

VALUE PROPOSITION

► STRATEGIC PROGRAM DEVELOPMENT AND IMPLEMENTATION

Proven track record defining and executing large global strategic ITSM programs with multiple sub-projects. Designed and implemented multiple global successful SIAM operating models.

Strong technical lead implementing multiple ITSM and process management solution.

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

► PROCESS AND SERVICE 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 organization towards an Agile way of working.

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

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Professional Profile

- Director, Tata Consultancy Services
- Manager / Lead Specialist at KPMG (IT Advisory)
- Agile Coach and servant leader
- 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

Industry Experience

- Health Care
- Financial Services
- Pharmaceutical
- Oil and Gas
- Manufacturing
- Telecom
- North America and Europe

Certifications

- ITIL 4 Managing Professional
- ITIL V3 Expert
- ITIL V2 Service Manager
- Professional Scrum Master (PSM I)
- VeriSM Foundation
- COBIT 5
- Accredited ITIL V3 Foundation Trainer
- Certified Change Management Professional (CCMP)

Thought Leadership

- Developed multiple Process and Services Governance framework for large and small org.
- Developed Agile for ITSM training offering
- Developed KPMG's ITSM approach and sales collateral
- Designed multiple toolkits an IP
- International speaker and presenter
- Published in IT Chronicles and itSMF Newsletter in USA and Canada

Industry Experience

- Manufacturing
- Health Care
- Financial Services
- Pharmaceutical
- Oil and Gas
- Telecommunications
- North America and Europe

Leadership

- Result driven senior IT leader at fortune 50/100 corporations
- Management Consultant with strategic perspectives and leadership skills
- International experience
- Change champion

Education & Cert.

- MS, Computer Science and Eng.
- BS, Mechanical Engineering
- ITIL 4 MP / ITIL V3 Expert
- Certified Change Management Professional (CCMP)
- VeriSM; COBIT 5.0
- ServiceNow System Admin

Thought Leadership

- Developed multiple Process & Services Governance frameworks
- Developed KPMG's ITSM approach and sales collateral
- Multiple public presentations
- Developed Agile for ITSM training

ITIL / ITSM Expert

Change Champion

Governance Expert

Project Management

- Global SIAM design & impl.
- IT Service Catalog, +400 services, 40,000 users in fortune 50 corp.
- Project managed multiple ITSM / SIAM client engagements and digital transformations

Change Champion

- Established comprehensive change and training program for fortune 50/100 corporations
- Change advocate, team builder, motivator and educator
- ADKAR; John P. Kotter
- TBR & OSA

Process Design

- Service Catalog Management
- Service Level Management
- Change, Release and Config.
- Incident, Problem and SD
- Financial Management and charge back models

Frameworks

- ITIL 4 / ITIL v3
- Agile, Kanban, Scrum
- Sarbanes-Oxley and COBIT
- ITSM & VeriSM & SIAM
- CMMI based process assessment
- Prosci ADKAR®

Managed, designed and implemented IT service management programs and process improvement initiatives for a fortune 50/100 corporation 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 model and IT service chargeback approach aligned with business priorities.

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.

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.

Process Improvement & ITSM Governance

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

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

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

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

Trained and coached multiple IT teams in the Agile way of working to enable cultural transformation.

Agile way of working & TBR

Used the Training from the Back of the Room (TBR) method when delivering Agile & ITSM training and coaching.
TBR is an approach to designing and delivering learning experiences.

Developed a 40 hour Agile for IT Service Management training based on Agile and ITIL 4 concepts.

Scrum Master certified and ITIL 4 Managing Professional certified.

Implemented Kanban board in JIRA for multiple IT teams to enhance visibility and flow of the work they are performing.

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.

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.

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 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).

Organizational Transformation & Change Champion

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.

Set-up and management of different communication channels such as; news letters, 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.

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.

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

Evaluation & RFP

Designed and executed RFP evaluation and selection of IT Service Management tools and ITIL training providers.

IT Service Management Tools

Training & Transformation

Developed and implemented process training & organizational Transformation for the service management organization, 3,000+ employees on the new **HP Service Manager** tool.

Implementation of Remedy ITSM 7.0; Modules:
Service Desk, Change Mgmt., Asset Management, Configuration Management Database (CMDB – Atrium 2.0) and Service Level Management.
ServiceNow CMDB & ITIL processes implementation

ServiceNow

HP Service Manager

Tivoli / TSRM

BMC Remedy

Implemented new IT Service Catalog at two major health care Companies (ServiceNow; IBM Tivoli Service Request Manager – TSRM).
+30,000 employees with +400 Services.
ServiceNow CMDB implementation for large international organization.

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.

Sarbanes-Oxley & COBIT

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

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.

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

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.

ITIL and Technical Trainer

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

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.

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

Developed Training Material and Delivered Training Classes

- Agile for IT Service Management training – 40 hour training using Miro and TBR
- 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)
- 10+ Recorded video help files (Knowledge Snacks), each 2-5 min long (ServiceNow)
- Change Management and Incident Management process training video (ServiceNow)
- Incident & Problem Management, 120 min instructor led training + CBT module (HP Service Manager)
- Problem Management, 120 min instructor led and hands on training + CBT module (HP Service Manager)
- Created multiple help files, reference material and user guides

► PRESENTATION & PUBLICATIONS

I am passionate about sharing my experience and knowledge about IT Service Management, Agile, Process Governance, Program Management, Digital & Cultural Transformation and People Change Management.

Many of my presentations include "ready-to-use" templates and helpful documents.

Presentations and publications are available on my web page:
<https://tmanthey.com/speaker>

