**Rick L. Leopoldi**



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***PROFESSIONAL SUMMARY***

A Managing Business Consultant of 40 years experience with extensive subject matter expertise in IT Services Management (ITSM) and ITIL, methods, processes, strategic technology infrastructure planning, and developing cost effective solutions to meet customer business requirements. ITIL certified V2 Service Manager and V3 Expert.



***QUALIFICATION HIGHLIGHTS***

**Subject Matter Expertise and Consulting Services Development and Delivery**

* Developed and delivered management value added consulting and strategic technology infrastructure solutions for distributed and large scale data center heterogeneous environments:
* IT Service Management (ITSM) based on ITIL best practices.
* ITIL V3 Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement.
* ITIL V2 Service Delivery and Service Support areas of Service Level, Availability, Capacity, Financial, and IT Service Continuity Management; Incident, Problem, Change, Release, Configuration Management and Service Desk
* Organizational Maturity and Transformation
* CobiT framework best practices
* Business Based Macro Level Capacity Planning
* Business Impact Assessment and Business Resumption/Disaster Recovery
* Enterprise Infrastructure Architecture and Distributed Systems Management, Application Design Reviews, Storage and Data Modeling and Migration, Data Center Consolidation, Operations Review and Managed Care Services

The above services included the business strategies and deployment plans, marketing, sales, delivery and developing the appropriate delivery guides, collateral, and training where needed.

**ITSM and ITIL Thought Leadership**

Hosting a premier ITSM website, [www.itsm.info](http://www.itsm.info), authoring books on ITSM Implementation and an HDI Focus Book on Service Level Management and Service Catalog. Publishing more than 50 articles, whitepapers, and reference papers that appear regularly in websites such as ITSMWatch, SearchCIO, TechTarget and TechRepublic, etc. Presenting on a regular basis at many national and local conferences such as itSMF, HDI, CMG, BrightTalk and GMIS. Developed a proprietary ITSM Assessment methodology that was licensed and utilized by Proctor and Gamble. Retained as an ITSM Subject Matter Expert by BMC Software, Inc. and McKool Smith, PC in connection with the patent infringement litigation between BMC and ServiceNow

**Consulting Accomplishments**

* ITIL and IT Services Management

Rick has done many ITIL and ITSM process integrations that included full assessments, architecture, design, planning, implementation and roll out and oftentimes included developing Business Cases, ROI, TCO, Governance and Cost Benefit Analysis and best practice methodologies for ITSM holistically in the areas of people, process, technology and information across the organization and integration for those ITIL process areas.

Most of the ITIL and ITSM Organizational Optimization and Business value added process integrations were performed across all or many ITIL Service Support and Delivery areas. Each successful project completed on time and within budget that met or exceeded customer requirements and expectations. Some organization examples include:

* A large international provider of travel services based in Glendale, AZ.
* Two worldwide Media and Entertainment Companies in Burbank, California
* Large health care providers in Denver, CO, Louisville, KY and Minneapolis, MN
* Major energy organizations in Houston, TX and San Diego, CA
* Large insurance providers in Northeast Ohio and Springfield, MA
* Major financial organizations in Phoenix, AZ, Denver, CO and Charlotte, NC.
* Major Biotech/Medical organization Gainesville, FL.
* Maricopa County, AZ and the State of AZ
* Multiple branches of California government agencies
* A global communication technology vendor organization in Sunnyvale, CA

Rick has acted as an ITSM regional business practice leader for a major vendor consulting organization and world wide business practice leader for another. These positions included developing; selling, closing, and delivering value add services. Also co-shared world wide ITIL/ITSM knowledge community leadership for another major vendor. Rick has worked with technologies such as Service Desk, Remedy, NewScale, Tivoli and Maximo to help enable value added solutions.

* IT Systems Architecture Planning

Developed and delivered an IT infrastructure tactical and strategic, enterprise wide, multi-platform solution based on business requirements for a major European communication technology government organization, a large U.S. Insurance company, and a large U.S. financial institution affiliated with the Federal Government. This included business and IT infrastructure process and requirements analysis developing the transition plans to implement them.

