

# Consulting-Portal introduces SAAS Solution for Information Technology IT - Process Governance

TORONTO, December 10, 2010 - Consulting-Portal, a leading IT Service Management (ITSM) process design and implementation company, is announcing the immediate availability of eGovernance. This Software as a Service (SAAS) solution is designed to help organizations achieve maximum ROI from their ITSM process investment.

“Organizations spend millions of dollars on ITSM tools and processes often to find little or no measurable service improvement. The problem isn’t usually with the processes or tools, but rather is a result of a lack of ability to formally measure and manage governance – or what I like to call walking the talk”, says David Mainville CEO of Consulting-Portal.

eGovernance, the newest module of the ITOptimizer solution, allows organizations to assign accountability and responsibility for ITSM process management and execution. Governance tasks are assigned to management and staff and the results displayed on the executive dashboard and reports. The solution even captures evidence of compliance.

eGovernance is the perfect solution to help organizations prepare for IT audits, achieve certifications such as ISO20000<sup>®</sup>, identify areas for continuous improvement and ultimately achieve the maximum value from their IT Service Management investments.

You don’t have to be a governance expert to receive immediate value. The solution comes with comprehensive templates aligned to industry best practices such as ITIL<sup>®</sup> and COBIT<sup>®</sup>. The solution also enables an organization to establish their own governance frameworks and templates for process management and governance, even processes outside of IT.

Standing up eGovernance is simple. As a SAAS application there is nothing to install in your environment. Setup is easy and we help clients be productive within hours. We also provide FREE training to all clients on both the eGovernance solution and on governance best practices. We can even help you introduce a governance structure into your organization through a comprehensive suite of consulting services.

To learn more on how eGovernance can help you take your IT Service Management program to the next level of maturity please visit [www.ITOptimizer.com](http://www.ITOptimizer.com).

## About Consulting-Portal and ITOptimizer

Consulting-Portal helps organizations implement streamlined, efficient processes that unify IT technology with business and customer needs. In 2009 Consulting-Portal introduced [www.ITOptimizer.com](http://www.ITOptimizer.com) a SAAS application to assess, design and govern IT processes. ITOptimizer allows users to design and document IT processes, conduct process maturity assessments, monitor process compliance, and offers free ITSM training to enterprise users. Consulting-Portal has offices in Atlanta, Georgia and Toronto, Ontario.

SOURCE: [Consulting-Portal](http://Consulting-Portal)

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