

## **ITOptimizer New Release Further Simplifies Service Management Process Design**

Toronto, ON – July 7, 2009 – Consulting-Portal, a leading IT Service Management (ITSM) process design and implementation company, is announcing new features for [ITOptimizer](#) – its SaaS - based ITSM process design and enablement tool.

This release helps organizations further simplify IT process design, conduct comprehensive process maturity assessments and create a multitude of process reports.

The July 7<sup>th</sup> release of ITOptimizer contains:

- A powerful process design engine
- 26 ITSM process templates
  - 14 ITIL V2 compliant processes and 12 ITIL V3 compliant processes
- The addition of the eAssessment module: eAssessment is a powerful and flexible assessment and reporting engine that allows users to create and manage assessments and surveys complete with:
  - 10 ITSM process maturity questionnaires (Based on CMM model)
  - A tool evaluation questionnaire – used to assist in selecting service management tools
  - CobiT assessment questionnaires
  - eAssessment reports - group comparisons, project summaries, question set answer distribution etc.

The July 7<sup>th</sup> release of ITOptimizer is available to existing clients at no additional charge.

ITOptimizer is offered through subscription license. To learn more about ITOptimizer, schedule a demo or subscribe please visit [www.ITOptimizer.com](http://www.ITOptimizer.com).

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

Established in 1999, Consulting-Portal is an ITSM consulting company with clients across North America. It is focused on delivering services that help Fortune 500 and mid-size companies assess, design and implement robust IT Service Management processes. Services include ITSM Strategic Planning, ITSM Assessments & Roadmaps, ITSM Process Design & Implementation, a full curriculum of ITSM education including: ITIL®, ISO20000® and COBIT® and ITOptimizer. ITOptimizer is a process design tool, based on a powerful data model, that provides automatic generation of process documentation, includes a process maturity assessment tool and detailed ITSM process templates. Consulting-Portal has offices in Atlanta, Georgia and Toronto, Ontario.

### **Consulting-Portal Contact Info:**

Sarah Wilbore  
Tel: 416-539-9836 Ext. 116  
[swilbore@cportalinc.com](mailto:swilbore@cportalinc.com)  
Twitter: @wilbore