

# Vickie Gray

V Gray Service Management

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## Profile

In leading, consulting, teaching, coaching or “getting it done”, Vickie combines an insatiable curiosity about what makes people tick, and how to get results with teams, with years of practical business experience and deep expertise in the best practices of Service Management, teamwork and leadership.

## Experience

### **PRESIDENT, V GRAY SERVICE MANAGEMENT, 2003-PRESENT**

- Areas of specialization include leadership coaching, and management consulting and accredited training in the IT Infrastructure Library (ITIL).
- Customers include Red Hat, Toyota Motor Sales (US), Consonus, Aliant, Medavie Blue-Cross, Nortel, LabCorp, Dunkin Brands, Transcontinental.
- Additional services offered include ResultsCamp business simulation, a one-week team retreat.
- ResultsCamp has been held in the US, Belgium, India and other countries globally with additional participants from Canada, France, Austria, Netherlands, and Greece.

Client: Red Hat

Project: **ITIL Process Assessment, Implementation and Training**  
08/2007 - ongoing

Role: ITIL Advisory consultant and leadership coach

Results:

- Assessment, Gap Analysis, and Recommendations delivered with Executive presentation.
- Recommendations led to requests for proposal for ongoing work and ITIL Foundation training.
- Current work includes implementation of Change, Problem, Incident and Release Management.
- Delivery is a combination of onsite and remote advisory consulting. Result to date has been significant improvement in management reporting capability, increased transparency of activities, and reduction in process costs.
- As a result, there is interest within another internal organization in ITIL training.

Client: Dunkin Brands

Project: **ITIL Process Assessment**  
08/2007

Role: ITIL Advisory consultant and coach

Results:

- Assessment, Gap Analysis, and Recommendations delivered with two Executive presentations.
- Recommendations led to ongoing work for associates specializing in Disaster Recovery.

Client: Nortel IS

Project: **ITIL Process Assessment and Ongoing Mentoring**

06/2005 - ongoing

Role: ITIL Advisory consultant and coach

Results:

- First phase (assessment) delivered early and under budget.
- Second phase underway; all participants in the first phase assessment, including the executive level, reported high satisfaction with the professionalism of the approach and deliverables.
- Nortel IS has sought follow-on recommendations and statements of work.
- Process work includes Incident and Problem management and Service Level Management advisory consulting.

Client: Northrop Grumman IS

Project: **IT Service Management RFP Response Advisory Consulting**

05/2005

Role: ITIL Advisory consultant and coach

Results:

- Northrop Grumman was chosen from a field of distinguished Managed Services competitors to provide ITIL-based service to one of the world's largest auto manufacturers.

Client: Transcontinental New Media

Project: **Strategic Planning Facilitation**

02/2005 and 07/2007

Role: Facilitator and group coach

Results:

- Facilitation of envisioning for new web portal for senior content and technical staff.
- Long, medium and short term actions were brainstormed and prioritized, and repeatable results-oriented envisioning process taught.

Client: Toyota Motor Sales (TMS) US

Project: **ITIL Best Practices Project**

8/2004 - ongoing

Role: Process Advisor, Coach and Management Consultant

Results:

- Immediate improvements were begun during the assessment, especially the meeting practices, individual accountability and post-implementation reviews resulting from Change Management.

- Several processes were tested live and improved, including a Major Incident process.
- Configuration Management policies were developed to draft status.
- Service Desk consolidation was coached.
- The success of the engagement generated additional requests for assistance by Finance, the Field Services organization and the Disaster Recovery team.
- Coaching was also provided privately to management staff.

#### **SENIOR CONSULTANT, PINK ELEPHANT, 2001-2003**

- Provided and management consulting through assessment, process design, and implementation to customers and leadership and business development to internal teams.
- Customers included IATA, Diageo, LG&E, and others.

#### **PRINCIPAL CONSULTANT, SAGE INFORMATION CONSULTANTS, 2000-2001**

- Provided technical and management consulting, project management, quality assurance, and service management process design to customers.
- Customers included Co-operators Group Insurance Companies and TD Bank.

#### **BUSINESS ANALYST, INTRIA-HP (CIBC), 1998-2000**

- Member of team designing Service Management processes for support of CIBC customers.
- Later developed supply chain logistic processes for management of end user information to facilitate Release Management.

### Degrees / Certifications

- ICF Certified Professional Coach, Business Coaching, International Coach Academy, 2008-in progress
- ITIL Expert®, 2008
- Accredited ITIL Trainer, 2003
- ResultsCamp Teamwork Instructor and Group Coach, 2005
- ITIL Service Manager (with distinction), 2003
- MOF Instructor, 2003
- University of Toronto, BA (Hon.), 1991

### Community

- Alto lead/soloist for local choir
- Founder, Now And Then Singers, fundraising vocal ensemble
- Fundraiser and organizer for Plant A Row, Grow A Row program to encourage local gardeners to bring surplus fresh vegetables to local food banks
- Member/fundraiser of regional Rescued Greyhound Association
- Fundraiser for Feed Nova Scotia, support organization for provincial food banks
- Former founder and President, itSMF Atlantic Branch
- Former choir conductor, literacy tutor, and early music ensemble member (cellist)

### Referrals

- On request.