



A respected industry leader, Doug excels in navigating interactions across all levels, from senior executives to frontline practitioners. His true passion lies in empowering effective IT teams to achieve exceptional results. His meticulous approach, coupled with deep industry expertise and a keen understanding of human dynamics, allows him to translate strategic vision into actionable plans, demonstrably transforming IT departments into indispensable business partners.

Doug is a prolific author, blogger, and a sought-after speaker. He actively engages with the IT community, participating in local industry meetings, webinars, and national conferences.

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## Certifications

- ITIL®4 Managing Professional
- ITIL 4 Strategic Leader
- ITIL 4 Intermediate Certifications (HVIT, DITS, DSV, CDS, DPI, PIC\*)
- ITIL 4 Foundation
- ISO/IEC 20000 Consultant/Manager
- XLA Framework Master
- Value Stream Mapping Fundamentals
- KCS<sup>SM</sup> V6 Principles
- HDI® Support Center Director/Manager/Analyst
- COBIT 5® Foundation
- Organizational Change Management Foundation
- Lean IT Foundation
- Lean IT Kaizen Lead
- DevOps Foundation (DOI)
- VeriSM™ Foundation
- Certified Agile Service Manager®
- SIAM™ Foundation
- ITXM Foundation
- Humanising IT™ Foundation

\*in progress

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## Skills and Expertise

· Business Case Development · Communication Planning · Continual Improvement · Effective Measures and Reporting · Empathy Mapping · IT Governance · Journey Mapping · Organizational Change Management · Kanban · Negotiation · Process Design and Improvement · Process Owner Coaching and Mentoring · Risk Analysis and Mitigation · Roadmaps · Service Identification and Definition · Service Catalog and Portfolio Development · Service Management Process Assessments · Service Management Strategy and Planning · Training · Value Stream Mapping

Certified Trainer: Humanising IT, ITIL 4 Foundation, HDI Support Center Director / Manager / Analyst

### Disclaimers:

CMMI is a trademark of Carnegie Mellon University

COBIT is a trademark of ISACA

HDI is a trademark of Informa PLC

Humanising IT is a trademark of HIT Global

KCS is a registered service mark of The Consortium for Service Innovation

SFIA is a trademark of SFIA Foundation

SIAM is a trademark of EXIN

VeriSM is a trademark of IFDC

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Representative  
Experience

Technology Service Provider

- Developed and documented policies for overall ITSM and selected processes (change, deployment, incident, problem, release)
- Provided guidance and coaching to the client's process owners to develop procedures and define reporting and measures to ensure that ITSM processes achieve objectives
- Developed and delivered tools and templates to enable process owners to evaluate risks and impact of proposed ITSM actions. Defined and delivered procedures to conduct post action reviews to identify improvement opportunities.

Manufacturing

- Conducted assessment of Service Desk operations; found that the Service Desk had inadequate tools, poorly defined processes, and an insufficient structure.
- Developed and delivered improvement workshops consisting of both IT and non-IT participants to identify and define improvements. Utilized an agile approach to implement improvements.
- Improved information capture accuracy by 65%, reduced ticket backlog by 95%, reduced resolution times by 50%, and improved staff morale.

Public School Corporation

- Conducted assessment of Service Desk operations; found that the Service Desk had inadequate tools, was chronically understaffed, and lacked sufficient enablement.
- Developed RfP and associated 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.

Mortgage Banking Industry

- Delivered ITSM/Business Simulation workshops which raised awareness and the positive impact of good of ITSM
- Conducted ITSM process assessment, which led to the development of a 3-year ITSM roadmap and ITSM Plan.
- Designed and drove improvements to 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, despite no formal approach to Knowledge Management
- Designed and drove implementation of improvements to Change Management process resulting in change implementation success rate of over 98%.

Insurance Industry

- Performed assessments 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 resulting 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.

Representative Experience (continued)

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 process design; identified cost avoidance of over \$2.5 million.

Industry Affiliations

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- Member, HDI
    - Member, HDI Strategic Advisory Board, 2013-2015; 2021-2022
  - Member, itSMF USA
    - Member, Board of Directors 2010-2013; President 2012; 2016-2017
    - Various international itSMF committees
  - Member, SIM 2020-2022

Industry Contributions

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- Contributing Author: “VeriSM™: A Service Management Approach for the Digital Age”; “VeriSM: Unwrapped and Applied”
  - Co-Author: VeriSM Pocket Guide
  - Co-Developer: The priSM Institute, a continuing professional development program from itSMF USA
  - My Blog: [www.tedder-consulting.com/blog](http://www.tedder-consulting.com/blog)
  - Contributor: Atomicwork, Axelos, Cherwell (now Ivanti), EasyVista, HDI, Happy Signals, Institute for Digital Transformation, Info-Tech Research Group, Invgate, ITSM.tools, SolarWinds, SymphonyAI, SysAid, Tech Beacon, TechTarget, TopDesk
  - Numerous webinars and conferences including BrightTalk, HDI, ITSM Crowd, itSMF UK, itSMF USA Fusion, Service Management World, SolarWinds THWACK Camp, Support World Live

Industry Recognitions

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- “IT Industry Legend”, awarded by Cherwell Software, 2016.
  - Top 25 Thought Leaders in Technical and Service Management, awarded by HDI, 2018, 2020, 2023

Website

[www.tedder-consulting.com](http://www.tedder-consulting.com)