

itSMF USA Lifetime Achievement Award for service management guru Suzanne D Van Hove

ELY, UK, November 11, 2013 /EINPresswire.com/ -- At the [FUSION13](#) conference in October 2013, Suzanne D. Van Hove, co-author of [It's all about Relationships](#), What ITIL doesn't tell you, joined a very select group. In recognition of years of outstanding thought leadership in IT service management, Dr Van Hove has been presented with the "itSMF USA Lifetime Achievement Award". The Award is "the highest recognition of a member of itSMF USA and is bestowed upon an individual who has consistently made exceptional contributions to the industry understanding, acceptance, adoption, innovation or improvement of Service Management."

Receiving the award, Dr Van Hove expressed her delight and paid tribute to previous winners:

"David Cannon, Leah Palmer, Ken Wendle, Butch Sheets, Ken Hamilton. Amazing Service Managers who have made significant contributions to the profession and have been the foundation as well as the leadership within itSMF USA and internationally. All formed their own unique niche, driving development and change; qualities that I admire and aspire to. To be added to this group is not only overwhelming and humbling, but a professional dream come true.

"So, to every Service Manager, I challenge each of you to think differently - drive the profession forward; challenge and contribute to our body of knowledge to create the advancements and improvements; and share your experience through mentoring.

"I'd like to thank all of those who have supported me - there have been so many on whose shoulders I have leaned. I also thank itSMF USA for this amazing honor. Thank you."

Dr Suzanne D. Van Hove is the founder and CEO of SED-IT. A prior Board member of itSMF USA and recipient of the Industry Knowledge Award (2011), she is an enthusiastic advocate for professionalism within service management. Instrumental in setting up ITGP's [Thought Leadership Series](#), co-published with itSMF USA, Suzanne is also a co-author of [It's all about Relationships](#), [What ITIL doesn't tell you](#), and the forthcoming [Pragmatic Application of Service Management](#), which shows service managers how to integrate the approaches of COBIT®5, ISO/IEC 20000 and ITIL® to create a unified service management philosophy.

The book 'It's all about Relationships, What ITIL doesn't tell you' can be purchased from:

www.itgovernance.co.uk/shop/p-1359.aspx.

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NOTES TO EDITORS

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