



Ron Palmer

Speaker—Author—Educator—Consultant—Futurist—Entrepreneur

“What matters today is human intelligence, knowledge, and creativity”

— Attributed to Richard Florida



Ron Palmer

Author:

IT Service Management Foundations: ITIL® Study Guide

Founder: Gulf Stream Press publishing company

Co-developed University of Dallas graduate program in IT Service Management

Member of UD ITSM Graduate Program Steering committee

Member IT Service Management Forum Academic Committee

Member of EXIN ITIL Expert Group

Member National Speakers Association

Ron Palmer’s Vision and Insight... into the changing IT management picture provokes strategic discussion and provides actionable tactical direction for rapid operational improvements. As an IT strategist Ron delivers structural and organizational insight that directly enhances business alignment. By actively consulting in the trenches adjusting theory to reality and training on ITIL best practice, he develops real world solutions that tie day-to-day activities directly to IT strategy. With a vision of “enhancing the art and science of managing complexity” he engages academia in developing new and meaningful methods for delivering the Service Management promise and for educating our future workforce. The industry is moving relentlessly toward delivering IT as a service and Ron is in the forefront as a visionary and thought leader who enjoys climbing into the trenches.

PRESENTATION TOPICS

Vision of IT Service Management

Achieve competitive advantage through ‘Operational Excellence’ in IT and aligning IT to business strategy. Understand how IT activities are mapped to business strategy and how to identify activities that do not support business strategies. See how transforming IT into a services organization places strategic decision making back into the hands of the business. Hear how the different standards and frameworks provide structure for demonstrating strong IT governance, maximizing technical creativity, and delivering rock solid IT infrastructure

ITIL Business Value

Executives learn to answer the value questions. What value does ITIL bring? Where does ITIL fit with other frameworks and standards? If we adopt ITIL, how do we incorporate it into our strategic programs?

ITIL Foundations Certification Course

This course is designed to provide your staff with education first and certification second. With pass rates above 90%, students receive the certification that is important to them while the business benefits from the education they receive. Each student receives a copy of Ron’s book for quick reference and to reinforce the principles learned in class.

IT Service Management Essentials

Designed for managers. Provides Foundations training without certification and adds introduction of other frameworks and standards. Facilitates strategic and tactical interdepartmental communications.

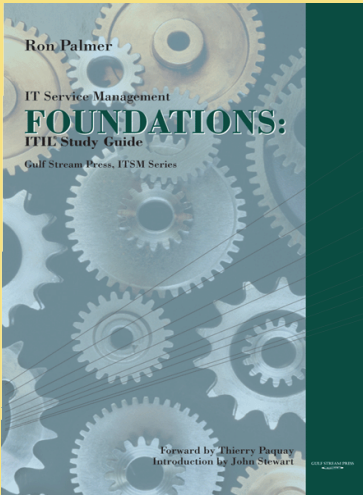
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Ron's business values and commitment to delivering value...

were formed as a youth working in family run small businesses experiencing the intricacies and unyielding realities of business. Military experience with both the US Marine Corps Reserve and the US Army provided insight into how very large organizations can utilize process and structure to achieve amazing results and how paralyzing process and structure can be when used to excess. Marine Corps experience in particular taught that will power and determination, backed by superb training and laser focus, empower small forces to overcome seemingly insurmountable obstacles.



Ron holds a BS in Business Information Systems with a Minor in Economics from Utah State University. He also studied Economics at the graduate level in an effort to better understand business fundamentals and gain insight into how people make value choices.

Ron's formal career... leverages his varied experience to form a robust, well-rounded model of how IT Enterprise organizations function. He held management responsibility for all of IT in a 16 million dollar organization, has performed as Operations Consultant for Microsoft, and Senior Engineer for Qualcomm. He has held many titles such as Owner, President, Senior Partner, Manager, Operations Consultant, Technical Account Manager, Senior Engineer (MCSE), Network Engineer, and Programmer.

Ron was introduced to 'Operational Excellence' through the Microsoft Operations Framework (MOF) while at Microsoft. He presented MOF concepts internally and to Premier Customers, was involved with MOF Essentials beta development, and was in the first group of certified MOF trainers. Ron became the third ever MOF consultant in Microsoft Premier Support where he earned his ITIL Service Managers Certification (Masters Certification.)

Ron Founded his own ITIL training and consulting company, created an EXIN accredited ITIL Foundations course, wrote and published a widely acclaimed executive introduction and ITIL study guide book. Founded in 2004, Ron's company has been profitable since its first year in operation. He is now a successful Entrepreneur selling his book all over the world, speaking to business executives, training in ITIL concepts, and consulting with Fortune 500 companies and government agencies

ITIL®

IT INFRASTRUCTURE
LIBRARY

ITSM

ISO/IEC 20000

COBIT

MOF

PROJECT
MANAGEMENT

OPERATIONAL RISK
MANAGEMENT

VALUE CHAIN
ANALYSIS

BALANCED
SCORECARD

*An investment in knowledge
always pays the best interest.*

— Benjamin Franklin

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