

## 4<sup>th</sup> Annual ITSM Survey Finds 71% of Organizations Do Not Have Defined Implemented and Enforced ITSM Governance

Without formal IT governance, results are not measurable and IT is not aligned with the business.

Toronto, On – March 12, 2009 - This is the 4<sup>th</sup> year that Consulting-Portal, a leading IT Service Management (ITSM) consulting firm, has conducted the [IT Service Management \(ITSM\) Industry Survey](#). A key finding of the survey is that regulatory compliance (e.g. Sarbanes Oxley) is driving the requirement for IT controls. As a result most organizations have adopted IT Service Management as the underpinning framework for meeting regulatory requirements. However, it is disconcerting that as little as 29% of surveyed organizations have defined implemented and enforced ITSM governance.

Failure to govern IT Processes can cause an IT operation to lose focus resulting in lost productivity, diminished reputation and reduced revenue. A focus on governance results in a stable and consistent IT service delivery.

Some additional findings from this year's survey:

- Only 24% of respondents have actionable metrics that are used for continuous improvement
- Only 38% of respondents have implemented a Configuration Management Database
- 71% of respondents do not have defined, implemented and enforced ITSM governance

The 4<sup>th</sup> Annual ITSM survey contains 35 questions covering the topics of: Sponsorship, Training, Organization and Governance, Best Practices, Measurement and Audit, Continuous Improvement and Supporting Tools. This year Consulting-Portal obtained 183 responses to the survey from medium-sized to fortune 500 companies from various industries including: Finance, Government, Industrial, Healthcare, Education, Communications and Information Technology.

For a copy of the survey results white paper please visit

<http://www.cportalinc.com/downloads.php>

### **About Consulting-Portal Inc.**

Consulting-Portal is a North American ITSM consulting and ITIL training company now in its 10<sup>th</sup> year of operation. We are focused on helping Fortune 500 and mid-size companies assess, design and implement robust IT Service Management processes. Consulting-Portal also offers a full curriculum of ITSM education including: ITIL, ISO and CobiT.

CP recently released a solution called ITOptimizer, a do-it-yourself toolkit for the ITSM/ITIL practitioner. ITOptimizer is an on-demand Process Modeling Tool and a library of ITSM templates that enables you to create all process documentation and artifacts at a push of a button. ITOptimizer also helps you understand the health of your ITSM processes through its comprehensive Process maturity assessment capability.

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