

# Christopher Warwick

## ICT Business Management Specialist

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Christopher is a dynamic and self motivated ITIL specialist with over 20 years of field experience in IT Service and Enterprise Management.

Starting his career in one of Europe's largest data centres, Christopher gained the analytical and problem solving skills crucial to ensuring the effective and efficient operation of a large mainframe and distributed environment.

After 10 years in the outsourcing industry, he moved into Information & Communication Technology (ICT) monitoring and management. Christopher initially specialised in Infrastructure Management (including Availability Management, Problem Management, Capacity Management, Scheduling and Security Administration) before focusing on ICT Service Management. It was here Christopher was formally trained in:-

- Business and technical requirements analysis
- Solution architecture and design
- Transition management
- Program and Project management
- Business Process Mapping
- Policy and Process creation and delivery
- Workshop design and delivery
- Professional presentation and tutoring

Christopher has both lead and worked within teams across many different industry sectors (manufacturing, finance, logistics, telecommunications, utilities, etc.) in many different countries (UK, Eire, Europe, Israel, South Africa, Dubai and America) including many major SME and Blue Chip companies.

His high standard of integrity and personal behaviour combined with his extensive experience enable him to work effectively with both senior executives and technical support alike. His ability to focus on strong business alignment together with quality implementation and ongoing operational support, ensure that the strategies and solutions Christopher develops will deliver the business benefits required

Christopher has also created his own company (Pyxidia Solutions Limited) so that he can use his training and experience to create and deliver education and mentoring programs to ensure that businesses are better able to understand not only what it is they require, but also to successfully manage their own solutions, implementations and operations. Ultimately this will ensure their long term ICT Business Management/Service Management success.

### **Professional Qualifications**

ISEB Service Managers Certificate (*with distinction in Service Support*)  
ISEB Service Managers 1<sup>st</sup> Lecturer Accreditation

## **Previous Employment**

- 1997-2005 BMC Software Limited – IT Solutions Architect
- 1995-1997 Boole & Babbage Europe – Enterprise Architect
- 1994-1995 StorageTek – Software Support Representative (SSR)
- 1985-1994 AT&T Istel – Senior Systems Administrator

## **Presentations and Publications**

- ITSMF conference 2005 - ‘What is the way to Nirvana’ and confirmed speaker for November 06
- UKCMG 2003 – ITIL Best Practices
- BMC Software/Remedy 2000-2003 – Service Assurance & Application/Service Mapping
- ITIL Service Delivery & Support Model (pure and simple)
- The ITIL Service Management process creation model
- The IT Service Management Maturity Assessment model

Further information available @ [www.pyxidia-solutions.co.uk](http://www.pyxidia-solutions.co.uk)

Christopher has developed an approach to IT Service Management that he not only believes but has demonstrated will deliver true IT and Business alignment. Aligned to ITIL best practices it considers People, Process & Product at all levels of development, implementation and operation.

Furthermore he is able to provide services (and has done so on many occasions) in all of the phases within his approach.

A summary of his approach is listed below:

### **Strategy:**

*including:*

### **Identifying our requirements.**

*education (ITSM awareness possibilities, best practice), business & operational process mapping, current capability and maturity assessments, customer satisfaction analysis, business justification workshops, policy definition.*

### **Planning:**

*including:*

### **Defining how we will achieve our requirements.**

*program and project awareness, continuous service improvement program (CSIP) definition, key performance indicator (KPI) and quality measurement definition, solution architecture design.*

### **Implementation:**

*including:*

### **Delivery of our requirements.**

*roles and responsibilities definition, process definition, quality standards definition, program/project management mentoring, testing design and delivery, education/training design and delivery.*

### **Operation:**

*including:*

### **Realising the business benefits.**

*interim process management, process management mentoring, policy and process awareness education, KPI measurement.*

### **Review:**

*including:*

### **Improving the quality.**

*current capability and maturity assessments, KPI analysis, CSIP management workshops, customer satisfaction campaigns, statistical analysis mentoring.*

### **Key engagements undertaken include:**

**O2 Ireland – Eire (2006):** Having created a user manual to support their Remedy implementation, O2 were still experiencing inconsistencies in the use of the product. Christopher was invited to develop a training course that would address these issues. After reviewing each of the product solution areas concerned, Christopher created a course which included presentations, supporting documentation and practicals. After delivering a pilot course, two full courses, and receiving excellent reviews he was asked to produce a web based version of the course for all new starters.

**FoxIT – UK & Europe (2005/2006):** Working as an associate Christopher delivered ISEB accredited ITIL foundation and managers education throughout UK and Europe for both public and private clients including (KPMG, BT, M&G, UBS, Alfa Laval, etc.)

**UBS – UK (2005/2006):** UBS's original requirement was for an assessment of the changes required and potential benefits of moving their CMDB development from Remedy v5.6 to V6. After successfully delivering the report, an additional assignment was awarded to help design an effective 'data model' for use within Remedy.

**Caudwell Communications – UK (2005):** This engagement included a comprehensive 'current capabilities assessment' of their IT Service Management operation (including both the business and IT), delivery of a document containing conclusions and recommendations for a 'Continual Service Improvement Program' and the redesign and implementation of a change management process.

**South African Telkom – Johannesburg SA (2003):** SA Telkom had reached a point where their ITSM project had failed to deliver its expected benefits, and the implementation of the ITSM automation tools had consistently failed to be accepted into production, and now, exceeded their agreed implementation time scales. Christopher was able to bring all areas together (from CEO to developer) and identify/analyse the failings in planning, testing, implementation, communication and politics and then produce a report and plan to correct the situation. Christopher was also then involved in its successful delivery.

**LogicaCMG – UK (2002-2004):** Logica's outsourcing business was rapidly expanding (22% annually) and their current method of operation could no longer support their speed of growth from both a resource and cost perspective. Christopher was engaged to perform a comprehensive Current Capabilities Assessment (CCA) against ITIL best practice and deliver a report that would allow them to grow at the required rate whilst still achieving greater efficiency. After the report was produced and accepted by their senior management, Christopher was strategically involved in the architecture and delivery of a program that significantly improved their ability to monitor and report on their ever growing IT environment, as well as to simplify their ability to deliver service support through integration of their service desk environment.

### **Other engagements include:**

**1998** – Abbey National, CICS, TNT.

**1999** – Mirror Group

**2000** – Marks & Spenser, Siemens, Igroup.

**2001** – AIB, Powergen, Compaq, Dell, Global Crossing, KPMG, Emirates/Mercator (Dubai), Morse, Scottish Widdows, Wolf (Eire).

**2002** – LogicaCMG, Capita, Legal & General.

**2003** – Eircom, Link, SA Telcom (South Africa).

**2004** – Service Management Best Practices development and education delivery for BMC Software.