

# Mark Hall receives itSMF UK's Paul Rappaport Award for Outstanding Achievement in IT Service Management

Submitted by: itSMF UK

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The IT Service Management Forum (itSMF UK) has awarded its most prestigious accolade to HM Revenue & Customs CIO Mark Hall.

Mark, who was recently promoted to his current role at HMRC, has been a leading light in service management and the itSMF for many years, and has been involved in the development of ITIL® since the early 1990s. He worked initially for E.ON (Powergen) and Severn Trent Water before moving to HMRC in 2007 as Director of IT Services.

As Chairman of itSMF UK from 2002 to 2006, Mark helped to grow the organisation's turnover, established a new business strategy, diversified itSMF UK's range of services and focused international growth.

A passionate leader of people, Mark's mantra is one of great customer service. He brings to his work a combination of strengths unusual in the industry, the ability to span both highly strategic and deeply operational perspectives combined with technical acumen and strong people engagement skills.

"For me this award means everything," he said. "Having been involved with itSMF and the industry since the early 1990s, I feel privileged to having been able to shape and influence its direction, especially coming from an end-user perspective. I'd like to say a huge thank you to you the membership of itSMF UK for this honour."

After presenting the award alongside Joan Rappaport at the recent ITSM12 Conference and Exhibition in London, current itSMF Chairman Colin Rudd said the award was extremely well deserved, and thanked the former chairman for his dedication to service management and the itSMF organisation over many years.

For further information regarding the ITSM12 Conference and Service Management Awards, please contact [mark.lillycrop@itsmf.co.uk](mailto:mark.lillycrop@itsmf.co.uk) or phone 0118 918 6520.

## About the itSMF UK

The itSMF is an independent, not-for-profit organisation dedicated to the development and promotion of best practice in IT Service Management. It is wholly owned, and principally run, by its members. The itSMF movement has approximately 70,000 members worldwide, some 10,000 of whom belong to the UK chapter. Contact us at [www.itsmf.co.uk](http://www.itsmf.co.uk)