualify for nomination these basic minimum requirements must be met:

1. At least one person from the company/site must be a member of HDI
2. The nominee needs to have been in a Tier 1 position for at least 9 months of the previous 12 months
3. While a Tier 1 analyst, the nominee must have at least 75% of their daily tasks related to direct customer Tier 1 support
4. The nominee cannot be a member of the Awards Committee
5. A maximum of two nominees per company/site. (If multiple nominations are received, the company/site management will approve only two nominees)
6. Demonstration of a commitment to excellence will be demonstrated by the Nomination Criteria as listed on the Nomination Form
7. Any previous year Global winner in this competition is not eligible for subsequent nomination

***Important Dates:***

**August/September:**

Opening call for nominations

**October/November:**

Nominations close

**November/December:**

Local judging and local award ceremonies take place

**December 31:**

Local winners given to Regional Directors

**January:**

Regional judging takes place. Regional director reserves room for regional finalist at conference hotel

**January 31:**

Regional winners given to HDI Global (this date will be constant)

**February:**

Regional winners are contact by HDI Global regarding HDI Annual conference schedule and personal interview schedule

**February:**

Regional directors make sure travel arrangements and hotel reservations for regional winner is complete

**March 16-19, 2010:**

HDI Annual Conference  
Rosen Shingle Creek Hotel  
Orlando, FL

***Tuesday, March 16***

10:00 am

video taping of each finalist

11:00 to 3:00 pm

Local Chapter meeting

6:00 to 8:00 pm

Personal interview schedule

***Wednesday, March 17:***

8:00 am

General Session – Announce winner

All Regional winners receive a complimentary conference registration, paid for by Robert Half Technology, the HDI Analyst of the Year premier sponsor. All Regional winners will be recognized at the annual conference for their achievements, and the winner will be announced during the morning general session of the first full day of conference. Regional winners will also be scheduled for a videotaping from which each finalist will be recognized during this general session. It is requested that all regional winners arrive at the conference hotel on Monday, March 15 and be available for an early morning taping on Tuesday, March 16. It is also requested that all regional winners attend the Local Chapter meeting on Tuesday to be honored by the HDI Local Chapter officers and staff. The Global winner will be announced at the Wednesday morning general session, where we ask that all regional winners sit at a reserved section in the front of the ballroom.

It is important that all nominees take into account and plan for these important dates as a critical part of the nomination process.

HDI and Robert Half Technology wish to recognize all nominees, as each one ranks among the highest caliber of support professionals in the IT industry.

***Evaluation Criteria for Nominees:***

Nomination Acceptance: All properly completed applications are reviewed by the local chapter Analyst of the Year committee and representatives of the local chapter to verify that all applications meet the minimum qualifications for this award. *(See minimum qualifications listed above)*

***Award Recipient Commitments and Obligations:***

Each application must be complete, include the nominee's bio. Photo and organization logo will be required (in electronic format and high resolution eps format) if chosen as the local chapter winner.

In addition, each applicant agrees to the use of their name, company name and information contained within the application for marketing and promotion purposes including, but not limited to, press releases, web site content, printed materials, advertisements, etc.

2009-2010 HDI Analyst of the Year regional winners must be able to attend the 2010 HDI Annual conference, March 16-19 in Orlando, FL at the Rosen Shingle Creek Hotel and Resort. The cost of this event will be complimentary, courtesy of their represented local chapters, regions and Robert Half Technology.



