



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, Middle East, 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 APMG (previously itSMF) to deliver ITIL® 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 ISO 20000 Certification Committee and continues to serve on several influential related committees.
- 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 Prism 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.