



## IT Service Management Industry Survey Reveals Top 5 IT Trends for 2010

Findings from Consulting-Portal's 5<sup>th</sup> Annual ITSM industry survey show that organizational governance is weak, Software as a Service adoption is rising and more...

Toronto, On – March 4, 2010 – This is the 5<sup>th</sup> year that Consulting-Portal, a leading IT Service Management (ITSM) consulting firm, has conducted the [IT Service Management Industry Survey](#). This year results pointed to 5 trends that we feel will prevail in 2010:

- Organizational governance is still very weak
- Software as a Service (SaaS) adoption is on the rise as an ITSM solution
- Organizational support for ITSM is on the rise
- There is a lot more focus on customer-facing processes like Service Level Management and Service Catalog Management
- Auto-Discovery / Dependency Mapping is more popular than ever

For the second year in a row, as little as 29% of organizations surveyed have defined, implemented and enforced ITSM governance in place. Lack of governance makes it hard to comply with standards like Sarbanes-Oxley and Basel II, not to mention making it difficult to quantify the return on investment (ROI) from costly IT projects.

Software as a Service, Cloud Computing, Utility Computing - whichever name you prefer, the trend toward customers subscribing to hosted ITSM tools is definitely on the rise having grown from 0 to 17% in just 2 years.

Want to read more about the top 5 ITSM trends in 2010? Check out Consulting-Portal's survey results white paper here [www.cportalinc.com/resources/itsm-whitepapers-and-articles/](http://www.cportalinc.com/resources/itsm-whitepapers-and-articles/)

### **About Consulting-Portal Inc.**

Consulting-Portal, founded in 1999, helps organizations implement **streamlined, efficient processes** that unify IT technology with business and customer needs. Consulting-Portal is vendor neutral and employs full-time resources, each with over 25 years experience.

Consulting-Portal also has an innovative SaaS product called [ITOptimizer](#) that helps people assess, design and govern their IT processes.

### **About the ITSM Survey**

The 5<sup>th</sup> Annual ITSM survey contains 35 questions covering the topics of: Sponsorship, Training, Organization and Governance, Best Practices, Measurement and Audit, Continuous Improvement and Supporting Tools. This year Consulting-Portal obtained over 180 responses to the survey from medium-sized to Fortune 500 companies from various industries including: Finance, Government, Industrial, Healthcare, Education, Communications and Information Technology.

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