Thorsten Manthey
ITIL 4 MP / Agile Coach / Change Champion

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VALUE PROPOSITION

► STRATEGIC PROGRAM DEVELOPMENT AND IMPLEMENTATION

Proven track record defining and executing large global strategic ITSM programs with multiple sub-projects ensuring benefit delivery through a value management approach. Designed and implemented multiple global successful multi-vendor (SIAM) operating models.

Strong technical lead implementing multiple ITSM and process management solutions.

Developed Strategic Process Roadmaps by executing detailed process assessments to prioritize and optimize people, process, partners, governance, and technology investments.

► PROCESS AND IT GOVERNANCE

Developed and implemented comprehensive IT governance framework for multiple fortune 100 corporations.

Established clear roles with defined responsibilities and accountabilities for Service / Process / Platform Owners and Process Managers to transform the IT organization into a service centric delivery organization.

Generated process efficiencies and service quality by establishing measurements and reporting structures.

► CULTURAL, AGILE AND ORGANIZATIONAL TRANSFORMATION

Designed and executed large change management programs and digital transformation initiatives based on industry recognized methodologies; Prosci's ADKAR model and John P. Kotter's 8 steps.

Transformed organizations through structured people change management that generated operational cost reduction by improving speed of adoption, increased utilization, and optimized user proficiency.

A servant leader and Agile coach transitioning organizations towards an Agile way of working.

Substantial quality improvements of service delivery due to cultural change in attitude and behavior.

Thorsten Manthey
Professional Profile, Experience and Education

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VALUE PROPOSITION

Professional Profile

A results-driven senior IT leader with international experience and demonstrated success helping businesses deliver service improvements, execute global programs, produce cost take out, developing strategic plans, implementing technologies, establishing governance, delivering value, and enabling digital and cultural transformation.

Recognized for providing strategic perspectives and leadership skills as an IT Service Management consultant (ITSM), Agile coach, change champion, motivator, project manager, trainer, and problem solver.

Vast industry experience and demonstrated skills (e.g., ITIL 4, COBIT 5, OCM, Agile, Governance) that establishes trust when working closely with senior management and partners. Effective communicator, servant leader, negotiator, facilitator, and team builder. Fluent in English, German and Swedish.

Education & Certifications

- M.Sc. Computer Science and Engineering
- B.Sc. Mechanical Engineering
- ITIL 4 Managing Professional
- ITIL v3 Expert
- ITIL Service Manager
- Professional Scrum Master (PSM I)
- VeriSM Foundation
- COBIT 5 Foundation
- Accredited ITIL Foundation Trainer
- Certified Change Management Professional (CCMP)

Professional Experience

- Management Consulting
- Director, Tata Consultancy Services
- Manager / Lead Specialist at KPMG (IT Advisory)
- Process Owner for fortune 100 corporation
- Change Champion for fortune 100 corporation
- Executive Advisor for ITSM at fortune 50 corporation
- Senior IT Manager at fortune 50 corporation
- Senior ITSM Consultant

Thorsten Manthey
Leadership & Change Champion

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Leadership

- Result driven senior IT leader at fortune 50/100 corporations
- Management Consultant with strategic perspectives and leadership skills
- International experience (Sweden, Germany, Italy, Canada, USA)
- Team builder, coach and mentor

Thought Leadership

- International speaker and presenter
- Published multiple articles and white papers in industry recognized online magazines
- Published in itSMF Newsletter in USA and Canada
- Developed multiple Process and Services Governance frameworks for large and small organizations
- Developed sales collateral, toolkits and company IP
- Developed Agile for Service Management training

Change Champion

- Established comprehensive change and training program for fortune 50/100 corporations
- Change advocate, team builder, motivator and educator
- Training from the back of the room (TBR)
- Open Space Agility (OSA)
- Prosci's Change Process
- ADKAR Framework
- John P. Kotter's 8 steps

Thorsten Manthey
Industry Experience, Work Locations & Languages

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VALUE PROPOSITION

Industry Experience

- Management Consulting
- Health Care
- Financial Services
- Pharmaceutical
- Oil and Gas
- Manufacturing
- Telecom

Work Locations

- USA
- Canada
- Sweden
- Germany
- Italy

Languages

- English
- Swedish
- German

Thorsten Manthey
Frameworks & Processes & Program Management

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VALUE PROPOSITION

Frameworks

- ITIL 4 / v3
- Agile, Kanban, Scrum
- VeriSM, SIAM
- Value Management
- Sarbanes-Oxley (SOX), COBIT 5
- Prosci ADKAR®, John P. Kotter
- CMMI based process assessment

Process Design

- Service Catalog Management
- Service Level Management
- Change, Release and Configuration Management
- Incident Management / Service Desk
- Problem Management
- Financial Management and charge back models

Program & Project Management

- Program Manager for international programs with responsibility for the overall success; acted as project manager for multiple sub-projects requiring significant multi-tasking during execution and delivery.

