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8 March 2010
FOR IMMEDIATE RELEASE

Alan S Koch Earns IT Certification Recognized Expert in Information Technology Service Management

Alan S Koch, President of ASK Process, Inc. was awarded the ITIL[®]V3 Operational Support and Analysis Certificate on 8 February 2010 by the Examination Institute for Information Science acting on behalf of the Office of Government Commerce, London, UK. This certification recognizes Mr. Koch's knowledge and expertise in the management and support of Information Technology services.

All organizations are dependant upon IT (Information Technology) to enable them to provide their products and services. When these IT services fall short of the need, these organizations' ability to achieve their missions is compromised. This new certification recognizes ASK Process's capability to guide their clients, and is one more step in strengthening the company's ability to meet their clients' needs.

For more than a decade, ASK Process, Inc. (www.ASKProcess.com) has consulted with hundreds of IT departments and trained thousands of IT professionals worldwide to ensure dependable, smooth, cost-effective IT services and systems.

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For more information about this topic, or to schedule an interview with Alan S. Koch, call him at 1-412-849-0421 or e-mail him at ask@ASKProcess.com