

**PRESS RELEASE**

itSMF International

Draft: 26th November 2009

**itSMF International**  
*The IT Service Management Forum*

## **itSMF International Chair, Sharon Taylor Steps Down**

Sharon Taylor has notified the itSMF International Board of her intention to officially step down as its Chairman. Ms Taylor has cited the need to meet growing personal and family commitments, as the reason for reducing a number of her current commitments.

She is very well known and respected in the ITSM global community and has served the itSMF movement as the Chair for itSMF International for two years, and has served on Chapter Boards and International itSMF committees for eight years prior to her appointment as itSMF International Chair. Within this time she has led the growth of the itSMF movement, overseen improvements to itSMFI, ensured that the governance of the organisation has been properly documented and updated as well as helping to support the financial viability of the company. A natural and highly competent leader, she has been instrumental in ensuring the success of the movement during the global economic downturn. A key achievement was in creating numerous new movement initiatives and leading the successful acquisition of the itSMF trademark brand to itSMFI from the itSMF UK Chapter.

In 2008 Sharon was awarded the itSMF UK's Paul Rappaport Award for outstanding commitment and lifetime achievement to IT Service Management.

Sharon has stated her intention to remain active within the itSMF movement and to continue to help support its growth and success.

The International Executive Board of itSMFI as well as the Chapter Leaders are very saddened to see Sharon depart but fully respect and support her decision. They acknowledge her dedication, commitment and contribution to the itSMF and wish her every success for the future.

The International Executive Board welcomes Alex Kist from Holland as its new Chairman, pro tem. Alex is currently Vice Chairman of the organisation and will hold the post until a new Chairman is identified in January 2010.

## **PRESS RELEASE**

itsMF International

**Draft: 26th November 2009**

***itsMF* International**  
*The IT Service Management Forum*

### **Sharon Taylor Biog**

As the former Chief Architect and current Chief Examiner for ITIL®, the world leading IT Service Management best practices, Sharon is the author of numerous ITSM books and regular columnist for a variety of global IT management publications.

She is also past President of the North American Institute of Certified Service Management Professionals, a sister organisation to the UK Institute of Service Management.

Her contributions to the community and to best practice are based upon extensive professional experience in the industry. After many years as an active ITSM professional within Canada, she is currently President of Aspect Group Inc, leading AGI's consultancy, training and ITSM practice, working with clients throughout North America, Asia and Europe.

With 25 years of experience as a CIO and CEO, Sharon brings a business background and focus to IT Service Management and has used her business experience in influencing the future directions of the IT Service Management industry.