

Peter Smith

Peter leads the process improvement practice at Itica

Peter is a Business and IT Process Improvement specialist with a proven track record of driving and co-ordinating a range of process improvement initiatives that deliver tangible benefits in aligning IT performance with business expectations.



Experience

Peter has had a varied career in a range of business sectors as both a consultant and line manager with operational service responsibility.

Peter is well qualified to advise on process improvement having qualifications in ITIL, Six Sigma and project management, together with practical experience gained in organisations such as GlaxoSmithKline and LogicaCMG.

Recent assignments have included:

- > Design and implementation of a completely new Global Support Model for the new company-wide intranet to support 60,000 users of Multi-National Insurance provider. The critical success factors included keeping additional cost/resource requirements to a minimum and integrating with local support models in 27 regional markets.
- > Defined and delivered a refreshed and standardised IT Support process set for Incident and Change management at a Multi-National Insurance provider in order to address operational issues, meet IT Business protection policy requirements and improve the operational effectiveness of the support team.
- > Ensured the completeness and ITILv3 compliance of a new service offering from a UK telecoms supplier in order to increase its reliability and resilience. This included Quality Assurance of the Technical Service Wrap and Service Level Agreement and, as part of the service readiness review, facilitating meetings across the technical areas on behalf of the Workstream Leader to ensure compliance with ITIL standards.

Expertise

- > **Business process improvement**
- > **ITIL**
- > **Change management**
- > **Programme management**
- > **Six Sigma**

Contact details

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