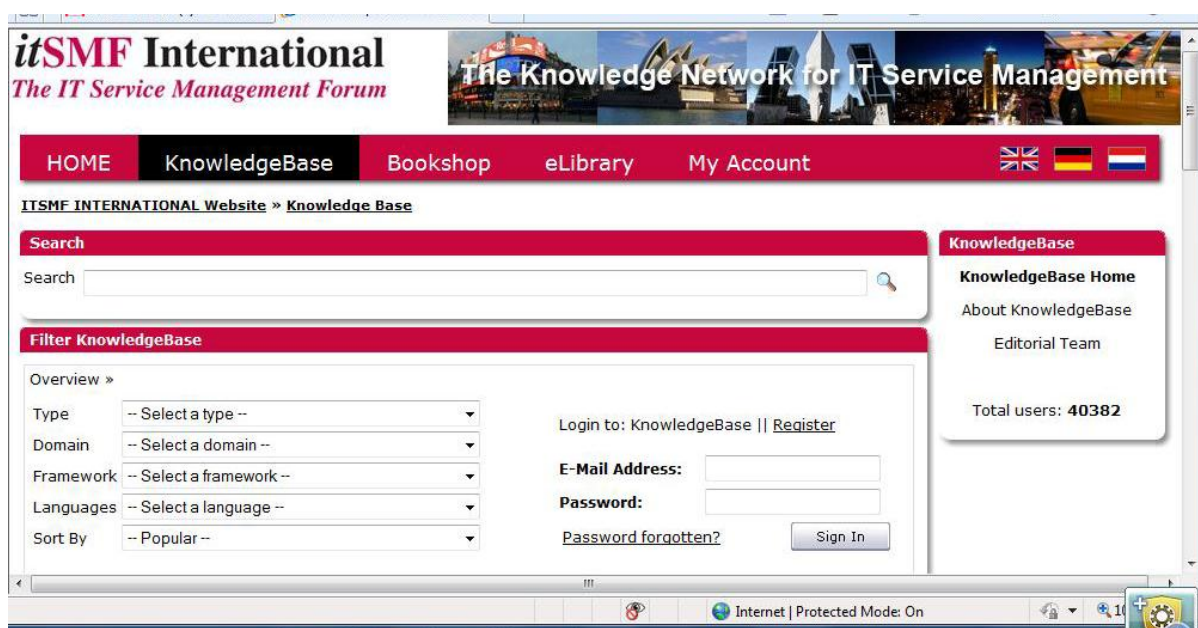


Press Release

08th December 2011

itSMF-I announces new Content Repository for itSMF Members Worldwide

itSMFI announced today that as of today all members and chapters will benefit from a free central repository of content. This repository will act as a central resource for any itSMF chapter who wishes to offer extra services to members and consists of an online searchable Knowledge Base of material.



Marianna Billington, Board Member, said *'We are delighted to offer chapters and members a free Knowledge resource that we believe will substantially support sharing of practical support and ideas all round the world.'*

The new resource is found at

<http://www.itsmf-library.org/library.php>

The material that can be uploaded may be White Papers, Books or Templates and cover a broad topic base.

The editorial and quality control of the site is maintained by ITSMFI Chief editor Kirstie MacGowan: Kirstie.magowan@itsmf.org Submissions for new papers to be uploaded should be sent to: library@vanharen.net. Please put itSMFI in the title of your submission so Kirstie can review if necessary.

Marianna added that the Supplier of the functional 'back-end' of the Knowledge base will be Van Haren Publishing: *'Van Haren publishing already have a system up and running for 40,000 people and already cover a broad range of topics including, not only IT Service Management, but also Security, Cloud, Outsourcing and Governance material. It is also a free service and we believe that this offers a strong and fast solution for itSMF.'*



Ivo van Haren, CEO of Van Haren Publishing, said

We are absolutely delighted that the Knowledge base is now available for itSMF Members and Chapters worldwide. We aim to ensure that the content is independent valuable information and very much welcome the professional expertise of itSMFI and the global chapters to ensure that the goal is achieved.

Ends

Information for Editors

About itSMF-I www.itsmfi.org

The itSMF® is the only truly independent and internationally-recognised forum for IT Service Management professionals worldwide.

This not-for-profit organisation is a prominent player in the on-going development and promotion of IT Service Management "best practice", standards and qualifications and has been since 1991, when the UK Chapter started as the foundation Chapter.

The itSMF provides an accessible network of industry experts, information sources and events to help members address IT service management issues and help them achieve objectives.

Globally, the itSMF now boasts over 6000 member companies, blue chip and public sector alike, covering in excess of 40,000 individuals spread over 50+ Chapters.

About Van Haren Publishing www.vanharen.net

Van Haren Publishing is the world's leading publisher specializing in titles covering best practice. We publish titles in 14 languages, and have sales and distribution agents in over 40 countries worldwide. Van Haren Publishing was established in the Netherlands in 2001, but has since expanded rapidly to become the world's leading Independent Publisher in ITSM and related topics. With staff and affiliates in the Netherlands, US, China and UK we offer a unique global service based on local expertise.

Our headquarters are based in **The Netherlands** and we have offices and affiliates in the **UK, USA, China** and **Australia**, along with global distributors in over 40 countries.

We are always delighted to hear from you; please contact us at info@vanharen.net

Our customers and clients can be found: <http://www.vanharen.net/en/partners>