



Ian Whyte is an enthusiastic, professional IT Service Management consultant and lecturer. He is one of the world's leading authorities in ISO/IEC 20000 and ITIL Service Management, and has delivered training and consultancy in the UK, Europe, North and South America, Africa, India and Asia.

- He has a wealth of knowledge and experience gained from many industry sectors and has been involved in IT outsourcing from both sides. He is comfortable working at all levels in an organisation.
- Ian has extensive practical managerial experience in IT Service Management, having been responsible for running UK-wide IT networks and the field services involved in supporting them.
- His particular expertise is in implementing and auditing ITIL and ISO/IEC 20000 IT Service Management processes covering entire IT infrastructures as used by the largest organisations to small departments in both public and private sectors throughout the world.
- Ian is also qualified as an accredited EFQM assessor.
- He is fully accredited by ISEB and itSMF to deliver ITIL V2 and V3 and ISO/IEC 20000 training courses at all levels. By the end of the worldwide roll-out of ISO 20000 training on behalf of itSMF, Ian had trained over 70% of the world's service management auditors and consultants.
- As well as his lecturing and consultancy activities, Ian was Vice Chair of the itSMF BS15000 Certification Committee and continues to serve on several influential related committees including as an examiner for ISEB and itSMF.
- He is qualified at the highest levels in ITIL V2 and V3 and ISO/IEC 20000, a Chartered IT Professional, Fellow of the British Computer Society and a Fellow of the Institute of Service Management
- Ian is also a popular speaker at industry seminars and conferences and an author, contributor and reviewer of related articles and publications.