* Business Based Capacity Planning Methodology

Performed an analysis of business requirements, drivers and I/T resource consumption across multiple platforms and developed a macro level capacity planning methodology using natural business forecast units for a major U.S. retail and manufacturing company.

* Data Center Consolidation

Performed data center and server consolidation, workload planning, migration, and implementation projects for various companies worldwide including a utility, energy information processing and reporting service bureau, and financial. These projects ranged in size and scope that included migrations to newer technology operating environments, storage technologies, and workload processing.

* Effective Storage Planning, Migration and Data Modeling

Performed effective storage utilization analysis, planning, and implementation for many domestic and international companies world wide that included all storage mediums, migrating data to new technology devices aligning it to appropriate storage technology.



***AREAS OF STRENGTH***

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| **TECHNICAL** | * IT Service Management * ITIL V3 Service Strategy, Design, Transition, Operation and CSI * ITIL V2 Incident, Problem, Change, Release, Configuration Service Desk, Service Level, Capacity, Performance, Business Recovery, Financial, Availability * Organization Transformation | * Enterprise Infrastructure Architecture * Technology infrastructure Assessment, Planning, and Implementation * Storage Management Methods and Planning * Capacity Planning and Performance * Operational Assessment and Managed Care Outsourcing * Data Center Consolidation * Disaster Recovery Planning |

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| **BUSINESS** | * Service Strategy and Design * Organization Maturity Change * Sales and Marketing * Business Development * Strategic Initiatives * Project Management | * Organization Transformation * Benefits Realization * Profit Improvement * Strategic Business Planning * CobiT Framework Methods |



***PROFESSIONAL EXPERIENCE***

**President – Managing Business Consultant June 2013 – Present**

RL Information Consulting LLC, Phoenix, AZ

Deliver IT Services Management (ITSM), CobiT and Organizational Transformation solutions based on ITIL best practices that focus on the people, process, technology and information perspectives of providing integrated organization wide business solutions within the IT infrastructure. This includes all aspects of ITSM best practices and methods from analysis, through architecture and design, to planning, implementation, and support.

**Senior Solution Director April 2011–May 2013**

CompuCom Inc, TX

Develop, review and ensure the appropriateness of value added solutions that focus on IT Service Management, Business Transformation and Governance based on ITIL best practices for all existing customers in the Western Region. The primary focus of IT Outsourcing/Managed Service Provisioning for holistic approach on the people, process, technology and information perspectives of providing integrated organization wide business solutions within the IT infrastructure across multiple IT Outsourcing Service Towers such as Service Desk, Deskside/Desktop, Network, Data Center/Servers, etc. Ensuring and evangelizing all aspects of ITSM/ITIL best practices and methods from analysis, through architecture and design, to planning, implementation, and support.

**Business Consultant October 2010 – April, 2011**

Hewlett Packard Corporation, CA

Deliver value added solution that focus on IT Service Management, Business Transformation and Organizational Change Management based on ITIL best practices that focus on the people, process, technology and information perspectives of providing integrated organization wide business solutions within the IT infrastructure. This includes all aspects of ITSM best practices and methods from analysis, through architecture and design, to planning, implementation, and support.

**President – Managing Business Consultant March 2009 – October 2010**

RL Information Consulting LLC, Phoenix, AZ

Deliver IT Services Management (ITSM) solutions based on ITIL best practices that focus on the people, process, technology and information perspectives of providing integrated organization wide business solutions within the IT infrastructure. This includes all aspects of ITSM best practices and methods from analysis, through architecture and design, to planning, implementation, and support.

