

Online Social Media Community for IT Service Management Professionals

TORONTO, November 1, 2010 - Consulting-Portal, a leading IT Service Management (ITSM) process design and implementation company, is announcing the launch of an online social media community for Service Management practitioners.

This FREE online community (www.community.itoptimizer.com) provides a forum for ITSM practitioners to interact, share, collaborate and to expand their knowledge of IT Service Management processes and frameworks such as ITIL®, COBIT®, and ISO20000®.

It also allows for members to connect at a personal level through private messaging, public posting and the ability to “friend” other members.

The community contains a number of resources including a blog, articles, podcasts, webinars and a variety of user forums on topics such as ITIL® training, ITSM Governance, Service Management tools, Process Design techniques, Configuration Management & the CMDB and much more.

“The goal of the community was to create an online dialogue covering all aspects of IT Service Management. We are passionate about the practice of Service Management and we hope that this community will allow others to share our passion...we believe that social media and ITSM is a natural fit”, Says David Mainville – CEO and co-founder of Consulting-Portal.

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 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

RELATED LINKS

<http://www.cportalinc.com>