

FOR IMMEDIATE RELEASE

priSM® Issues its First Credentials

Contact:

Phyllis Drucker
Operations Director, itSMF USA
(954) 475-4916

PASADENA, CALIFORNIA, itSMF USA, APR 29, 2010 — The **priSM® Institute** completed the approval process for the first of the “early adopters” of the **priSM® program** since the official launch in February. Welcome and congratulations to you who truly are leaders in our industry!

Among these early adopters, three itSMF USA Board Members have demonstrated their qualifications within the profession as well as their support of this important initiative:

- Dr. Suzanne Van Hove, Fellow in Service Management (**FSM**)™
- Doug Tedder, Distinguished Professional in Service Management (**DPSM**)™
- Robert Sterbens, Associate in Service Management (**ASM**)™

Welcome, Distinguished Professional Members

The Distinguished Professional is someone who has at least ten years of experience in the field of IT Service Management and who has completed the education and ITSM training requirements at the Master or Expert level. In addition, Distinguished Professionals have earned points through their training, volunteerism and contribution to the industry that set them apart from other members of the profession.

Nine Distinguished Professional Members have been admitted to the priSM® Program; please join us in welcoming them*:

Andrew Gravel
Alex Hernandez
Greg Hines
Scott Jaeger
Steve Janssen
Adriaan van de Rijken
Doug Tedder
Jan Vromant

Welcome, Professional Members

The priSM® Professional is someone who has achieved at least intermediate level training in Service Management and earned points through their training, volunteerism and contribution to the industry. They have been actively engaged in a career in IT Service Management, and while some of them may be qualified at the Distinguished Professional level in their education, senior level training and additional points earned, they do not yet fulfill the requirement of having ten years of experience in the industry. All members of the Professional credential level have demonstrated their ability to succeed in a Service Management position and distinguished themselves as qualified professionals in the field.

Six Professional Members have been admitted to the priSM® Program; please join us in welcoming them:

Dhiraj Gupta
David Han
Jeremy Hart
Rajan Kanda
James Kerrigan

Welcome, Associate Members

The Associate member of priSM® is someone who has begun a career in Service Management or who has gained some experience in the industry already. They have fulfilled their educational and basic training requirements needed to achieve membership in priSM® and are representative of junior members in the profession, but also of people who may have significant experience in ITSM or related fields and have achieved a foundation level of training in Service Management.

Four Associate Members have been admitted to the priSM® Program; please join us in welcoming them:

Saurabh Dubey
Robert Sterbens

In addition to those priSM members who applied directly to the program, we have accepted two **Fellows in Service Management**. These members transferred into the program under the ISM Grandfather provision and have previously met the qualifications and requirements set forth for the Fellow credential by the Institute of IT Service Management. They include Dr. Suzanne Van Hove and Christian Nissen. Congratulations to our new Fellows.

We have a number of applications still under review, so if you have applied to the program and not yet received notification of acceptance we will be in touch with you as soon as our review is complete. We look forward to welcoming you to the program in our next issue!

* Please note that in compliance with privacy laws in the US and EU, all priSM® Members acknowledged in this article have released us to announce their names and priSM® credential publicly.

About itSMF USA

Founded in 1997, the Information Technology Service Management Forum USA (itSMF USA) is the leading industry association that promotes the use of industry best practices and standards in the provision and management of IT Services. Affiliated with itSMF International, itSMF USA has nearly 13,000 members and 43 Local Forum Groups serving the itSMF USA community in the United States. www.itsmfusa.org