

For Immediate Release

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ITIL Interest continues to grow.

Toronto, ON (August 3, 2006) Interest in and adoption of the Information Technology Infrastructure Library (ITIL) and its best practices continue to grow, according to a recent survey conducted by Bay3000 Corporate Education a leading provider of management and leadership training and development, which shows the framework second only to in-house practices as the method used most often to manage IT service processes.

While about 57% of 195 IT managers surveyed by Bay3000 Corporate Education, depend upon homegrown practices to track service management, the balance have adopted approaches laid out in ITIL, coupled with their own practices, and technology standards.

“Many IT processes are compliant with; and may be duplicated to fit a number of environments,” says Stephen Paul CEO Bay3000. Among the drivers for adopting best practices are ensuring the delivery of IT services, with 78% listing that as the top priority, and measuring how well they were supported, which ranked second with 69%. Other reasons include implementing a service quality framework and aligning IT management with business objectives.

IT service management incorporates several management disciplines, such as change, service level or configuration management. The ITIL framework consists of a set of best practices IT departments could follow to perform incident, change, configuration and problem management, and about a dozen other IT disciplines. ITIL helps network managers set processes and better IT actions audits.

The Bay3000 survey also showed that more than 75% of companies polled are at least aware of ITIL, with about one-quarter saying they understand the framework at both a conceptual and detail level. And of those companies not using ITIL, just over half plan to adopt it, with about 22% intending to do so in the next six months.

About Bay3000 Corporate Education

Bay3000 is focused on improving the ability of organizations to execute their strategies and their vision. Bay3000 believes that effective project management drives business performance and is a fundamental enabler for effective change management. Bay3000 offers the following solutions: project leadership training & development programs, skills and competencies assessments using the ClearView™ assessment suite, project office design and improvement services, and contract project management services.

Bay3000 Corporate Education is a Charter Member of the Registered Education Provider Program with the Project Management Institute. Bay3000 is also the managing sponsor of the prestigious Canadian Project Excellence Awards and Conference.

Company Websites:

Bay3000 Corporate Education: www.Bay3000.com

CPEX Awards and Conference: www.CPEX.ca