

Service management: what standards can do for business – the example of FitSM SPEAKERS

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Dr Thomas Schaaf received the Diploma (M.Sc.) degree and the Ph.D. in Computer Science from the Ludwig-Maximilians-Universität (LMU) Munich in 2009. He is a senior researcher at the LMU and holds various advanced certifications as an instructor, consultant and auditor for IT Service Management according to ITIL and ISO/IEC 20000 as well as for Information Security Management according to ISO/IEC 27000 and is one of the main authors of the FitSM service management standard and certification scheme. As a member of the MNM team, he has authored or co-authored several publications on topics related to IT Service Management. Currently, Thomas Schaaf is the project director for the FP7 coordination and support action "Implementing service management in federated e-Infrastructures" (FedSM) funded by the European Commission. He also works as a consultant and auditor in the areas of IT Service Management and Information Security Management. He has got a university teaching assignment and gives an annual master lecture on IT management at the LMU.



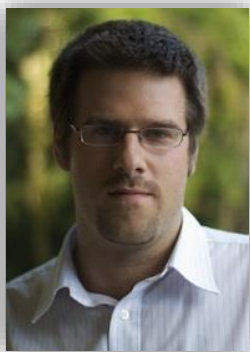
Dr Michael Brenner, IT Service Management Coordinator, Leibniz-Rechenzentrum München



Dr Michael Brenner received the Diploma (M.Sc.) degree and the Ph.D. degree in Computer Science from the Ludwig-Maximilians-Universität, Munich, Germany, where he worked as a research associate until 2007. As a member of the MNM team, he has authored or co-authored various publications on topics related to IT Service Management. Currently, he leads the IT Service Management working group at the Leibniz Supercomputing Center of the Bavarian Academy of Sciences and Humanities. Dr Brenner is an active instructor for various IT Service frameworks (ITIL, MOF, ISO/IEC 20000) and holds several advanced certifications in this field. He is involved in various ways in the current development of training and personnel certification schemes for ISO/IEC 20000 (IT Service Management) and ISO/IEC 27000 (Information Security Management) and is the co-author of the FitSM service management standard and certification scheme.



Owen Appleton, Managing Director, Emergence Tech Limited



Owen Appleton is managing director of Emergence Tech Limited, a UK management consultancy focussing on the research sector. He holds a BSc. in Biochemistry and an MSc. in Science Communication from Imperial College, London. He has been involved in the e-Infrastructure domain since 2003, starting as a Fellow at CERN and participating in numerous European projects in support of research. He is co-author of the FitSM service management standard and certification scheme, and provides consultancy on service management to universities, research and commercial organisations.



Sy Holsinger, Senior Strategy and Policy Officer, EGI.eu



Sy Holsinger is currently a Senior Policy and Strategy Officer at EGI.eu working on sustainability planning, business model development, market analysis and IT service management implementation. Sy studied Business Communications and Management in the U.S. focusing on project and financial management, business development, marketing and communication messaging. He has been involved in several EU-funded projects covering both management and support roles such as leading the commercial activities in the series of EGEE projects. His previous experiences include the U.S. Air Force and Teaching.

