

## A “do-it-yourself” Toolkit for the ITSM and ITIL Practitioner

***Consulting-Portal now offers the very same toolkit used by its consultants to the IT Service Management & ITIL community on an on-demand basis.***

Toronto, ON – November 5, 2008 – Consulting-Portal, a leading IT Service Management (ITSM) Process Design and Implementation company has used its extensive base of ITSM experience to produce a toolkit that allows ITSM and ITIL practitioners to lower the cost of their ITSM and ITIL initiatives while achieving immediate and tangible benefits.

This solution will debut during a webinar on November 12, 2008 entitled: Assess, Design and Measure: Establishing the Framework for Continual Service Improvement. To register go to <https://www1.gotomeeting.com/register/404768737>.

This webinar, hosted by David Mainville, CEO of Consulting-Portal will include "do it yourself" techniques for benchmarking your Processes, the design and documentation of your ITSM Processes, as well as establishing a dashboard for ITSM Metrics.

The toolkit is comprised of 3 solutions, eAssessment, eProcess and Metricus. eAssessment is a set of web-based questionnaires that help benchmark your Processes. eProcess is a library of ITSM Processes combined with a powerful Process modeling tool that has helped our customers realize IT cost-savings of 25-30%. Metricus is an on-demand solution that accelerates the implementation of an ITSM process dashboard.

Consulting-Portal's toolkit is available on-demand without the cost of expensive hardware or software licenses. This toolkit has allowed Consulting-Portal to be more responsive and has accelerated ITSM and ITIL project delivery schedules by up to 30% through automation and the use of high-quality and repeatable practices.

### **About [Consulting-Portal Inc.](#)**

Established in 1999, Consulting-Portal specializes in all aspects of IT Service and Enterprise Systems Management. This includes strategic planning, assessments, process design and implementation and ITSM/ESM tool selection. CP also has a full suite of onsite and online ITSM training including: ITIL, CobiT and ISO 20000.

Consulting-Portal services Fortune 500 and Mid-sized clients across North America from its offices in Atlanta Georgia and Toronto Ontario.

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