

THORSTEN MANTHEY BSc, MSc (Computer Science)

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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, develop strategic plans, implement technologies, establish governance, deliver value, and enable 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.

► 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.

PROFESSIONAL EXPERIENCE

Tata Consultancy Services (TCS), New York, NY
Engagement Director

February 2017–present

TCS Consulting and Services Integration accelerates enterprise-wide cultural and digital transformation with an Agile, Service Management, and Machine First approach in the Business 4.0 world.

- Execution of global ITSM/SIAM programs; implementation of governance and technology solutions.
- IT Process and Service Governance; establishing service centric IT organizations; measurement frameworks.
- Program and project delivery; implementing new processes and Agile way of working.
- Thought leader, Agile coach; developing new service offerings and IP for TCS.

KPMG, Albany, NY
Manager, IT Advisory

March 2015–November 2016

KPMG's IT Advisory Services Practice focuses on fundamental business issues - managing risk, increasing revenues, controlling costs - which organizations should address to help them flourish.

- Advising multiple clients improving their ITSM processes and governance structures.
- Managing engagements end-to-end; statement of work, proposals, engagement financials and deliverables.
- Thought leader; developed new KPMG IP and multiple toolkits.

CIGNA, Hartford, CT
IT Service Manager

January 2014–February 2015

A thought leader and ITIL Process Owner developing the ITSM strategy, service and process governance, strategic process roadmaps, process assessments, implementation and continuous improvement for multiple ITIL processes.

- Development and implementation of a comprehensive IT Process and IT Service Governance framework.
- Lead the execution of process development and strategic process roadmaps; service centric transformation.
- Design of a comprehensive IT Service Catalog utilizing ServiceNow; workflows, style guides, stages etc.

WELLPOINT, Syracuse, NY
Executive Advisor – IT Service Management (Syracuse, NY)January 2010–December 2013
December 2012–December 2013

Drove the development of Strategic Process Roadmaps and establishment of a comprehensive IT governance framework to ensure continuous long-term process improvement, clear accountabilities and optimized service delivery.

- Established a comprehensive IT governance framework for Service Owners, Process Owners and Process Managers to enable cost take out, improved effectiveness and efficiencies for service delivery.
- Created a 12-month rolling strategic process roadmap to drive long term investments and improvements.
- Designed a cultural change management program based on industry recognized methodologies.

Senior IT Manager – IT Service Management (Andover, MA)

January 2010–December 2012

Led the development and implementation of a proactive IT Service Management program and continuous improvement for a fortune 50 corporation to ensure that standardized methods and procedures are used.

- Generated savings of \$93M based on lower rate, single supplier and improved demand management when negotiating a 5-year outsourcing engagement with IBM for IT Service Management and infrastructure services.
- Accountable for the implementation of a new IT Service Catalog, 400+ IT services for over 40,000 WellPoint associates (IBM Tivoli Service Request Manager – TSRM). Improved service quality and speed of delivery.
- Technical lead for the implementation of the IBM Tivoli Work Order module and integration with software and hardware asset management modules.

COVESTIC, Kirkland, WA
Senior IT Service Management Consultant

October 2009–January 2010

Grew and enhanced the IT Service Management practice by successful engagement delivery, providing sales support, developing marketing material and providing thought leadership collateral for IT Service Management offerings.

CIGNA, Bloomfield, CT
ITSM Training & Organizational Development Consultant

March 2009–October 2009

Developed and implemented a training and change management program for 3,000+ employees on the HP Service Manager tool.

KPMG LLP , Boston, MA Manager, IT Advisory	2007–2008
SHELL CANADA LIMITED , Calgary, AB, Canada IT Service Management Specialist / Staff Systems Analyst – IT Security and Controls	2004–2007
MONTREAL EXCHANGE , Montreal, QC, Canada Process Manager – Business Solutions & Information Technology	2003–2004
GROUP3G UMTS – QUAM , Munich, Germany Senior Specialist – IT Process Design, Wireless Telecommunication	2002
ERICSSON – USA, Germany, Italy and Sweden Multiple roles in multiple countries	previous to 2001

EDUCATION & PROFESSIONAL CERTIFICATIONS

MSc, Computer Science & Engineering, Chalmers University of Technology, Sweden

BSc, Mechanical Engineering, Aso Upper Secondary School, Sweden

ITIL 4 Managing Professional

ITIL V3 Expert

Professional Scrum Master (PSM I) – scrum.org

VeriSM Foundation

Certified Change Management Professional (CCMP) - Prosci®

COBIT 5 Foundation – APMG International

PRESENTATIONS & ARTICLES & AFFILIATIONS

Presenter at *itSMF FUSION 13, 14, 15, 17 and 19, itSMF Norway and Sweden conferences*

Published articles in IT Chronicles, *itSMF USA*, The Forum Newsletter and *itSMF Canada Newsletter*.

- Articles and presentations available at: www.tmanthey.com/speaker

Board member of *itSMF* (IT Service Management Forum) New England LIG (2009 – 2013).

Board member of *itSMF* (IT Service Management Forum) Southern Alberta Branch (2005 – 2007).

- Charter board member; established the branch in 2005.
- Planned and executed the *itSMF* regional conference in 2006; and the *itSMF* national conference in 2007.

AWARDS & ONLINE PRESENCE

- KPMG achievement award
- Professional web page: www.tmanthey.com
- LinkedIn profile: www.linkedin.com/in/thorstenmanthey