



**FOR IMMEDIATE RELEASE**

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**Configuresoft ITIL Expert to Serve as Panelist at itSMF Minnesota**

*Recognized ITIL Expert and SANS Instructor George Gerchow to Outline Hints for Optimizing ITIL investments to Enhance Efficiency and Performance*

**Colorado Springs, CO — May 18, 2009**— Configuresoft, Inc., a leading provider of [enterprise server configuration management](#) solutions for physical and [virtual environments](#), today announced the following special appearance by Configuresoft virtualization technology experts:

**WHO:** George Gerchow, [ITIL](#), CISSP, CCNA, MCPS, SCP, director of corporate strategy, Configuresoft

**WHAT:** Panelist at [itSMF Minnesota](#)

Session Title: “How can members get more out of their current ITIL investment to improve the company ‘bottom lines’?”

Topics to be covered include: merging an ITIL initiative with Six Sigma to achieve service efficiency, identifying key business objective and key performance indicators, building a balanced IT scorecard, selecting a process and measuring its efficacy and how to optimize service configurations to minimize both support demands and cost

**WHEN:** 1-5 p.m. CDT, Tuesday, May 19

**WHERE:** itSMF Minnesota – IT Service Management Forum

Unisys - Eagan

3199 Pilot Knob Road

Eagan, MN 55121

**WHY:** “At its core, ITIL is an optimization solution designed to provide a best-practices playbook for configuration management that can alleviate common enterprise IT challenges by clearly defining processes, roles and asset management policies,” Gerchow said. “Integrating an ITIL framework adds efficiency and improves performance, while at the same time minimizing drain on resources – both human and financial. However, ITIL implementation does require some discussion of objectives and metrics, and in this session we will address these issues and how to ensure a smooth ITIL integration within existing configurations and policies. ”

For more information about the session, go to <http://mn.itsmfusa.org/>.

For more information about Configuresoft and its industry-leading solutions for enterprise compliance and configuration management, visit [www.configuresoft.com](http://www.configuresoft.com).

***About Configuresoft***

*Configuresoft, the world's leading enterprise [configuration management](#) provider, delivers automated and optimized Lean IT, secure and compliant Clean IT, and energy efficient Green IT to IT Operations. Hundreds of organizations, including 13 of the world's 25 largest companies, rely on Configuresoft to effectively and efficiently manage the complexity of today's physical and virtualized IT environments. Configuresoft's team of security and policy experts ensures continuous compliance with regulatory requirements such as Sarbanes-Oxley and industry standards such as PCI DSS and Microsoft and VMware Hardening Guides. To contact Configuresoft, please call (888) 447-2220 or visit [www.configuresoft.com](http://www.configuresoft.com).*