

McGarahan & Associates, Inc.

Service & Support Leadership and Value



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www.mcgarahan.com



MCGARAHAN & ASSOCIATES
Service and Support Value

Service Desk Service Improvement Roadmap

- This engagement assesses the current state of the service and support organization with the detailed approach of interviews, data, reporting and documentation review and shadowing and observation. It produces a gap analysis against industry best practices for service strategy, structure, people, processes, tools and metrics / reporting. The final presentation is delivered in the form of key findings, prioritized recommendations and a continuous improvement Roadmap.

Root Cause Analysis

- A highly productive engagement designed to find root causes of issues currently troubling an IT organization, explain them in straightforward terms, and deliver a thorough set of initiatives to solve them. Decades of experience in improving IT service and support have shown that most disconnects between any IT organization and the business it supports are typically caused by a small set of root causes. Identifying and addressing these core issues can provide dramatic improvement in quality of service to the business and in quality of experience of customers, end users, as well as IT employees.

Service Desk Tool Configuration

- Many Service Desk tools have been over-configured and customized beyond easy and inexpensive maintainability. I.T. Business Engineering uses the “keep it simple” approach to ensure configuration of your new Service Desk toolset is not over-engineered and that configuration of your existing toolset is “lean.” Lean thinking ensures the toolset configuration includes nothing more than the amount of configuration necessary to drive maximum value to the business.



Project Management

- Provide project management staff to manage one or more projects for you. This service is ideally suited for Program Management Offices that have temporary project manager needs but do not have a budget for increasing permanent headcount. We can use your project management guidelines, follow PMI PMBOK® guidelines, or use agile guidelines to work onsite directly with your project stakeholders, managers, executives and customers to understand objectives, risks, resource availabilities, priorities, dependencies, and other factors that can jeopardize a successful project implementation.

Managed services / Strategic sourcing

- Create Strategic Support Sourcing plans, options and alternatives
- Explore Sourcing options / Staff augmentation
- Vendor RFP creation & process management
- Assistance with vendor contract negotiation

Additional Services

- Tool / Solution Vendor RFP creation & process management
- HDI Training and ITIL Certification
- Customer surveying services
- Metrics / Reporting
- SLA / OLA and UC Creation





First American Financial
3 years engaged
Service strategy, CI
roadmap and Best practice
implementation



Taco Bell Corp.
2 years engaged
Service strategy, Best Practice
assessment / Gap Analysis, CI
roadmap and Best practice
implementation



Schreiber Foods
1 year engaged
Service strategy, Best Practice assessment /
Gap Analysis, CI roadmap and Best practice
implementation



Encana Oil & Gas
1 year engaged
IT Client Services Sourcing Strategy,
RFP Proposal creation and
management of RFP process, vendor
selection and contract negotiation.



Sharp Health Care
3 years engaged
ITIL best practices, education and
certification. 2011 Goals and
objectives coaching and root cause
determination with action plan.



Qualcomm
5 years engaged
Service Leadership training, service
strategy, maturity assessment and CI
roadmap with implementation
services.



Broadcom
5 years engaged
IT Client Services Sourcing Strategy,
RFP Proposal creation and
management of RFP process, vendor
selection and contract negotiation.



JP Morgan Chase
1 year engaged
ITIL best
practices,
education and
certification



About Peter McGarahan



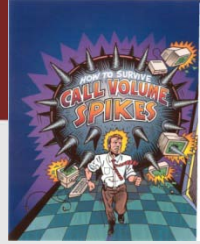
- 27 years of business / IT experience & executive leadership.
- 12 years with PepsiCo/Taco Bell IT and Business Planning.
 - Worked across all IT functions and positions.
 - Managed the Service Desk and IT Infrastructure / Operations for 4500 restaurants, 8 zone offices, field managers and Corporate office.
- 2 years as a Product Manager for Vantive CRM.
- Executive Director for HDI.
- 6 years with STI Knowledge/Help Desk 2000 (Executive Fellow).
- Founder, McGarahan & Associates (8 years).
- Retired Chairman, IT Infrastructure Management Association (2 years).





