

Director Profile - Stephen Griffiths BSc (Open), CertNatSci, FBCS CITP, FISM, CDCDP

Stephen is a highly experienced IT professional who has held numerous successful senior IT management positions over a career spanning 25 years.



He has provided consultancy and operational management expertise to organizations across a number of diverse market sectors including Investment and Retail Banking, Finance, Consultancy and Media.

His clients have ranged from start-ups to Global organizations.

Over the past fifteen years, Stephen has specialised in the definition, implementation and ongoing development of a broad range of IT Services Best Practices & Governance methodologies and frameworks, implemented to support business requirements and development.

Stephen has managed much business as usual and programme implementations and has many years hands on experience relating to Service Strategy, Service maturity assessment / benchmarking, solutions development, implementation and transition into production, ongoing operational management and ongoing continual service improvement.

Primary focus areas have included:

IT Service Management

Extensive consulting and operational / implementation experience. Extensive experience relating to the implementation of the full ITIL V2/V3 lifecycle, from strategy definition, through to ongoing operational management and improvement. Stephen is also ISO/IEC 20000 qualified. Stephen is also actively engaged with a number of industry bodies in the development of IT Service Management best practices; these include the ITSMF, British Computer Society, ISEB and the Institute of IT Service Management. Stephen is a published ITIL best practice author.

Data Centre Management

Wide ranging operational experience relating to Data Centre implementation, ongoing operation and efficiency management. Programme activity has included the management of implementation of three new Tier 4 Data Centres. His operational management experience has covered the full operational lifecycle including capacity management, provisioning, ongoing operational management, data centre efficiency and specification and development of detailed operational policy and procedures.

Programme Management

Stephen has many years hands on experience, managing multiple technical and service improvement project streams. He also has additional experience relating to the implementation of Project Support functions and all associated documentation and templates.

Process Engineering

Policy, Process, Process Map design, development and engineering. Extensive experience has included process development in the fields of ITIL, Information Security, Data Centre Management, IT Delivery and Support and technical infrastructure.

Information Security

Solid experience relating to the implementation of ISO/IEC 27001 / 27002 Information Security (formerly 17799) Standards and Codes of Practice for Information Security management. Broad knowledge relating to the development of IT Security Policies and related operational procedures. Skilled practitioner relating to IT Security Audit against ISO best practices.

Outsourced Vendor Services

Extensive experience relating to Outsourced IT services including the requirements specification, selection, implementation and management of service operations. Selection and ongoing management of Vendors.

Qualifications / Accreditations

ITIL V3 Expert
ITIL V2 Managers Certificate
ISO/IEC 20000 Service Management Foundation
ISO/IEC 27001/2 Information Security Foundation
Certified Data Centre Design Professional (CDCDP)
Prince 2 Project Management Practitioner

Memberships and Industry Associations

British Computer Society – Fellow CITP (Certified IT Professional)
British Computer Society Service Management Specialist Group (SMSG) – Vice Chairman / Events Manager
BCS / ISEB ITIL V2 Managers Certificate Examination Author / Examiner
BCS / ISEB ITIL V3 Managers Bridge Examination Reviewer
Institute of IT Service Management - Fellow
Institute of IT Service Management – Committee Member
Institute of IT Service Management – Membership Reviewer
Institute of IT Service Management – Mentor
ItSMF - Member
ItSMF Publication Group – Committee Member
ItSMF Service Management Project of the Year - Judge