**Premier Sponsor:**



## ***Nomination Form***

### ***Nominee Information:***

First Name:

Last Name:

Common Name: (if different than First name listed)

Title:

How long in this current position:

Dates nominee served as Tier 1 analyst:

Percentage of time devoted to Tier 1 support while serving as Tier 1 analyst:

Company/Organization Name:

Address Line 1:

Address Line 2:

City:

State:

Zip:

Work Phone:

Email address:

Bio:

***Nominator Information:***

First Name:

Last Name:

Common Name: (if different than First name listed)

Title:

Company/Organization Name:

Address Line 1:

Address Line 2:

City:

State:

Zip:

Work Phone:

Email address:

Name of organization's HDI member:



## Premier Sponsor



Nominee Name: \_\_\_\_\_

- 1. Provide a brief overview of the nominee's company or organization, including its primary services and/or products:**
  
  
  
  
  
  
  
  
  
  
- 2. Provide a brief profile of Service Desk, including hours of operation, number of end users supported, number of Tier 1 analysts, monthly contact volumes, etc:**
  
  
  
  
  
  
  
  
  
  
- 3. Describe the nominee's role and responsibilities within the Service Desk:**

**Discuss how the nominee demonstrates a commitment to excellence in the following areas:**  
*(For suggestions on how you may address these questions, see the appendix to this document)*

**4. Customer Service:**

**5. Performance and Quality of Work:**

**6. Process Knowledge and Knowledge Sharing:**

**7. Team Orientation and Leadership:**

**8. Communication:**

**9. Ethics:**

**10. Understanding and use of Support Tools:**

**11. Problem Solving and Problem Prevention:**

**12. What types of professional development has this nominee achieved?**

**13. Finally, in 500 words or less, explain in your own words and in detail, why you nominated your candidate:**

## **Appendix:**

***Suggestions and ideas on how you may want to approach each topic:***

***Customer Service:*** (Give examples of excellent customer service pertaining to the nominee: i.e. customer letters, customer comments, survey scores, etc.)

- **Demonstrates extraordinary commitment, dedication, and service to customers**
- **Is friendly with customers and follows through with commitments**
- **Understands the basic psychological needs of customers**
- **Recognizes the difference between formal and informal communication in the workplace**

***Performance and Quality of Work:*** (Give examples how the nominee exceeds performance objectives and excels in job performance)

- **Consistently exceeds performance objectives**
- **Completes assignments without error and in a timely manner**
- **Shows pride in work**
- **Takes ownership of work and tasks assigned**

***Process Knowledge and Knowledge Sharing:*** (Give examples how the nominee participates in the knowledge growth and sharing with team members)

- **Helps to enhance existing processes and develop new processes as needed**
- **Documents problems and solutions well and proactively shares information with other staff members**
- **Documents information about customers for open case management**
- **Utilizes defined support processes**

***Team Orientation and Leadership:*** (Give examples how the nominee has grown and developed personally in this category)

- **Promotes teamwork in support of the company**
- **Motivates others through actions and words**
- **Supports established direction and processes**
- **Works well both individually and within the team environment**

***Communication:*** (Give examples of the nominees methods and skills of communicating with others)

- **Is an active listener and understands the value of listening**
- **Writes clearly and concisely, as well as informatively**
- **Focuses on the customer when communicating through listening and writing**

**Ethics:** *(Explain how the nominee excels in this area)*

- **Demonstrates a strong commitment to honesty, trust and respect for customers, peers, and management**
- **Respectful of customers and honors commitments**

**Understanding and Use of Support Tools:** *(Share the nominee's understanding of the tools and technology used in your organization. These tools may range from very basic to advanced)*

- **Utilizes support tools effectively**
- **Considered an internal expert and helps others become proficient with tools**
- **Recommends or suggests new tools to management**
- **Researches new tools and gives input to management**

**Problem Solving and Problem Prevention:** *(Give examples of how the nominee excels in this category)*

- **Approaches problems without assumptions and works to determine probable cause**
- **Identifies possible repeat problems quickly and works to eliminate the probable cause**
- **Eliminates common causes quickly and has good diagnostic skills**
- **Documents problems well so that the trend can be identified**

**What types of professional development has this nominee achieved?** *(List dates, types, credentials achieved, etc.)*

- **Completed any industry certifications? (list certifications achieved)**
- **Completed a degree program? (list degree achieved)**
- **Been a member of a professional organization? (list organizations)**
- **Participated in local HDI chapter meetings or events? (list specific meetings/events attended)**