

Curriculum Vitae



Name: Vernon Lloyd FISM
Position: International Client Director

Professional Summary:



Vernon is a professionally qualified and highly experienced leader with 40 years experience in the IT industry. Vernon is a recognised authority on IT Service Management (ITSM). Vernon has delivered consultancy and training to many organisations in most industry sectors and in many countries. His consultancy engagements include many assessments and designing the ITSM implementation route map for several organisations. He has spoken at many major conferences, in Europe, North America, South America, Australasia and the Far East on Service Management.

He attended and helped deliver the first public accredited ITIL course in 1991/92 and delivered his first ITIL Manager's course in 1992. He delivered the first ITIL Foundation course in the UK in 1995.

He was in the first group in the world to pass the V3 ITIL Manager's Bridge leading to ITIL Expert and delivered the first V3 Manager's Bridge course. He has subsequently delivered all ITIL V3 courses as well as delivered consultancy based on ITIL V3.

He is an author of many books on IT Service Management including several ITIL books including Service Delivery, Service Support and Planning to Implement Service Management from the second version of ITIL. Vernon was also selected to sit on the ITIL Advisory Group to help design the updated structure of the revised version of ITIL and subsequently selected as lead author of the ITIL Lifecycle book Service Design from the current version. He is also authoring updates to the current Continual Service Improvement ITIL publication.

He sits on the senior examination panel of the APM Group and previously was on the strategic advisory board of the Information Systems Examination Board (ISEB) for over 10 years. He is Immediate past President of the Institute of IT Service Management and is a Fellow of the Institute of IT Service Management. He is a Director of the UK itSMF and in 2004 was awarded the Prestigious



'Paul Rappaport' Life Time Achievement Award. In 2010 he was also made lifetime Vice President of the itSMF.

During his 20 years with Fox IT Vernon has worked on a wide variety of assignment and is currently responsible for developing the delivery capabilities of Fox IT's national and international partners. He is also head of Fox IT's IP Strategy & Development.

Professional Qualifications:

ITIL V3 Expert (passed all Capability, Lifecycle, Managing Across The Lifecycle and The Manager's Bridge)

ISEB Manager's Certificate in IT Service Management

Fellow of the Institute of Service Management

Microsoft Operations Framework (MOF) accredited trainer

Six Sigma Foundation Trained

ISO/IEC 20000 Qualified Consultant

COBIT Foundation qualified

Qualified to deliver all ITIL training courses, ISO/IEC 200000 courses and COBIT Foundation

Summary of Key Assignments:

The following are examples of assignments undertaken in the past 5 years

Overview:

Project Manager ITIL update Service Delivery & Planning to Implement Service Management for OGC

Key Responsibilities & Deliverables:

- Organised & co-ordinated authors, 2nd authors and QA team
- Lead author of many chapters
- Chaired and coordinated all meetings
- Authored areas of Service Support book to ensure consistency with other publications
- Assessed and implemented international QA comments

Overview:

Managed the creation of a complete new set of training courseware for ITIL V3 courses to ensure all courses were available from the launch date of the examinations.



Key Responsibilities & Deliverables:

- Worked with an internal team to ensure all deliverables
- Looked at key milestones
- Reviewed and created material
- Discussed the delivery methods on courses

Overview:

Carried out a review of an organization's processes for support and delivery of services based on experience and ITIL V3. The organization had three key outsourced suppliers and the main task was to see how working together could be improved and documented.

Key Responsibilities & Deliverables:

- Interviewed staff from the outsourced organizations
- Looked at current processes
- Delivered recommendations for improvements to the processes

Overview:

Acted as mentor for an organization in achieving ISO/IEC 20000 certification.

Key Responsibilities & Deliverables:

- Looked at and discussed scoping statement
- Looked at deliverables
- Looked at key milestones
- Discussed project plans with all key stakeholders
- Delivered recommendations

Overview:

At a large overseas Government department verified and validated major multi million IITSM implementation project based on ITIL best practice

Key Responsibilities & Deliverables:

- Looked at deliverables
- Looked at key milestones
- Discussed project plans with all key stakeholders
- Delivered recommendations



Overview:

Managed major training programs for several customers

Key Responsibilities & Deliverables:

- Discussed appropriate delivery model with customers
- Conducted training needs analysis
- Delivered the pilot courses
- Handover to other consultants
- Monitor performance and customer satisfaction of training on an on-going basis

Overview:

Set up delivery model and business model for international partners in several countries

Key Responsibilities & Deliverables:

- Worked with the business development director to develop ITSM business models for partners
- Worked with local consultants to ensure quality and consistency of delivery
- Performed skills transfer and accredited consultants when their capabilities matched the Fox IT requirement

Overview:

Delivery Manager for full IT Service Management assessment in leading Insurance Company

Key Responsibilities & Deliverables:

- Define terms of reference and plans for assessment
- Oversee the assessment and manage the team of 6 consultants involved
- Monitor the approach and work with customer to ensure compliance
- Present high level overviews to senior management team

Overview:

Performed role as mentor for large outsourcing organisation

Key Responsibilities & Deliverables:

- Attended regular senior management meetings to design and recommend changes to their delivery model
- Helped design the new ITSM implementation model for outsourcer's new customers



- Oversaw the major training program for customer staff Liaise with main program sponsors on scope and business drivers to be addressed
- Support the project manager in the development of the plans and the ongoing management of the project

Overview:

Conducted ITSM full assessment for Assurance Company

Key Responsibilities & Deliverables:

- Conducted a full assessment on the quality of current service delivery
- Interviewed customers of IT services as well as service providers
- Presented finding with recommendations for improvement to senior management team

Overview:

Conducted ITSM assessment of Securities Company in Japan

Key Responsibilities & Deliverables:

- Conducted an assessment on the quality of current service delivery
- Interviewed key members of the service delivery team
- Produced report outlining the strategy for service improvement with specific recommendations outlining short, medium and longer term measures

Employment History:

Current Employer:	Fox IT	Duration:	April 1990 – to date	Job Title:	Service Management Consultant / Client Director
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Key Responsibilities:

- Member of Fox IT's Executive Management Board
- Development and maintenance of operational capabilities of all Fox IT partners especially overseas partners
- Accountable for Skills business line within Fox IT
- Provision of Service Management consultancy to a wide range of customers across all market sectors.
- Provision and development of ITIL based Service Management training including Foundation, Practitioner & Manager's courses.
- Develop and improve Fox IT's service and product offerings.

Previous Employer:	Somerset Computer Consultancy	Duration:	1980 to April 1990	Job Title:	IT Consultant
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Key Responsibilities:

- Undertook a large number of assignments in mainland Europe (4 years), Middle East (3 years in Abu Dhabi), Australia (10 months) and the UK.
- The assignments included setting up operations sections, project managing data centre moves, managing large operations teams

Previous Employers:	University of Bath; London & Manchester assurance Company; John Heathcoat & Co Ltd	Duration:	1970-1980	Job Title:	Shift/Operations Manager
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Key Positions Held:

- Managed a shift of operators in a large data centre
- Produced new operations procedures
- Designed new shift structures
- Defined new change procedures