

Consultant Profiles

International Learning Xchange



Who?

Tony Gannon



A commercially aware, enthusiastic and very experienced independent management consultant with over 15 years experience of helping organisations how to better understand, or implement, operational effectiveness and efficiencies based around the IT Infrastructure Library® (ITIL®) framework and the ISO/IEC 20,000 Service Management Standard.

Tony is a well known member of the IT Service Management community and has consulted to a variety of industry sectors all over the world.

Chartered MBCS, MISM

Key Skills & Attributes

- o 10 years practical experience of providing strategic assistance to organisations considering implementing IT Service Management best practices
- o A proven track record of achievement in development, account management and strategic sales support
- o Certified ISO/IEC 20000 Consultant and Internal Auditor
- o Extensive understanding of ITSM Best Practices operational frameworks
- o Experience of mapping to compliance frameworks (ITIL - SOX, COBIT)
- o Experience of managing on both sides of Managed Services Operations
- o Several years experience of delivering the full spectrum of formal and informal ITSM education courses
- o Good understanding of Project & Programme Management practices and Disciplines
- o An experienced Facilitator
- o Recent experience of managing a Service Management Consultancy & Education Practice
- o Several years experience of managing teams, performance management and personnel professional development
- o Excellent interpersonal and relationship management skills

Experience

- o A very broad based and diverse ICT background beginning in the world of military communications and moving to traditional IT operational roles, provides a solid foundation to support the management experience which has in the past 20 years focused entirely in and around the Service Management Industry
- o Contributing author of ITIL Publications such as Planning to Implement IT Service Management and a member of the team that were responsible for writing the ITIL elements of the Microsoft Operational Framework
- o Very strong people skills, well versed in designing, implementing and managing Best Practice Service initiatives and improvement projects
- o A proven track record of achievement in mentoring and motivating teams and individuals to embrace best practice and support this with a fundamental understanding of how to embed cultural change into an organisation.
- o A well known and active member of the ITSM community, having written a number of papers and articles for publications such as Service Talk, a regular speaker in forums, and a former chair of the Northern Regional IT Service Management Managed Services Operations Forum (itSMF)

RECENT CLIENTS

Greater Manchester Fire & Rescue Service
Rolls Royce
Thomson Financial
WA Atkins Global IS
BT Solutions (BTNI)
Airwave
Norfolk Constabulary
Civica

PROFESSIONAL ACCREDITATION

- o MISM - Member of The Institute of Service Management
- o MBCS - Member of the British Computer Society
- o ISEB Foundation Certificate in PRINCE2®
- o ISEB Managers Certificate in IT Service Mgt
- o ISEB Lead Lecturer
- o ISEB Examiner
- o Certified ISO 20,000 consultant & internal auditor

CONTACT

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