

VALUE PROPOSITION

► ITSM/ITIL STRATEGIC PROGRAM DEVELOPMENT AND PROJECT IMPLEMENTATION

Proven track record defining and executing large strategic IT Service Management programs.

Strong technical lead implementing multiple ITSM and process management solution (ServiceNow, HP Service Manager, Tivoli/TSRM, BMC Remedy).

Developed 12-month rolling Strategic Process Roadmaps; Comprehensive CMMI based process assessments.

Implemented multiple customer oriented IT Service Catalogs (ServiceNow and Tivoli/TSRM).

► PROCESS AND SERVICE GOVERNANCE

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

Established clear roles and accountabilities for Service Owners, Process Owners and Process Managers and transformed the IT organization to 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

Professional Profile

- 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

Industry Experience

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

Certifications

- ITIL V3 Expert
- ITIL V2 Service Manager
- 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 KPMG's ITSM approach and sales collateral
- Designed multiple KPMG toolkits an IP
- Developed two day internal ITIL training course
- International speaker and presenter
- Published in itSMF Newsletter in USA and Canada

Industry Experience

- Management Consulting
- 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 V3 Expert / ITIL V2 Master
- 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 ITIL training courses

ITIL / ITSM Expert

Change Champion

Governance Expert

Project Management

- IT Service Catalog, +400 services, 40,000 users in fortune 50 corp.
- Project managed multiple client engagements as consultant
- 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
- ITIL & VeriSM
- 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.

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

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

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

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. The presentation will also provide a short overview of ITSM governance and how the Process Owners act within the governance framework.

WHO-HOW-WHAT - An Approach to Effective People Change Management, FUSION 15 (Recording, 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.

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

Focus on the first phase of the People Change Management process – Prepare for Change - is imperative! The People Change Management strategy answers the question: How much People Change Management is needed for my project? Any project or program that have done their "preparation" before the execution phase will be more successful, knowing what is needed and who will be impacted by the change initiative.

People Change Management - The key to successful projects, itSMF Norway (Zip file - templates and presentation)

How do I "sell" the need for People Change Management and how does it contribute to project benefit realization and ROI? This "easy to communicate" method can be used when engaging with IT leaders and project managers when pushing for the need for People Change Management.

A three legged stool (People, Process & Technology) cannot stand on two legs, FUSION 14 (PowerPoint, Voice Recording)

Why is People and Cultural Change Management critical to ITSM program/project success (or any IT or business project)? Two industry recognized change management frameworks – ADKAR and John P. Kotter's 8 steps - are combined and used when executing successful People and Cultural Change Management.

Establish a Comprehensive Process Governance Framework, FUSION 13 (PDF, Voice Recording)

Ensuring clear accountabilities and assigned responsibilities for IT process operation, integration and continual improvement! What must be done to establish a comprehensive process governance framework? Challenges and benefits as well as some learning's from establishing multiple governance initiatives.

Establish a Comprehensive Process Governance Framework, ThoughtRock (Video)

What organizational structures that need to be put in place, the roles that need to be assigned, responsibilities and accountabilities for each role and the council to be established in order to operate and govern IT processes within an organization. Which Process and Governance Roles do I have to define? What is each role Accountable and Responsible for? How do these Roles interact? How are process integration and escalation issues managed? How is continuous communication channels established between processes?

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Assess or Get Lost, itSMF Canada National Newsletter (News article)

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.

Requestable Offering vs. Service Offering (News article)

What is the difference between a Requestable Offering and a Service Offering and why is it important to distinguish between the two?

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

Many studies have been performed, books written, and projects analyzed to identify the reasons for both project success and project failure. The number one contributor to success is Executive and Management Sponsorship and conversely, the lack of this factor is the main contributor to project failure.

IT Cost Models and IT Charge back Considerations (PowerPoint)

The goal of Financial Management for IT Services is to provide a cost effective stewardship of the IT assets and financial resources used in providing IT services.

IT and Business Value Creation (PowerPoint)

IT organizations have the desire to achieve a higher degree of partnership and alignment with the business which is driving the adoption of IT Transformation. Businesses today are counting on their IT organizations to transform IT service delivery and organizations that master the management of the full life cycle of IT services to deliver tangible business benefits.

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?