

For Immediate Release

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itSMF USA Announces 2007 Award Recipients

Pasadena, California, December 3, 2007 – Charlotte, NC was buzzing with excitement at the recent itSMF USA Fusion 300 Conference. Not only were the keynotes exciting and heartwarming, but itSMF USA had a chance to recognize some of the many volunteers that keep our organization running, along with ITSM practitioners and vendors who have contributed to continually building our industry knowledge.

In all, seven awards were presented. One of the highlights included the presentation of the prestigious **Lifetime Achievement Award for 2007**. This year's award was presented to a long time volunteer who laid the groundwork for the success itSMF USA enjoys today: **Ken Wendle, HP**.

Ken Wendle was honored with the **Lifetime Achievement Award** for his own unwavering passion and dedication to the organization. Mr. Wendle was there at the beginning, before ITIL and IT Service Management were the "in thing." His work helped to launch itSMF USA from 100 members to 400 members in a little over a year, again before the organization or IT service management were the known entities they are today. As President, Ken Wendle continued to lay the groundwork for a successful organization to grow and flourish, laying the operational foundation needed to move the organization to the next level of maturity. After completing his term as President, he chaired the Advisory Board, and currently serves on the International Board of itSMF.

Other volunteers were also honored for their contribution to the association. itSMF USA President Leah Palmer honored board member and Governance Chairperson **Sallie Kennedy** with the **2007 President's Award**, saying "As Governance Chair, Sallie Kennedy has been instrumental in delivering against one of our core objectives this year. As the itSMF USA organization has rapidly grown in the past few years, there have been some growing pains. At

the core of any successful organization is a strong and well-adopted governance structure of which Sallie was critical in its implementation.”

Kirk Holmes, Holmes & Associates was selected as the **2007 Member of the Year** for his extreme dedication to the organization. In the words of the LIG member who nominated him, “Kirk exemplifies leadership in IT Service Management. He has been a dedicated, strong President for our National Capital LIG and a visionary volunteer for itSMF USA as a whole.” In addition to his local work, Kirk filled a Board of Directors seat made vacant by resignation.

The itSMF USA also presented awards to two Local Interest Groups. The Awards Committee selected **the Lehigh-Delaware Valley Local Interest Group** as the **Local Interest Group of the Year Award**. The **Local Interest Group Rookie of the Year** was presented to **Tallahassee Local Interest Group**.

This year saw the addition of two new awards. First, the **Project of the Year** was awarded to the **North Carolina Office for Operational Excellence**. This award was delivered to State of North Carolina CIO Bill Willis. Mr. Willis detailed the work that brought IT service management practices to all 26 counties, 100 agencies, countless municipalities, public schools, universities, law enforcement, and other citizen services in North Carolina.

Finally, the first **Industry Knowledge Contribution** award was presented to the **itSMF Certified Partner Network Academia Subcommittee**, who are passionately engaged in bringing IT Service Management to our colleges and universities. These efforts have resulted in interest from over 50+ schools in the United States and internationally. Through their work they have the ability to change our industry, providing companies with graduates who have already been trained in IT Service Management and understand its place in the business world.

About the itSMF USA

Founded in 1997, the Information Technology Service Management Forum USA (itSMF USA - www.itsmfusa.org) is a rapidly growing non-profit organization which promotes the use of industry best practices and standards in the provision and management of IT Services. Current membership is nearing 8,000 individuals, with affiliated Local Interest Groups serving 40 cities and regions nationwide. The itSMF USA is affiliated with the itSMF International, which was formed in 1991.

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