

Summary Larry provides over 25 years of IT, ITSM, and Governance experience to clients looking to improve internal service delivery processes. He also has deep experience with the market leading service delivery tool, ServiceNow®. Larry has been involved in implementing IT security and audit controls since 2004 for regulations like SOX, FDA, PCI, and others. His first ITIL based process project was in 2003 and he has also been involved in Lean, Six Sigma, and Kaizen initiatives.



Larry's experience spans several industry verticals as well as the military. He began his IT career while serving in the US Navy and assisted with the initial efforts to network Camp Pendleton, California. Since leaving the Navy he has served in various IT positions including support, service delivery, process management, and IT leadership. He was customer number four for ServiceNow® in 2005 and has since had many implementations both as a customer and for clients. He has also implemented an Office of The CIO and other IT governance and compliance initiatives.

Consulting Areas

- Enterprise Service Management
- ITSM/ITIL
- IT Strategy and Governance
- Regulatory compliance
- Shared Services (HR, IT, Facilities support)
- Operational Consolidation

Expertise

- Strategic Planning
- ITSM
- ServiceNow®
- Continual Improvement
- ITIL
- HR Service Delivery
- IT Asset Management
- Vendor and Third Party Management
- Global IT Operations
- Team Building & Performance Optimization
- Training and OCM

Industry Verticals Served

Medical Devices, Non-Profits, Manufacturing, Health Care, Human Resources, Software and Technology

Representative Experiences

- **Global Support Management** – Consolidated six global help desks into a unified shared support system for a medical device manufacturer, using ServiceNow and other integrated tools, providing follow the sun support.
- **Asset Management/Vendor Management** – Consolidated contract, vendor, and asset management functions within a new Office of the CIO. Reduced mobile account spend by \$10k per month. Reduced contract renewal issues by 65%, and increased hardware asset accountability by over 80%.
- **ITSM** – Implemented ITSM/ESM best practices using process workshops and Lean based tools. Implemented ServiceNow to support new and existing processes. Implemented change management for global enterprises. Managed local, remote, and third-party support providers.
- **HR Service Delivery** – Implemented ServiceNow HR Service Delivery for global HR departments, including establishment of shared services support and case management

Recent Clients

Palo Alto Networks, Autodesk, Boeing, USAA, ServiceNow, County of Riverside, County of San Mateo, CBRE

Past Employers

TaylorMade Adidas Golf, DJO Global, GIA, US Navy

Education, Training & Certifications

MA – Information Systems Management, Webster University, St Louis MO

ServiceNow: Certified Systems Administrator, Certified Implementation Specialist – Software Asset Management, Certified Pre Sales Specialization – ITSM and Software Asset Management

ITIL – v3 2011 Foundations, 2016 Practitioner (pending)