



## QUINTICA TO PRESENT ITIL PERSPECTIVE AT BUSINESS PROCESS MANAGEMENT CONFERENCE

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Quintica, the local representative of Marval Corporation and the Marval Service Management (MSM) application based on ITIL (Information Technology Infrastructure Library), is to host a half-day "workshop" for delegates to the upcoming Business Process Management conference at the Hilton Hotel, Sandton from 22 to 24 August 2005.

Jürgen Müller, a director of Quintica, will conduct the workshop - and present a paper to delegates as part of the opening phase of the conference.

Müller says Quintica's focus will be on "corporate governance" which is an essential element of both ITIL and business process management disciplines.

"It is the system that facilitates the steering and control of information technology within an organisation," he says. "Today more companies are turning to process management techniques to help manage their IT environments and to meet the requirements of IT governance initiatives."

Müller says ITIL has evolved from a recommended best practice to a global industry 'given' for aligning IT services with business process management requirements, the key to which is the delegation of responsibilities and authorities to different players within an organisation - such as the board of directors, business and IT managers.

"Taking IT governance from a strategy to a successful practical implementation requires a clear definition of the rules and procedures for decision-making, as the process relates to IT," he adds.

More information concerning the conference can be obtained from Jürgen Müller on 082 905 1738.

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