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Compuware holds multi-city roadshows to showcase best practices in IT Service Management

Leading ITSM vendor will highlight visionary best-practise IT processes at the event

/24-7PressRelease/ - DUBAI, UAE, April 29, 2008 - Compuware, one of the leaders in IT Service Management, today announced that it is holding roadshows in Riyadh, Kuwait and Dubai on the best practices in IT Service Management (ITSM). CIOs and other senior IT executives from leading organisations in the region are expected to attend this event. The delegates to the roadshow will learn about best of breed industry practices garnered from Compuware's more than thirty years of experience delivering large scale enterprise software projects.

"There is now an increasing expectation from Information Technology as a critical business enabler. Worldwide, more and more companies are looking towards deploying IT Service Management best practises that can bring overall improvements to business performance. Taking the message of IT Service Management (ITSM) to a larger audience in the region, Compuware is organising a series of one day seminars in Saudi Arabia, Kuwait and UAE," said Mr. Michael Allen, EMEA Sales Director - IT Service Management Solutions, Compuware.

IT Service Management (ITSM) is all about turning IT data into information that's meaningful to the business. Every level of the organization benefits—from executive management to IT end users. However, each level requires different types of information. Dashboards and reports must be customized appropriately to management, operational and IT roles. IT Service Management (ITSM) combines best-practice IT processes - such as ITIL , end-user experience monitoring and automated technology management. This enables IT to understand the business impact of IT service quality. It also facilitates prioritization of IT resources and problem resolution based on business needs and communication of real-time business-driven performance metrics with key business and IT users. Adopting the ITSM approach improves operational efficiency, reduces costs and increases customer satisfaction.

"Deployment of best practice ITSM frameworks can free up critical resources from day-to-day management and maintenance tasks and enables the organisation to focus on the strategic imperatives. At the roadshow, we will highlight how ITSM helps IT integrate more firmly with the business's strategic objectives and also help optimise conventional routine tasks and processes, making them more efficient," Mr. Allen explained.

Compuware delivers software and services that help make information technology an engine for business value. With Compuware solutions, organisations have tools to assess their current application delivery capability and performance as well as suggest improvement services that diagnose problem areas and provide a roadmap for success.

"At this interactive half day seminar, senior IT executives and managers will explore and discuss the issues surrounding business and IT alignment. Compuware will demonstrate how end-user experience monitoring and service level management provides the core foundations for ITSM, giving unrivalled visibility into the service the clients deliver to their end-users. Delegates will learn from formal presentations and moderated discussions surrounding the concept of ITSM and how to achieve the ultimate goal of service excellence," Mr. Luís Miguel Por m, Regional Director, Compuware concluded.

The Compuware roadshow will be held at the Sheraton Riyadh in Riyadh on April 28th, the Crowne Plaza in Kuwait City on 29th April and at the Shangri-La hotel in Dubai on April 30th, 2008.

About Compuware:

Compuware delivers software and services that help make information technology an engine for business value. Our solutions address the major stages of the application life cycle—application development, quality assurance, application service management and support—and help to govern and manage the IT business process as a whole. For more information on Compuware, please go to www.compuware.com

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