- Implemented the first campus-wide Local Area Network while building the first PC and LAN Help Desk at PepsiCo.
- Build the Help Desk 2000 Training curriculum and program to compete with HDI.
- Created the STI Knowledge Symposium event (3 years) with over 600+ support executives attending / global events in Hong Kong / Dubai.
- Published author / professional speaker reaching global audiences in person / webinars
 - He consistently scores in the top 5% of all conference speakers.
- Helped to grow STI Knowledge from \$3M to \$33 M in 6 yrs organically
 - Core business: Consulting, Training, Managed Services (outsourcing), Events & Community (membership model / Association)
- Positioned STI Knowledge in the Gartner Help Desk Outsourcing Magic Quadrants along with 7 other billion-dollar companies for two years running.
- McGarahan was editor of the well-respected support industry publication Impact.

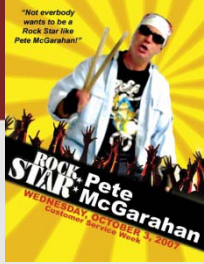




- Authored his first article, “How to Survive Call Volume Spikes” which appeared as the cover story in Customer Support Management magazine in 1999. For more of Pete’s writings, go to [articles](#), [Lessons learned](#) or new eBook entitled [“The Complete Guide to Purposeful Support Practices”](#)
- McGarahan and his support team at Taco Bell were the recipients of the 1995 HDI Team Excellence Award.
- The team was featured in Fortune magazine as well as appearing as the cover story in Software magazine in January 1996.
- Service News also named him one of the “Top 25 Professionals in the Service and Support Industry” in 1999.
- Support professionals voted McGarahan “The Legend of the Year” in 2002 and again in 2004 at the Help Desk Professionals conference for his endless energy, mentoring and coaching and his valuable contribution to the support industry and community.
- To access customer testimonials, go to [Customer Testimonials](#)
- Pete has a BA in Psychology from Loyola College in Baltimore, Maryland and an MBA in Management Information Systems from Iona College in New York. He resides in Yorba Linda, CA with his wife Melissa and two children, Connor and Kayleigh.



Community, Networking & Associations



- HDI Faculty member, Conference Track Chairman, frequent conference, webinar and Local Chapter speaker and frequent contributor to HDI Support World / HDI Blogs.
- Serves as a Business Service Management Expert for BSMReview.com, guest blogger to Agile Executive (Devops), Industry Advocate for CRM Advocate and frequent guest writer / presenter for SupportIndustry.com, RightAnswers, NTR Global, FrontRange, Citrx Online, CA, HDI, etc.
- ITIL Certified Instructor / Trainer
- Has 929 Linked-in trusted friends and colleagues.
 - Two degrees away - Friends of friends; 256,600+
 - Three degrees away - Reach these users through a friend 8,324,800+
- Existing executive relationships with Gartner / Forrester and many of the premiere IT Service Management / Support vendors in the market place.
 - Often Referred and recommended for consulting assignments
- Serves as the JOBS Committee chair for Santa Clara church in Yorba Linda.
- Maintains 3,000 industry and clients contacts / 30+ Customer testimonials.
- Clients include Schreiber Foods, Encana Oil & Gas Broadcom, Qualcomm, International Rectifier, Taco Bell (Yum Brands), BNSF, OC Courts, First American, AgFirst Farm Bank, Imperial Irrigation District, UCI Chancellors office, Sharp Health Care, BNSF, NY State Comptrollers Office, Baker- Hughes, Hoag Hospital, SC Johnson, etc.



- Brings service and support Industry-related thought leadership.
- Brings leadership experience of taking a start-up (\$3M) to a (\$33M) company that was successfully acquired.
- Brings leadership of starting a company and successfully growing it over a 7 yr. period.
- Brings leadership of impacting / influencing company culture / staff.
- Brings leadership of customer service / client relationship and establishing an ongoing success relationship based on trust, credibility and valued and relevant advice / coaching.
- Brings team leadership to effectively work within a team environment and lead the team to successfully accomplishing organizational goals and objectives.



