

# Capability Overview

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## IT Service Delivery & Transition Leadership

### Positioning

Independent IT service management leader, supporting complex organizations in establishing, transitioning, and managing business-critical IT services.

Focused on end-to-end responsibility across the service lifecycle - from planning and implementation to stable operations and continuous improvement.

Experienced in multi-provider and international environments, meeting high reliability demands.

### What I Deliver (Core Capabilities)

#### Service Delivery & Multi-Provider Governance

- Stabilizing services and reducing escalations through structured steering
- IT service delivery, governance, and multi-provider coordination

#### Service Transition & Operational Readiness

- Managing end-to-end transition of applications and platforms into stable operations
- Defining handover criteria, aligning NFRs, planning cutover, and validating readiness

#### Application Operations (Cloud, Hybrid, On-Premises)

- Ensuring dependable day-to-day service operations across distributed environments
- Coordinating vendors, internal teams, and cloud providers

#### Operating Model & Process Modernization

- Redesigning roles, workflows, and responsibilities for better alignment
- Integrating Agile practices into ITSM frameworks

#### Reliability-Focused Service Improvement

- Reducing incident volume and improving resolution times
- Increasing transparency through structured reporting and governance

### Typical Outcomes

- Predictable service performance in complex environments
- Faster delivery through clear ownership and coordination
- Reduced operational risk and fewer critical disruptions
- Enhanced transparency for informed decision-making
- Services prepared for long-term sustainability

### Selected Achievements

- Consistently achievement operational readiness levels above 96% prior to go-live
- Low post-launch disruption rates during initial production phases
- Significant reduction in operational incidents after stabilization
- Increased second-level resolution rate from 20% to 85%
- Approximately 15% reduction in operational costs through optimized delivery models

### Typical Engagement Roles

IT Service Manager · Service Transition Lead · IT Service Delivery Manager · Application Operations Lead

**Availability:** Germany & International · Hybrid / On-site during critical phases