Trainer Profile

ILX

TONY GANNON

Tony began his IT career in 1985 upon leaving HM Forces and has been active in the Service Management industry ever since. With over 20 years' experience, he has helped many organisations to implement, better understand, or improve their Service Management capability, and fully understands the sometimes painful and culturally challenging process of dealing with the hype and reality when implementing a professional Service Management practice. Renowned for his pragmatic approach to interpreting Best Practice guidance, he is adept at developing workable solutions that offer tangible business value and achieve the required organisational and cultural change.

A published author, Tony has contributed to Service Management publications and written white papers on Service Management. In addition, he is a regular at Service Management events and a former itSMF Northern Regional Chair.

KEY SKILLS & ATTRIBUTES

- Extensive understanding of the Service Management Framework based around ITIL® & ISO 20,000 disciplines and practices
- An experienced and independent service management consultant and ITIL lecturer
- A proven track record of managing successful managed services operations
- A well known and established member of the IT Service Management community
- Experience of line management and professional development support teams across a diverse skill set and geographical distribution.
- Several years practical experience of providing strategic assistance to organisations considering implementing IT Service Management best practices
- Practical experience of developing Service Portfolio & Service Catalogue strategies & framework solutions
- A proven track record of business development, account management and strategic sales support gained from the successful management of several key business relationships
- Certified ISO/IEC 20000 consultant and internal auditor
- Excellent interpersonal and relationship management skills
- Extensive understanding of how to pragmatically adopt ITSM Best Practices
- Practical experience of managing both supplier and customer sides of Managed Services Operations

- Experience of mapping to compliance frameworks (ITIL - SOX, COBIT)
- Several years experience of delivering the full spectrum of formal and informal ITSM education courses
- Good understanding of project & programme management practices and disciplines
- An experienced facilitator
- Several years experience of managing teams, performance management and personnel professional development.

PROFESSIONAL ACCREDITATION / MEMBERSHIP

- MISM – Member of The Institute of Service Management
- MBCS – Member of the British Computer Society
- The BCS Foundation Certificate in PRINCE2®
- The BCS Managers Certificate in IT Service Mgt
- BCS, The Chartered institute for IT lead lecturer
- BCS, The Chartered institute for IT examiner
- Certified ISO 20,000 Consultant & internal auditor

RECENT CLIENTS

- CEVA Logistics
- Sultan of Omans Armed Forces
- Riyam Computers