- Managed, designed and implemented IT service management programs and process improvement initiatives for fortune 50/100 corporations and smaller companies across North America and Europe.

- Proven track record defining and executing large global strategic ITSM programs with multiple sub-projects ensuring benefit delivery through a value management approach. Designed and implemented multiple global successful multi-vendor (SIAM) operating models.

Thorsten Manthey
Process Improvement & ITSM Governance

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Capability Highlights

- Planned and executed C-level management presentations, explaining ITIL and IT service management benefits and program objectives. Facilitated workshops with C-level and senior management on ITIL ROI.

- Managed detailed design and implementation of processes and procedures, focusing on process integration, operational effectiveness and efficiencies.

- Managed, designed and implemented IT service management programs and process improvement initiatives for fortune 50/100 corporations and smaller companies across North America and Europe.

- Designed a comprehensive IT service and IT process governance framework.

- Produced a business value driven IT service portfolio, IT cost mode and IT service chargeback approach aligned with business priorities.

- Process Owner for Service Portfolio, Service Catalog and Request Fulfillment Management, Defined comprehensive IT Service Catalogs, SLAs and conducted client contract negotiations.

- Developed a comprehensive SLA reporting framework and identified Critical Success Factors and Key Performance Indicators with integration into an IT Balanced Scorecard, to drive company performance.

- Conducted multiple process maturity assessments and self assessments based on the Capability Maturity Model (CMM) and established 12-moth rolling Strategic Process Roadmaps to drive process improvements.

- Evaluated and analyzed partnerships, SLA and outsourcing options to reduce overhead and costs to enable superior IT service delivery.

Thorsten Manthey

Organizational Transformation & Change Champion

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VALUE PROPOSITION

Capability Highlights

- Developed and executed multiple change management programs based on industry recognized methodologies, combining ADKAR for personal change and John P. Kotter for major organizational change.

- Increased project success and go live readiness by creating and delivering multiple offerings of instructor led training to 100+ employees. Average satisfaction feedback scoring of 9 (1-10 scale).

- Set-up and management of different communication channels such as; newsletters, on-line web-based training, innovative lunch-and-learn workshops, help videos and Intranet web portal facilitating "single-point-of-entry" of news, information and artifacts.

- Enabled the organization through structured change management to drive cost reduction by improving speed of adoption, ultimate utilization and proficiency of new methods and Process.

- Reduced cost by implementing a training plan for long term adoption of new tools and processes. Increased process knowledge by developing ITSM training curriculum to prepare ITIL foundation certification; 100% pass rate achieved.

- Enabled cultural change acceptance and smooth transition when implementing new and improved processes and IT products through an innovative training and communication and awareness program.

- Minimized change resistance by developing and provide multiple web-based training to 3,000+ Employees. Developed multiple help videos called Knowledge Snacks (3-5 min long) focusing on one specific topic.

- International speaker and presenter, promoting the importance of People Change Management (USA, Canada and Europe).

Thorsten Manthey
Sarbanes-Oxley & COBIT

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VALUE PROPOSITION

Capability Highlights

- Developed and implemented an Integrated Control Framework, based on COBIT , ITIL, ISO20000, ISO17799, BITS and IT General controls to facilitate efficient and effective IT audit execution.

- Performed IT SOX execution, evidence gathering, walkthroughs, test plan development and control testing.

- Mapped generic COBIT control objectives to specific company control objectives to enable efficient and optimized control testing.

- Defined Sarbanes-Oxley (SOX) testing strategy, retention guidelines for documentation and created templates for process narrative descriptions, flows, control register, testing and walkthroughs.

- Used COBIT as generic control framework to establish assurance and gain SEC approval of operating IT processes in a trading exchange environment.

Thorsten Manthey
ITIL and Technical Trainer

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VALUE PROPOSITION

Capability Highlights

- Enabled cultural change acceptance and smooth transition when implementing new and improved processes and IT products through an innovative training and communication and awareness program.

- Increased process and ITIL/ITSM knowledge by developing a two-day IT service management training curriculum to prepare partners and managers for ITIL foundation certification; 100% pass rate achieved.

- Minimized change resistance by developing and provide web-based training to 3,000+ employees encompassing HP Service Manager, Service Desk, Incident Management and Problem Management.

- Reduced IT operational cost by implementation of a multi-year strategic IT service management program and training plan.

- Increased project success and go live readiness by creating and delivering multiple offerings of instructor led training to 300+ employees.

