

Curriculum Vitae

Daniel Styner

CEO **EVOLIT AG**

Senior ITSM Consultant
(IT Service Management)



Person	Daniel Styner Landenhofweg 1 5035 Unterentfelden	Tel.: +41 62 723 22 22 Tel. dir: +41 62 723 22 21 Mobile: +41 79 427 21 92
Birth	November 30 th , 1962	
Education	Mechanical Engineer, Information scientist, ITSM Consultant	
Civil status	Married, 4 sons	
Hobbies	Skiing, windsurfing, cooking	
Languages	German (Mother tongue), English (fluent)	

Career

2012	Set up of the ITIL® trainings unit	EVOLIT AG
2011	Foundation of my own consulting company	EVOLIT AG
2006 – 11	ITSM Consultant, lead in multiple projects	Glenfis AG
2006 – 11	ITIL® Trainer on every level of V2/V3 /ISO 20000	Glenfis AG
2005 – 06	Project leader „global Change Mgmt“	Zurich Insurance (ZFS)
2004 – 05	Project REPRO „Reengineering Processes“	ZFS Data Center
2003 – 04	Process responsibility „Configuration Mgmt“	Zurich Insurance (ZFS)
2000 – 02	Project leader „SW Config. Management“	Zurich Insurance (ZFS)
1997 – 00	Team leader „Application Management“	Zurich Insurance (ZFS)
1994 – 97	Basic IT engineering education program (Trainee)	Zurich Insurance (ZFS)
1993 – 94	Construction-Engineer in research institute	Paul Scherrer Institute
1992	Teacher in technical education	Vocational school SH
1991	Language study and travelling around the world	USA, Asia
1986 – 90	Research engineer „Aero-Thermodynamic“	ABB Research

Education and Certifications

2014	ISO/IEC 27001 "Information Security Mgmt Systems"	TÜV Süd
2011	PRINCE2 Foundation	APMG
2009	Managing Across the Lifecycle	APMG, TÜV Süd
2009	COBIT Foundation	ISACA
2008 -09	Intermediate Module SS, SD, ST, SO, CSI	APMG, TÜV Süd
2008	ITIL® V3 Managers Bridge – ITIL Expert	APMG, TÜV Süd
2007	ITIL® V3 Foundation	APMG, TÜV Süd
2006	ITIL V2 - IT Service Manager	APMG, EXIN
2006	ISO 20000 Consultant "Service Management Systems"	ITSMF UK
2000 – 01	Webmaster	IFA, Zürich
1994 – 97	Basic IT engineering education program (Trainee)	ZFS
1992 - 93	CIM Communications- & IT	CIM Center Aargau
1982 – 86	Degree Mechanical Engineer – Mech. Ing. HTL	HTL Brugg Windisch
1978 – 82	Apprenticeship as a technical designer	ALESA, Seengen

Experiences as a Trainer

Topics	Training
ITIL® V3	ITIL® V3 Managing Across the Lifecycle
ITIL® V3	ITIL® V3 Intermediate Service Strategy, Design, Transition, Operation, CSI
ITIL® V3/2011	ITIL® Foundation Trainings (more than 100 Trainings sessions performed)
ITIL® V2	ITIL V2 Service Manager and ITIL V2 Foundation
ISO 20000	ISO 20000 Auditor und Consultant

Project achievements

Year	Project topic	Business
2015	Concept: Knowledge Management as a Service ⇒ Strategy – Concept - Realization	Government
2014	ITSM Strategy and Governance Framework ⇒ Assessment – Strategy - Measurement - Improvements	Government
	Replacement of the ITSM Tool Suite (SDE → Footprints) ⇒ Reengineering of ITSM processes to migrate to new suite	Government
2013	Implement the Asset and Configuration Mgmt System (SDE) ⇒ Automation/Integration of the Config. Mgmt Systems	Government
	Service Desk outsourcing in combination with the ITSM Tool ⇒ Knowledge transfer - set up of the tool set (ServiceNow)	Industry
2012	Design the "Asset and Configuration Management System" ⇒ Set up of a Configuration Mgmt Systems with Discovery	Government
	ITSM Governance Framework and KPI Dashboard ⇒ Set up of an IT Process Governance Framework	Energy
2011	Information Security Management System (ISMS) ⇒ Set up of an ISMS within the ISO 27000 standards	Government
	Design of the IT Service Continuity Mgmt Process ⇒ Set up of an ITSCM Process for the global usage	Industry
	Service Management Framework	Financial

	⇒ Set up of an ITSM Frameworks for a Service Provider	
	Design and realization of the Config. Mgmt Process ⇒ Implementation of an integrated Config. Mgmt Process	Industry
2010	Evaluation of the ITSM-Tool ⇒ Alternative / improvements to existing ITSM Tool	Academy
	ITSM-Tool Requirement Analysis (HelpLine) ⇒ Tool requirements for an optimized process support	Health
	Evaluation ITSM-Tool (ServiceNow) ⇒ Tool-Evaluation based on Best-Practice requirements	Financial
	ITSM Framework including Tool Evaluation (ServiceNow) ⇒ Assessment, Roadmap, Process Design, Tool Evaluation	Industry
	Change Management Model ⇒ Implementation „Firewall Change Models“	Financial
2009	Change Management Process ⇒ Process design, Support with the appropriate tool	Financial
2008	Capacity Management Process ⇒ Capacity-Information System to support Green IT	Financial
2007-08	ITSM Framework ⇒ Consolidation Service Desk / implementation ITSM FW	Government
	ITSM Processes ⇒ Implementation of Incident Mgmt and Change Mgmt	Financial
2005 - 06	Change Management Process ⇒ Globalization of the Change process, incl. Tool adaption	Financial
2003 - 06	Sourcing project “Process consolidations” ⇒ Standardization/Adjustment of processes with partners	Financial
2003 - 06	Re-Engineering Data Centre Processes ⇒ Revision of the processes in the data center	Financial
2004	Disaster Recovery Concepts ⇒ Revision and implementation of DR-Processes	Financial
2002	SW Configuration Management Tool (SCM) ⇒ Impl. of a SW Config. Mgmt and versioning solution	Financial
2001	Realization of IT Junior Concepts (Trainee Program) ⇒ Set up, Recruitment & Assistance of the IT-Education	Financial
1999	Test scenarios to prepare the transition into year 2000 ⇒ Simulation / test scenarios / coordination of the migration	Financial