

## VALUE PROPOSITION

### ► ITSM STRATEGIC PROGRAM DEVELOPMENT AND PROJECT IMPLEMENTATION

Proven track record defining and executing large global strategic IT Service Management programs with multiple sub-projects.

Strong technical lead implementing multiple ITSM and process management solution (e.g. ServiceNow, HP Service Manager).

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 and SIAM 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 AND ORGANIZATIONAL PEOPLE TRANSFORMATION

Designed and executed multiple change management programs and transformation initiatives based on industry recognized methodologies; ADKAR and John P. Kotter.

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

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

## VALUE PROPOSITION

**Currently implementing a strategic ITSM Program and Governance framework for a fortune 100 company**

### Professional Profile

- Engagement Director TCS
- 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 ITSM Consultant (Covestic)

### Industry Experience

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

### Certifications

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

### Thought Leadership

- International speaker and presenter
- Bridging the Information gap Governance white paper
- Developed multiple Process and Services Governance frameworks for large and small organizations
- Developed ITSM sales collateral, Toolkits and IP
- Published articles and white papers
- Developed two day internal ITIL training course
- Published in itSMF Newsletter in USA and Canada

### Industry Experience

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

### Leadership

- Engagement Director
- Result driven senior IT leader at fortune 50/100 corporations
- Provide strategic perspectives and leadership skills
- International experience
- Change champion

### Education & Cert.

- MSc, Computer Science and Eng.
- BSc, Mechanical Engineering
- ITIL Expert / ITIL V2 Master
- Certified Change Management Professional (CCMP)
- Professional Scrum Master I
- ServiceNow System Admin

### Thought Leadership

- International speaker
- Developed a comprehensive Process and Services Governance framework
- Developed multiple offerings and sales collateral

### ITIL / ITSM Expert

### Change Champion

### Governance Expert

### Project Management

- Global program management for large strategic projects
- IT Service Catalog, +400 services, 40,000 users in fortune 50 corp.
- Project managed major ITSM change management initiative

### Change Champion

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

### Process Design

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

### Frameworks

- Developed an integrated Control Framework based on CobIT, ITIL, ISO 20,000, BITS and ISO 27,001
- Sarbanes-Oxley and CobIT
- CMMI based process assessment
- Prosci ADKAR®

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 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.

Designed and implemented a comprehensive SIAM Operating Model with clear roles and responsibilities in a multi vendor environment.

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.

Managed implementation of multiple IT Service Management platforms, including ServiceNow, Remedy and IBM Tivoli solutions.

### 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.

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**

### **Accredited ITIL V3 Foundation 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**

- 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 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)
- Multiple help files, reference material and user guides



### **Presentations, News Articles & Podcast (sample)**

Full list available on my web page at <http://www.tmanthey.com/speaker.html>

#### **Presentations**

People Change Management is the success to your project, itSMF Ottawa PD Day 2017 ([PPT](#), [Templates](#))

The Process Owner is the Secret Agent, itSMF Norway 2017 ([PPT](#), [Templates](#))

Establishing Strategic Process Roadmaps, itSMF Expo 16, Sweden, Stockholm ([PPT](#), [Templates](#))

WHO-HOW-WHAT - An Approach to Effective People Change Management, FUSION 15  
([Recording](#), [PPT](#), [Templates](#))

People Change Management Strategy Workshop, itSMF Ottawa Canada ([Presentation](#), [Template](#))

#### **News Articles & Publications**

Assess or Get Lost, itSMF Canada National Newsletter ([News article](#); [Posted on Navvia's blog](#))

Requestable Offering vs. Service Offering ([News article](#))

Communication and Change Management Plan, itSMF USA, The Forum Newsletter ([News article](#))

#### **Podcast**

**People Change Management, All Things ITSM Podcast at FUSION15** ([Video Podcast](#))

*Thorsten Manthey, talked to the All Things ITSM hosts about what People Change Management is. Are people actually using the tools or the process you are implementing? What would happen if people are not changing the way they are working?*