

FOR IMMEDIATE RELEASE

California Department of Water Resources Selects Kentah to Provide Assessments of its Help Desk and Data Center

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The California Department of Water Resources (DWR) has chosen Kentah to provide information technology (IT) assessments of its Help Desk and Data Center operations. The goal of each assessment is to provide basic recommendations on how to improve and better support the mission of the DWR.

“Information is one of the most important strategic resources that any organization has to manage,” says Steve Wade, Kentah president. “The alignment of IT services with the organization’s business model is crucial to its success. The return on investment from employing a proven, documented IT service strategy has become a major focus for any organization looking to better manage its resources and reduce costs.”

Kentah resources will work with California DWR staff to observe and gather in-depth information of the current IT environment, compare this information to industry best practices and goals, and provide a roadmap for a future, desired state. Kentah will use the IT Infrastructure Library (ITIL) model as guidance in its assessment and recommendations. Kentah’s Help Desk assessment will provide the DWR with a plan for achieving higher first call resolutions, improved end-user satisfaction, and increased remote support. The data center assessment will include a Green IT audit and a plan to increase security, reduce risk, and improve stability of the physical facility.

First published in 1989, ITIL provides a framework of best practice guidance for IT service management. Since its creation, ITIL has grown to become one of the most widely accepted approaches to IT service management in the world.

About Kentah

Headquartered in Albuquerque, New Mexico, the Kentah 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 Kentah Group to provide local, reliable, and 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 Kentah Group can be found on the web at <http://www.kentah.com>.

Contact:

Sandaren Hazlett, Vice President, The Kentah Group, Inc.
6565 Americas Parkway, Suite 620
Albuquerque, NM 87110
505-346-4900
505-346-4990 fax
shazlett@kentah.com

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