



Ian Whyte is an enthusiastic, professional IT service management consultant, auditor and lecturer. He is one of the world's leading authorities in ISO/IEC 20000 and best practice for service management, and has delivered training and consultancy in the UK, Europe, North and South America, Middle East, Africa, India and Asia.

- He has a wealth of knowledge and experience gained from many industry sectors and has been involved in IT outsourcing from both sides. He is comfortable working at all levels in an organisation.
- Ian has extensive practical managerial experience in IT service management, having been responsible for running UK-wide IT networks and the field services involved in supporting them.
- His particular expertise is in implementing and auditing best practice and ISO/IEC 20000 IT service management processes covering entire IT infrastructures as used by the largest organisations to small departments in both public and private sectors throughout the world.
- He is fully accredited by APMG (ex-itSMF) to deliver ISO/IEC 20000 training courses. Ian has trained a significant proportion of the world's service management auditors and consultants.
- As well as his lecturing and consultancy activities, Ian also serves on several influential related committees. He has been regional Chair of itSMF in Scotland since 2012 and now represents all UK Chairs on the itSMF UK Board.
- He is qualified at the highest levels in service management, a Chartered IT Professional, Fellow of the British Computer Society and a Fellow of the Institute of Service Management.
- Ian is a popular speaker at industry seminars and conferences and an author, contributor and reviewer of related standards, articles and publications.