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SyberWorks LMS e-Learning Implementation Podcast #14: *Interview with Janet Kuhn at itSM Solutions LLC*

Waltham, Massachusetts – February 5, 2008

SyberWorks, Inc., a leader in custom e-Learning Solutions and the Learning Management System (LMS) industry, today announces the next episode in their LMS e-Learning Implementation Podcast Series: "Interview with Janet Kuhn at itSM Solutions LLC."

Dave Boggs, CEO of SyberWorks, states:

> *"In this edition of the SyberWorks LMS e-Learning Implementation Podcast Series, Janet Kuhn, Vice President of Finance and Operations of itSM Solutions LLC, discusses their use of the SyberWorks Learning Management System and its Seminar Logistics Module, to provide management tracking and class support for their on-site seminar training division. This division specializes in running on-site seminars at companies, hotels and other venues."*

Boggs continues, "Janet also discusses their upcoming training initiatives as they work to roll out their first e-Learning course, and to use the SyberWorks e-Commerce Module to automatically enroll students and process credit-card payments online."

SyberWorks LMS e-Learning Implementation Podcast Series, Episode #14: "Interview with Janet Kuhn at itSM Solutions LLC" http://www.syberworks.com/audio/itsm.mp3 is located in the SyberWorks Online Media Center at http://www.syberworks.com/success_podcast.htm in the About Us section of the SyberWorks web site. The transcript is located at http://www.syberworks.com/sspodcastITSM_transcript.htm.

About Janet Kuhn

Janet Kuhn, Vice President of Finance and Operations, is a founding member of itSM Solutions LLC. An IT professional for more than two decades, she managed major infrastructure projects affecting 1,000 remote sites and 18,000 users at a major medical company. In her most recent role, she supported the introduction of the Information Technology Infrastructure Library and its best-practices framework within IT departments. She also helped lead the team that produced the groundbreaking "IT Service Management Best Practices Online," which is web-based training leading to the Foundation certificate in IT Service Management. With her unique combination of IT experience, coupled with university studies and nearly a decade of prior experience in the Public Relations field, Janet brings to the table an in-depth understanding of what it takes to provide superior support to IT customers. Janet also holds ITSM Service Manager Certification.

About itSM Solutions LLC

Founded in 2002, itSM Solutions[TM] LLC is a content development company specializing in helping IT organizations acquire the skills, certifications and support services to plan, design, implement, operate, and optimize their ITSM programs. itSM Solutions is also the founding member of the Open itSM Solutions[TM] Alliance, the first independent network of ITSM training and service providers that delivers IT Service Lifecycle Management (ITSLM) solutions built around the Open itSM Solutions reference model. The Open itSM Solutions reference model is a unique and effective approach to the integration of well accepted ITSM frameworks, methods, and standards into the enterprise or mission value chain.

The SyberWorks LMS e-Learning Implementation Podcast Series

The SyberWorks LMS e-Learning Podcast Implementation Series looks at actual learning management system (LMS) implementations and e-Learning program rollouts. Developed for busy training and e-Learning professionals, they feature how corporations, governments, and non-profit organizations are using online training to improve performance, instruct employees, increase customer acquisition and retention, and more!

About SyberWorks

SyberWorks, Inc. (www.syberworks.com) is a leader in the custom e-Learning Solutions and Learning Management System industries for Fortune 1000 corporations, higher education, and other organizations. Located in Waltham, Massachusetts, the company serves the multi-billion-dollar e-Learning market. Since 1995, SyberWorks has developed and delivered unique and economical solutions to create, manage, measure, and improve e-Learning programs at companies and organizations in the United States, Canada, Europe, and other countries.

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