PETER J. MCGARAHAN

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IT SERVICE MANAGEMENT CONSULTING

PROFILE

Pete McGarahan is an accomplished, widely recognized expert in delivering service and support value to a wide variety of clients for more than 20 years. He blends his extensive knowledge of support industry trends and directions, proven best practices, and business alignment strategies to serve as both a thought leader and mentor for the support community.

A world-renowned expert and motivational speaker on support industry trends and directions, support best practices, support alignment with the business and leadership and empowerment. Pete has authored countless industry white papers, position papers and articles, as well as served as Editor of Impact, the well-respected support industry publication.

AREAS OF EXPERTISE

IT Service Management Consulting ● Business Service Management ● Conference Program Director ● Training ● Conference Program Director ● Customer Service & Support
Industry Trends and Directions ● Instructional Design ● Best Practice Processes ● Coaching and Mentoring

NOTABLE PROJECTS/EXPERIENCE – IT SERVICE MANAGEMENT, THOUGHT LEADERSHIP AND CONSULTING

- Implemented the first campus-wide Local Area Network and built the first PC and LAN Help Desk for PepsiCo in 1984.

- Won the 1995 HDI Team Excellence Award with his Taco Bell team. They were featured in Fortune magazine as well as the cover story in Software magazine in January 1996.

- Named one of the "Top 25 Professionals in the Service and Support Industry" in 1999 by Service News.

- Accountable for the end-to-end service management of Taco Bell's technology infrastructure from the corporate offices out to the 4,500 restaurants

- Instrumental in growing STI Knowledge into the global leader of Enterprise Support best practices delivered through certification, consulting and outsourcing.

- Positioned STI Knowledge in the Leadership position in the Gartner Help Desk Outsourcing Magic Quadrants along with 7 other billion-dollar companies.

- Helped to grow STI's revenue from a $3 million to $33 Million in 5 ½ year without acquisition.

- Aligned service and support organization with business goals and objectives. Re-positioned Service Desk from helpless 'infant and victim' stages to the mature Enterprise Service Desk stage to minimize business impact through problem management, resolution and elimination.

- Created the Service and Support strategy, structure and best practices roadmap for running the service desk like a business.

- Presented throughout North America, The Netherlands, Hong Kong, Singapore and India and consistently scores in the top 5% of all conference speakers.

- Skilled at speaking to all levels including senior business executives, support executives, managers and professionals as well as vendors in the support industry.

- As Director of Help Desk Marketing for the Vantive Corporation, managed the Help Desk product in terms of feature/functionality, integrations and best practice processes. Chaired the Customer Advisory Group for Vanitve Help Desk customers and designed programs that maximized the utilization, results and return on their tool investment.

- Assessed and developed the Continuous Improvement Roadmap for Best Practices for the Help Desk for over 25 companies, universities and agencies.

- Consulted to Fortune 500 companies in the targeted areas of Service Desk, Incident Management, Problem Management, Change Management and Service Level Management..

- Over the last 5 years, has built a successful reputation and satisfied client base based on his assessment and recommendations of their support operations in the areas of continuous improvement. These areas have been self-service, total cost of support, knowledge management, sourcing and staffing options and requirements around selecting new tools and mapping the best practice processes into the workflow.

NOTABLE PROJECTS/EXPERIENCE – TRAINING/INSTRUCTIONAL DESIGN

- Designed and implemented a service strategy for a large North American Financial Services company that included the creation of 10 tactical plans around people, process, technology and measurements / reporting.

- Managed a complete end-to-end Managed sourcing engagement for a North American Oil and Gas company that included Service Desk, Desktop, ITAP and Procurement.

- Continue to work with a CA-based Healthcare provider in maturing their people, process and tool integration around Desktop Architecture, Desktop Management and Service Desk.

- Created a 24 month Continuous Improvement roadmap for a multi-billion dollar Cheese company that prioritized initiatives and activities to achieve a stated strategy and structure to meet business goals and objectives.

- Developed a Centralization and Consolidation plan for a global Engineering and Construction company for Service Desk, Desktop and Field Service.

- Continue to work with a national Financial Services company on implementing a 24 month roadmap focused on increasing individual and team performance metrics through knowledge management, call mapping, supply / demand analysis, skills-based routing to achieve higher levels of first call resolution.

- Developed business level service and operating agreements for a water and energy company that supported the integration of their newly developed service and desktop team (people, process and technology).

- Designed, authored, rolled out and instructed the STI Knowledge Certified Help Desk Directors course

- Designed, authored and instructed STI Knowledge's Seminar / Webinar series including modules on Service Level management, Root Cause Analysis, Business Case creation and Presentation skills.

- Designed, authored and managed the STI Knowledge MindShare repository of best practices, knowledge articles and trends and directions.

- Trained over 1,000 support managers and directors worldwide on strategies and best practices for running a best-in-class Service Desk, cost-effectively – like a business.

- Chairman of the IT Infrastructure Management Association and Strategic Advisory Board.

- Certified ITIL Foundation Instructor and ITIL Executive Overview presenter.

EMPLOYMENT HISTORY

MCGARAHAN & ASSOCIATES 12/2004-PRESENT
  Founder and President

STI KNOWLEDGE, INC...1998-2004

  Executive Industry Fellow (2003-12/2004)
  Chairman, Education, Certification and Training (2002-2003)
  Chief Marketing Officer (2000-2002)

VP, Business Development (1998-2003)

HELP DESK INSTITUTE 1997-1998

Executive Director (1997-1998)

VANTIVE CORP. 1996-1997

Director, Help Desk Marketing (1997)
Product Manager, Help Desk Module (1996)

TACO BELL. 1990-1996

Senior Manager, Infrastructure (1994-1996)
Manager, Help Desk (1992-1994))
Business Planner (1991-1992)
Senior Business Analyst (1990-1991)

PEPSICO, INC. 1984-1990

Team Lead, PC/LAN Help Desk (1988-1990)
Systems Support, Corporate Planning (1987-1988)
Project Manager, Information Center (1986-1987)
Mainframe Programmer (1984-1986)

EDUCATION/PROFESSIONAL DEVELOPMENT

Foundation Certificate in IT Service Management, (ITIL)
Certified Help Desk Director, Manager, Professional STI Knowledge
Masters of Business Administration (MIS), Iona College
Bachelor of Arts (Psychology), LOYOLA COLLEGE
Member of the Help Desk Institute
Faculty of the Help Desk Institute
Past Chairman of the IT Infrastructure Management (ITIM) Association