# IT Service Delivery & Transition Leadership

## Profile

Independent IT service management leader specializing in establishing, transitioning, and operating business-critical IT services for complex organizations.

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

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

## Key Focus Areas

- Service transition & enterprise application onboarding
- IT service delivery, governance & multi-provider management
- Overseeing application operations (cloud, hybrid & on-premises)
- ITIL-based process optimization with Agile integration across ITSM practices

## Where I Add Value

- Major service transition at risk of delay or failure
- Post-transformation instability or rising incident levels
- Escalations impacting business operations
- Multiple providers without clear accountability
- Governance gaps across complex delivery environments

## Typical Outcomes

- Improved service reliability with reduced escalations
- Accelerated delivery with clear ownership
- Enhanced visibility and data-driven decision making
- Smooth transitions ensuring operational readiness
- Measurable improvements in service quality and performance

## Selected Achievements

- Operational readiness score (ORS) ≥ 96%
- Post-go-live incident rate < 5 incidents / 7 days
- Reduced incident volume by 20%
- Increased 2nd-level resolution rate from 20% to 85%
- Achieved 15% operational cost reduction through optimized service delivery models

## Typical Engagement Roles

IT Service Manager (interim) · Service Transition Lead · IT Service Delivery Manager · Application Operations Lead

## Markets & Availability

Germany & International · Hybrid / On-site during critical phases · Short-, mid-, long-term engagements