Training Material and Delivered Training Classes

- ITIL Training, two-day class (100% pass rate)
- Service Catalog, 60 min. instructor led training (IBM Tivoli TSRM)
- Work Order fulfillment, 90 min. instructor led training (IBM Tivoli TSRM)
- Created training videos in three languages describing the new governance model to be implemented
- 10+ Recorded video help files (Knowledge Snacks), each 2-5 min long (ServiceNow)
- Change Management and Incident Management process training video (ServiceNow)
- Incident Management, 120 min instructor led and hands on training + CBT module (HP Service Manager)
- Problem Management, 120 min instructor led and hands on training + CBT module (HP Service Manager)

Thorsten Manthey
Public Presentations

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The Practical WHO-HOW-WHAT Approach to Organizational Change Management, SM World 2023, Orlando (Video. PPT, Templates)
The Practical WHO-HOW-WHAT Approach will provide a simple and structured method when creating a Communications and Training Plan to identify WHO is impacted, HOW they are impacted and WHAT activities are required. As a project manager or project team member, you can use this practical and simple approach.

A well written Project Charters minimizes confusion, FUSION19, New Orleans (Recording, PPT, Templates)
If you are in the process of defining or executing a project and you have to answer the same questions over and over again what is included in the project, a Project Charter will clarify and minimize the confusion of what the objectives of the project is and what should be delivered.

Bridging the ITSM Information Gap, itSMF Expo19, Sweden (Webinar, PPT, Templates)
How does a Process Owners develop a Strategic Process Roadmap to bridge the information gap between the operational day-to-day execution and the IT Strategy? This presentation describes in detail how a Process Owner can develop a long term 3-year Strategic Process Roadmap that is aligned with the IT and ITSM strategy.

Establish a Comm. & Training Plan using the WHO-HOW-WHAT approach, itSMF Expo19, Sweden (PPT, Templates)
This WHO-HOW-WHAT approach is a structured and rapid approach to establish your Communication and Training plan by identifying WHO is impacted, HOW they are being impacted and WHAT you are going to do about this in regards to communications and training.

Bridging the ITSM Information Gap, FUSION18, St. Louis (Recording, PPT, Templates)
How does a Process Owners develop a Strategic Process Roadmap to bridge the information gap between the operational day-to-day execution and the IT Strategy? This presentation describes in detail how a Process Owner can develop a long term 3-year Strategic Process Roadmap that is aligned with the IT and ITSM strategy.

ITSM Governance Is Imperative to Succeed, FUSION17, Orlando (Recording, PPT, Templates)
Here's a fact: ITSM governance is imperative to the success of ITSM programs. This presentation describes what must be done to establish a comprehensive ITSM governance framework to ensure long-term success and return on ITSM investment. One major governance beast is introduced and "killed" by using Strategic Process Roadmaps. Detailed Roadmap templates are provided.

People Change Management is the success to your project, itSMF Ottawa PD Day 2017 (PPT, Templates)
The presentation highlights how to "sell" the need for People Change Management and how it contributes to project benefit realization. You can use this "easy to communicate" message with your IT leaders and project managers when pushing for the need of People Change Management within your program/project.

Thorsten Manthey
Published Articles

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The WHO-HOW-WHAT Approach to OCM (PDF / IT Chronicles article / Templates)
This article will provide you the techniques and tools in order to use "The WHO-HOW-WHAT Approach". It is a very simple method to identify WHO is impacted, HOW they are impacted and WHAT activities are required. It is like a stakeholder analysis but simplified as well as a starting point for an OCM journey.

White Paper: Process Governance in an Agile Environment (PDF / IT Chronicles article)
Process Governance in an Agile environment demands flexibility, agility, speed but also control to deliver success.

White Paper: ITSM Governance, Process Ownership and Implementation of Strategic Process Roadmaps (PDF)
The Strategic Process Roadmap, developed by the Process Owners is making sure the Process has a long term strategic focus and that investments and improvements are in alignment with the IT Strategy and the organizations Vision. To create the Strategic Process Roadmap is a tactical exercise that creates a strategic plan, it is almost like magic!

ITSM Governance is not a Scary Halloween Monster (IT Chronicles Article)
If you think ITSM Governance is scary or is a monster you have to face – you are wrong!
ITSM Governance is the capability an organization needs to establish so they can kill and stop feeding many scary monsters they are facing today (i.e. process, technical, people, partner or other challenges).

Implement Strategic Process Roadmaps or keep feeding the beast (HDI News article; Templates)
The beast feeds on anything that is not clear, confusing or lacks structure and guidance. It's a monster that will take up more and more of your time, resources, funding, and efforts. It will drain the organization of progress and ensure no continuous improvement takes place! Kill the beast by implementing ITSM Governance and developing Strategic Process Roadmaps.

Assess or Get Lost, itSMF Canada National Newsletter (News article; Posted on Navvia's blog)
If you are just starting your ITSM program or have been working on improving your ITSM environment for some time, you need to know where you are to be able to be successful and address you most critical "pain points" first.