**Vice President - Executive Technology Advisor March 2006 – March 2009**

CA Corporation, Scottsdale, AZ

* Develop, refine and maintain leadership roles in the relationships with CA management in Pre-Sales, Sales, Service Delivery, and Corporate. Provide account management, planning and provisioning of value added CA service and technology solutions
* Develop, refine, and maintain “trusted advisor” relationships with designated new and existing CA customers at an Executive CXO level for value added CA service and technology solutions that is aligned to meet their business requirements
* Develop, enhance, and maintain proactive leadership role of proficiency in leveraging and understanding business specific knowledge relative to a assigned vertical line of business
* Provide thought leadership level of proficiency in specific CA technologies to proactively leverage them in presenting overall value add solutions both internally and to CA customers

**Senior Consultant February 2005 – March 2006**

IBM Corporation, Phoenix, AZ

* Deliver IT Services Management (ITSM) solutions based on ITIL best practices that focused on the people, process, and technology, and information perspectives of providing business solutions within the IT infrastructure. This includes all aspects of ITSM best practices and methods from analysis, architecture and design, planning, implementation, and support.

**President – Managing Business Consultant November 2001 – February 2005**

RL Information Consulting LLC, Phoenix, AZ and FoxIT LLC, Bridgeport, PA.

* Delivered IT Services Management (ITSM) solutions based on ITIL best practices that focused on the people, process, and technology, organization and integration perspectives of providing business solutions within the IT infrastructure. This includes all aspects of ITSM best practices and methods from analysis, through architecture and design, to planning, implementation, and support. Delivered multiple ITIL certification training courses.

**Managing Business Consultant August 2000 - November 2001**

Hewlett Packard Corporation, CA

* Developed and delivered IT Services Management (ITSM) solutions based on ITIL best practices that focused on the people, process, and technology perspectives of providing business solutions within the IT infrastructure. These solutions were successfully delivered within budget and on time to several California municipalities and one of the largest international food manufacturing companies.
* Developed and delivered solutions that assess, plan, architect and design, and implement technology solutions for enterprise wide heterogeneous IT environments to meet business requirements. These solutions included Change and configuration management, service level and problem management, capacity and performance management, cost and risk management, etc.

**Senior Principal Consultant April 1989 – August 2000**

Amdahl Corporation, Sunnyvale, CA

* Developed and delivered IT Services Management (ITSM) solutions based on ITIL best practices that focused on the people, process, and technology perspectives of providing business solutions.
* Developed integrated Sales/Services, Solutions Provider Methodology for Amdahl Global Solutions core competency of Technology Infrastructure including internal methodologies and processes to support and lead internal business requirements and solutions.
* Development, Marketing, and Delivery of Enterprise Wide Compatibility Consulting and Services.

**Senior Product Specialist Nov 1988 - May 1989**

Memorex/Telex Corp, Hartford, CT

* Provided domestic and international Product Specialist marketing, consulting, and support for Automated Tape Library, Solid State Devices, and Cached DASD Subsystems. Developed, marketed, and delivered customized technology based business solutions worldwide

**I/T Technology Consultant April 1985 - Nov 1988**

Travelers Insurance, Hartford, CT

* Evaluate and recommend new technologies to satisfy business and I/T requirements.

**Senior Systems Engineer/Product Specialist May 1982 - April 1985**

Storage Technology (StorageTek), Hartford, CT

* Developed, marketed, and delivered customized technology business solutions to a domestic customer base. Specialized in the application of storage technology infrastructure solutions

**Senior Systems Programmer May 1972 - April 1982**

Various Corporations, Hartford, CT



***EDUCATION***

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| **MBA** Minor: Computer Science  University of Hartford, CT (1987) | **BS Mathematics** Minor: Data Processing  Lehman College, NY (1973) |
| **ITIL V3 Expert Certification**  IT Services Management (2011) | **ITIL V2 Service Manager Certification**  IT Services Management (2010) |
| **ITIL Foundation Certification**  IT Services Management (2004) | ***it*SMF Member, Former VP of Phoenix, AZ LIG**  IT Services Management (2001) |
| **ISACA/CobiT Member**  (2010-Present) | **ICL Open*framework***  Methodology and Practitioner Certification (1994) |
| **Project Manager (PMP)**  Certification (1992) | **DMR Macroscope**  Methodology and Benefits Realization (1998) |