

Congratulations to SDI's Winners!

A huge thank you to everyone who entered the SDIe Prize Draw at this year's Service Desk & IT Support Show back in April. Congratulations to the winners of these fabulous prizes:

Apple iPad

Stephen Rushton, Quintiles

SDIe Annual Conference ticket

Serge Abdelkader, American Express
Steve Bacon, Epping Forest District Council

Signed copy of Howard Kendall's book

Debbie Wright, Sodexo
Chris Eaves, E.on IS

SDI Training Course

Sam Dainton, Smith & Williamson
Tim Larsen, Smoothwall Ltd

SDIe Gold Membership

Phil Proctor, Cable & Wireless
Josephine Adelekan, University of Westminster

SDIe Experience Event ticket

Kerry Hardy, Vision Express



Thank you to everyone who entered their service desk or supplier for an award this year – and to the judges. SDI is delighted to announce the finalists in the Service Desk & IT Support Excellence Awards 2010:

IT Service Team Excellence - Small Team Award

Britvic plc
Skills For Care
Swinton Group Ltd

IT Service Team Excellence - Large Team Award

Capita Education Services Ltd
IPC Media Ltd
N3 Service Team

IT Service Professional Of The Year Award

John Noctor, Head of Customer Services, ICCM

Liam Cross, ICT Service Desk Analyst, NHS South of Tyne & Wear PCT

Matthew John, Support Services Manager, The Internet Group

IT Services Supplier Of The Year Award

Cherwell Software
The Internet Group
Vivantio Ltd

The quality of entries this year was outstanding and SDI looks forward to announcing the winners at the gala dinner on 8 June at The Grand in Brighton. To book tickets for the Gala Dinner call us on +44 (0)1689 889100. ■

Latest Training & Events

Let SDI's 2010 event and training programmes steer you along the road to service management success.

Annual SDIe Conference

Our 23rd SDIe conference is the must-attend event of the year for the IT service desk industry.
8-9 June, Brighton
<http://motivation.sdi-e.com>

IT Service Excellence Awards

Join your colleagues and the industry's finest at the IT Service Excellence Awards gala dinner and awards ceremony.
8 June, The Grand, Brighton
www.sdi-e.com/sdie-events/awards-2010

Create A Best Practice IT Service Centre

Find out how your service desk can deliver according to best practice standards through understanding the current standards and frameworks, implementing morale boosting programmes and implementing service improvement plans.
18 August, Birmingham
www.sdi-e.com/sdie-events/experience-events/best-practice

Service Desk Analyst

Develop the essential skills for inspirational and effective service desk leadership
22-24 June & 6-8 July, Kent
13-15 September, Birmingham

Service Desk Manager

Master the key areas of service desk management and lead your team to lasting success
28 June-1 July, Leeds & 19-22 July, Kent

Service Desk Senior Analyst

Advance your skills as an experienced service desk analyst and develop your career options
28 - 29 June, Kent & 21-22 September, Leeds

ITIL For Service Desks

Develop an appreciation of the ITIL framework and the impact of its essential processes on the service desk - fast
30 June, Kent

HR For Non-HR Service Desk Managers

The core toolkit of HR skills every line manager on the service desk should possess.
12 July, Kent

Service Desk Appraisal Skills

All the skills you need to increase service desk team performance through effective appraisals.
13 July, Kent

Service Level Management

Manage the processes and relationships involved in delivering high-quality services through the creation of professional agreements and contracts
20-21 July, Birmingham

Visit www.sdi-e.com/training-educate for more information on SDI's qualification and training courses. ■



Winner: Stephen Rushton, Quintiles

