

PRESS RELEASE

itSMF USA 2013 Board of Directors vote to endorse Service Management Congress and its Call to Action

Houston, TX – November 14, 2013 – The itSMF USA Board of Directors voted unanimously on Friday, November 8, 2013 to formally endorse Service Management Congress and its Call to Action.

This endorsement comes after an Expert Track presentation by a group originally dubbed "The Revolutionary Network" (or simply "RevNet"), at FUSION 13. RevNet, a group of 21 leading ITSM professionals presented their stance on where IT Service Management (ITSM) is today and the challenges facing ITSM professionals and the entire ITSM industry in the future.

The presentation ended with a call for all ITSM professionals to make a commitment. This call is a commitment to refocus attention on a set of core values that help enable individuals, leaders, businesses and communities to increase the access to open, timely and relevant knowledge, a commitment to improve the agility, creativity and adaptability of our organizations, and a commitment to fulfill the essential duty to provide value to our organizations and customers. The presenters then closed by renaming themselves "The Inaugural Service Management Congress" and with a call for all to continue the conversation and movement on smcongress.org.

itSMF USA is proud to have played a role in beginning this by providing a group of leading ITSM leaders including practitioners, consultants, executives and educators, a forum at FUSION 13 to come together and share thoughts about the ITSM challenges and opportunities as they saw them. The group was made up of a wide range of individuals from varying backgrounds and from around the world. itSMF USA is proud to continue supporting this independent movement through this endorsement.

As a result, itSMF USA will assign a board member as the formal liaison to the Service Management Congress and evaluate ways to support Service Management Congress interactions with itSMF USA Members.

itSMF USA is also planning a December podcast in which it will be discussing the Service Management Congress with some of the 21 original signatories of the SM Congress Call to Action.

ABOUT itSMF USA | [itSMF USA](#), a chapter of itSMF International, is the independent professional organization and forum for IT Service Management professionals in the US. A not-for-profit organization, itSMF is a prominent player in the on-going development and promotion of IT Service Management (ITSM) best practices, standards and qualifications in the United States. This network of industry professionals, white papers, webinars, podcasts, conferences and other resources creates an opportunity for individuals and organization to *connect, learn and grow*.

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