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HDI Announces Support Center Certification Standards Committee Members

COLORADO SPRINGS, Colo. – Sept. 21, 2004 — HDI, the world's largest membership association for IT service and support professionals and the premier certification body for the industry, today announced the new members of its Support Center Certification (SCC) Standards Committee. This volunteer committee sets the standards that support centers must adhere to in order to be HDI Certified for demonstrated service excellence, adherence to industry best practices and commitment to quality.

HDI issued a call for members in June 2004, and prospective members adhered to a formal application process. The chosen committee members agreed to participate for one or two years. Their goal is to completely review the HDI SCC Standards in their entirety this year and publish revised standards in February 2005. If the committee determines any necessary changes during 2005, HDI will make those public in February 2006. Otherwise, the association will wait until Fall 2006 to again review the standards, with an update published in February 2007.

“We are very pleased that so many highly qualified professionals have agreed to volunteer their time for this important endeavor,” said Ron Muns, CEO and founder of HDI. “By establishing international standards based on current best practices, we ensure our program continues to provide an excellent service to the industry.”

The HDI SCC Standards Committee Members are:

- Terry Allen, technical support senior manager, CompuCom Systems
- Eldon Brown, director of practice development, ABS Associates, Inc.
- Bernie Colling, service support manager, MTV Europe
- John Custy, principal and founder, JPC Group
- Paul Dooley, president and founder, Optimal Connections
- Lisa Fry, IT manager, MJ Gleeson Group PLC
- Ken Hayes, national practice director, end user services, Spherion
- Chris Hediger, service delivery manager, Yoh IT Support
- Donna Holt, founder & CEO, HelpDesk Xlence
- Jo Johns, industry consultant, Jo Johns
- Eppo Luppens, senior service manager, Fujitsu Services
- Karen MacNeill, service desk manager, Aseriti
- Jim McKennan, solutions architect, ARC

- Daniel Pasquerilla, program office manager, global support, QAD
- Aale Roos, Quint Wellington Redwood
- Faye Rukstales, customer advocacy manager, Remedy
- Irene Stirrat, service centre manager, Halliburton
- Cindy Szpanelewski, sr. business technology consultant, gedas
- Barry Taplin, head of systems management, British Telecom PLC
- Rick Taylor, systems consultant, Highmark
- Gary Volino, president, Computer Services

About HDI Support Center Certification Program

In order to become Certified to HDI global SCC standards, support centers are evaluated as to their level of maturity and performance results (four levels defined) against a series of 67 standards in eight core areas: leadership, policy and strategy, people management, resources, process and procedure, people satisfaction, customer satisfaction, and performance results. HDI requires an onsite audit to ensure that companies meet the defined scores required for Support Center Certification. Onsite audits are performed by HDI-certified SCC Auditors. In order to maintain certification status, companies must continue their commitment to the HDI SCC program and its standards through yearly mini-audits. Full details on the HDI Support Center Certification program and the SCC open standards can be found on HDI's website at: <http://www.thinkhdi.com/certification/siteCertification/>

About HDI

HDI is the world's largest membership association for IT service and support professionals and the premier certification body for the industry. Founded in 1989, HDI's mission is to lead and promote the IT service and support industry by empowering its members through access to timely and valuable industry information, including reports and publications; encouraging member collaboration through events and online forums; and establishing internationally recognized, standards-based industry certification and training programs. In addition to membership, certification, and training, HDI produces the highest-rated industry event, the HDI Annual Conference and Expo, for service and technical support professionals. HDI is member-focused, and remains vendor-neutral in its efforts to facilitate open, independent networking and information sharing within the association network. HDI has more than 7,500 members worldwide, (including 90% of the Fortune 500), and more than 50 active U.S. chapters. For more information, visit <http://www.thinkhdi.com>.

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