

Press Release

Kemtah Exec to be Among Presenters at DOE National IT Conference

Albuquerque, NM

April 15, 2008

The Kemtah Group announced that President, Steve Wade, will be an invited presenter at the National Laboratory Information Technology conference. The conference will be held May 11-14 in Chicago, IL. Mr. Wade will discuss the benefits and challenges to building a Service Desk, a key concept in the ITIL framework for IT service management. He will discuss the viewpoint that the service desk is key to quality customer service. And provide case studies to show that many ITOs have found that transforming to a Service Desk enables the business to function better and improves IT services for end users. The discussion will encompass the use of best practices, like ITIL, to drive continuous process improvement and to improve key performance indicators such as first call resolution rate, customer satisfaction, and incident resolution times.

The Kemtah Group is focused on helping the DOE enterprise transform their IT services to reduce complexity, improve cost effectiveness, and improve quality. Kemtah offers IT experts who use ITIL and other frameworks to help DOE entities implement best practices for IT Service Management. Kemtah's experts are experienced in both the academics of ITIL, ISO, COBIT, and TOGAF as well as in the operational application of these frameworks.

This year's NLIT Summit will draw representatives and speakers from across the National Labs to discuss the latest topics in information technology, including cyber security, emerging technologies, standardization, and management of policy, assets, projects, and customer relationships.

About The Kemtah Group

Headquartered in Albuquerque, New Mexico, the Kemtah Group is a premier IT Transformation Services and Support firm delivering IT Service Management and technology support throughout North America. The company's footprint of service locations throughout the U.S., Canada and Latin America enable the Kemtah Group to provide local, reliable, cost-effective IT support. Our experts help commercial and government organizations effectively optimize the people, processes, and technologies that comprise their IT departments using global standards such as ITIL, CoBIT, and ISO. More information about the Kemtah Group can be found on the web at <http://www.kemtah.com>.