



IT Service Management Policy Template Updated by Janco

Janco, February 15, 2006

URL: <http://www.pr9.net/comp/edu/3482february.html>

The IT Productivity Center announced the release of its The IT Service Management (ITSM) Policy Template. IT Service Management (ITSM) is defined as part of a rapidly accepted standard of best practices known as IT Infrastructure Library (ITIL). The IT Service Management template is part of the IT Productivity Center's CIO and IT Productivity series of tools and templates which include their popular Sarbanes Oxley Compliance Resource Kit and Disaster Recovery Plan Template.

PR9.NET February 15, 2006 - Park City, UT - The IT Productivity Center, a division of Janco Associates, Inc. announced an update to IT Service Management Template. IT Service Management (ITSM) is defined as part of a rapidly accepted standard of best practices known as IT Infrastructure Library (ITIL). The IT Service Management template joins the IT Productivity Center's CIO and IT Productivity series of tools and templates which include their popular Sarbanes Oxley Compliance Resource Kit and Disaster Recovery Plan Template. The ITSM update can be found at <http://www.itproductivity.org/itsm.htm>

Victor Janulaitis, CEO of Janco and the IT Productivity Center said "IT infrastructure productivity is the core of our firm's practice. We have created a set of tools to improve the productivity and quality of service provided by the IT function. With the IT Service Management Template and our Sarbanes Oxley Compliance Resource Kit enterprises of all sizes can quickly implement best practices." In addition he said. "... the IT Service Management template is now included in the CIO Productivity Bundle." The CIO Productivity Bundle, which is Sarbanes-Oxley compliant can be found at http://www.itproductivity.org/offer_cio.htm.

The IT Service Management Template (<http://www.itproductivity.org/itsm.htm>) contains policies, standards, procedures and metrics for Change Control, Help Desk and Service Request processing. The ITSM Template also contains the IT Productivity Center's Business and IT Impact Questionnaire, a Change Control Request Form and an Internet Use Approval Form. The template comes as a word document which can be used as a template to create customized procedures for any size enterprise.

The Sarbanes-Oxley Compliance Resource Kit (<http://www.itproductivity.org/SOX.htm>) which was released in January now has a Platinum Edition which contains the IT Service Management Template.

Janco also announced the activation of its new web site www.it-toolkits.com. The site provides productivity tools for IT and the Chief Information Officer in particular. Included are Janco's Browser Study, CIO Productivity Kit, Disaster Recovery Template, Security Template, IT Salary Survey, IT Job Descriptions, and Sarbanes-Oxley Compliance Resource Kit.

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About Janco

Janco Associates Inc is a leading provider of online products and services for Information Technology. Janco's clients include over 200 of the Fortune 500.

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