



Doug is a recognized industry thought leader who is equally adept in interactions from senior leadership to day-to-day practitioners. His attention to detail, industry knowledge, emotional intelligence, and the ability to “see the big picture” and make it actionable has resulted in a track record of success in transforming IT organizations into valued business partners.

Doug holds numerous industry certifications in disciplines ranging from ITIL®, COBIT®, Lean IT, KCS™, DevOps, VeriSM™, and Organizational Change Management. Doug was also recognized as an “IT Industry Legend” by Cherwell Software in 2016.

Doug is an author, blogger, and frequent speaker and contributor at local industry group meetings, webinars, and national conventions. Doug is a member and former president of itSMF USA, a member of HDI, a contributing author to VeriSM™, and a co-author of the VeriSM™ Pocket Guide.

Certifications

- ITIL® Expert
- ISO/IEC 20000 Consultant/Manager
- ITIL Intermediate Certifications (CSI, OSA, RCV, PPO, SOA)
- ITIL Practitioner
- KCS™ V6 Principles
- Understanding SFIA®
- HDI® Support Center Manager
- HDI® Support Center Analyst
- COBIT 5® Foundation
- Organizational Change Management Foundation
- Lean IT Foundation
- Lean IT Kaizen
- DevOps Fundamentals
- VeriSM™ Foundation

Skills and Expertise

Strategy and Planning, Business Case Development, Communication Planning, Process Design and Improvement, Process Assessments, Service Identification and Definition, Service Catalog Development, Process Owner Coaching and Mentoring, Business Simulations

Certified Trainer: ITIL Foundation, ITIL Practitioner, DASA DevOps Fundamentals, Lean IT Foundation, HDI Support Center Analyst / Manager, HDI KCS V6 Principles, VeriSM Foundation

Representative Experience

Public School Corporation

- Conducted assessment of Service Desk operations; found that the Service Desk had inadequate tools and lacked sufficient enablement.
- Developed RfP and associated provider evaluation criteria for outsourcing the Service Desk to a managed service provider.
- Assisted CIO in negotiating over a 50% cost reduction (approximately \$1.6 million) from selected provider’s original bid.

Representative
Experience
(continued)Mortgage Banking Industry

- Conducted ITSM/Business Simulation workshops which raised awareness of ITSM concepts and the positive impact of good process design and teamwork.
- Conducted ITSM process assessment, which led to the development of a 3-year ITSM roadmap and ITSM Plan.
- Designed and drove implementation of Incident Management process and optimized Service Desk function, resulting in higher customer satisfaction and resolution of internal and regulatory audit findings.
- On-boarding time for new service desk agents improved from 6 weeks to 4 days.
- Designed and drove implementation of improvements to Change Management process, establishing RfC evaluation and risk assessment criteria, along with standardized approach to change approval. Change implementation success rate improved to over 98%.

Insurance Industry

- Performed process assessment of Change Management, Incident Management, Supplier Management, and Request Fulfillment processes leading to development of ITSM roadmap and implementation plan.
- Identified cost avoidance of over \$1.2 million from implementation of good ITSM processes.
- Conducted ITSM awareness and design workshops to facilitate organizational change, as well as delivered on-site ITIL Foundation training.

Transportation Industry

- Designed and developed implementation plans and documentation for Incident Management, Change Management, Knowledge Management, and Problem Management processes.
- Developed governance methodology for the on-going oversight of the ITSM environment.
- Identified redundancy and waste between the Change Management and Release Management processes; developed notional Release and Deployment design plan.

Media Industry

- Conducted process assessments of Incident Management, Problem Management, and Event Management processes.
- Developed and delivered assessment findings and recommendations to IT leadership team, including improvement implementation plan.
- Identified waste and overlaps in technology, roles, and ineffective process design; identified cost avoidance of over \$2.5 million.

Representative
Experience
(continued)Medical Device Manufacturing Industry

- Led development of first IT Service Catalog along with Service Level and Operational Level Agreements for the regional headquarters of an international medical device manufacturing corporation.
- Orchestrated harmonization of ITSM processes across four global data centers to enable division-wide IT service provision, eliminate parallel work, and mitigate risk.

Industry
Affiliations

Member, itSMF USA
Member, USA Board of Directors 2010-2013; 2016-2017

Member, HDI
Member, HDI Strategic Advisory Board, 2013-2015

Recent
publications and
presentations

"ITSM Implementation in 4 (apparently) Difficult Steps" Guest blog for ITChronicles.com (2017).

"Has your ITSM Implementation hit a Glass Ceiling?" Guest blog for ITSM.tools (2017).

"The Seven Deadly Sins of Change Management" Guest blog for SysAid (2017).

"The Rescue for your Change Management Process" Guest blog for InternationalBestPractice.com (2017).

"The Curse of the IT Drive Thru Window", BrightTalk webinar (2017).

"5 Ways to Introduce DevOps to your ITSM World", BrightTalk webinar (2017).

My Blog: www.tedder-consulting.com/blog

Website

www.tedder-consulting.com