

JOHN F. GHOSTLEY
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IT Instructor

Caritas Information Services, LLC

June 2011 – present

On-site consulting, project management and training with fortune 500 clients optimizing IT operations and processes. Focused consulting using Togaf 9.1 Enterprise IT Architecture and IT Service Management with ITIL, CISSP, ISO20000, Cobit 5 IT Governance. Managed IT program implementations for acquisition and sustainment of IT continual improvement capabilities. Clients included many fortune 500 companies and government agencies including: Ford Motor Company, Corning Glass, Farmers Insurance, City of Toronto, Sales Force.com, City of Colorado Springs, IRS, Smiths, Stony Brook Medicine, ATB Financial, British Petroleum, Glaxo-Kline Pharmaceuticals and many others. Since beginning the company in 2011 I have taught and facilitated 7 customized CISSP courses, Togaf 9.1 workshops with 562 participants, Cobit 5 workshops with 74 participants and ITIL V3 and V4 workshops with 1152 participants.

During 2018, I implemented change and release practices in Detroit at Thyssenkrup over a six month period in 2008. This involved business process engineering in IT, extensive project management and process documentation with Visio and Word with which I have over 10 years experience. I currently teach veterans transitioning into IT through Leaderquest where I regularly teach remote ITIL 4 and CISSP courses in the evening once a month.

IT Service Management Consultant – Federal Consulting
Hewlett-Packard

July 2009 – June 2011

Program manager, consultant and author of Defense Information Systems Agency (DISA) umbrella IT framework integrating ITIL, ISO20000, Cobit 4.1, NIST security and DODAF architecture framework. Managed process improvement in IT Service Management Office of DISA. DISA served 20,000 IT employees and 5 million users in the DOD. Assigned as principle SME on Design stage in DISA. Implemented change and release processes at DISA.

Also served as consultant in various government agencies. Service manager at US Census Bureau implementing ITIL operations and transition stage processes: change and release.

Also was a subject matter expert on a large HP bid for an Air Force program. Subjects included ITIL service management, IT Governance, ISO20000 and Togaf 9.1 IT architecture. Also taught ISO/IEC20000 Consultant Manager certification course to HP ITSM consultants in Herndon, VA.

Adjunct Professor – Catholic University of America

Sept 2009 – May 2012

Taught 3 semester courses per year in Management of Information ITIL and 1 course per year in Database Management. Developed curriculum for both courses.

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PROFESSIONAL EXPERIENCE

IT Service Management Consultant and Project Manager Harris IT Services

March 2008 – Dec. 2008

Implemented ISO20000 for a 600 staff program serving the Marine Corp enterprise internet. Also served as service management lead on bid for Marine Corp for developing next generation capabilities for Marine Corp IT service management and consolidated data center. I implemented change and release processes at Harris IT. Accomplishments also included successful implementation of ISO20000 at Harris IT and successful completion of Marine Corp bid on time. Also documented and implemented a System Development Lifecycle for Harris IT systems development group. Attained a Secret Security Clearance – Department of Defense

Service Management Consultant/Trainer Caritas Information Services (Self-employed)

August 2007 – March 2008

IT consulting and training teaching 15 ITIL certification classes in Minnesota. Implementation of ITIL Service Management Version 2 and Version 3 at Harris IT Services, State of Minnesota, Blue Cross Blue Shield of Minnesota, and Pentair Corporation.

Executive Director of Information Technology Aveda Corporation/Estee Lauder

Oct. 1995 – July 2007

Aveda experienced exponential growth under my leadership at Aveda. Aveda IT met and exceeded all business requirements during these significant years of transition. I implemented and led Service Portfolio Management at Aveda during times of significant IT investment. Aveda purchased their domestic distributors in January of 2000 and opened their first 100 retail stores during an 18 month period. During this time Aveda IT achieved schedule large scale planning and implementation of a global Order Processing and Supply Chain System including: Great Plains Customer Relationship Management based Call Center, Great Plains Worldwide Order Processing, Supply Chain Management, Wireless Bar-coded Warehouse Management and Fulfillment system utilizing a Total Quality Management LEAN business process design approach. The Warehouse Management and Fulfillment system alone resulted in savings of a million dollars a year with a verified three-year payback.

While maintaining overall responsibility for Aveda IT, coordinated the Aveda Site Deployment team for Estee Lauder's global SAP ERP system implementation. Aveda was the pilot site for 700 million dollar worldwide rollout of SAP to all Estee Lauder Companies. I implemented ITIL change and release at Aveda during this time. As chief architect for Aveda IT, was pilot site coordinator for worldwide 700 million dollar SAP template blueprint design, configuration, testing and implementation. The Aveda project was a 2 year full landscape implementation of SAP manufacturing, order processing, CRM, Financials, Warehouse Management and integration with Manugistics.

I completed the ITIL IT Service Level Master's Certificate in October '05 and led initiative to implement ITIL based best practices in Aveda IT. Aveda implemented an ITIL and Cobit based governance approach under my leadership and consistently achieved exemplary status on Sarbanes Oxley audits and Estee Lauder internal audits. The ITIL program implemented Service Desk Incident and Service Request processes and Change and Release Management processes which included extensive workflow tools to improve the efficiency of the processes. I also was ITIL Service Level Management work-stream leader for the global rollout of ITIL in Estee Lauder coordinated with the Estee Lauder global SAP rollout.

Manager of Systems Development

Oct. 1984 – Oct. 1995

Pfizer Pharmaceuticals – American Medical Systems

At Aveda I supervised a systems development staff of 12 for seven years with extremely low turnover ratio and an expense annual budget of 750,000 dollars. During this time I became an expert in structured systems analysis and design techniques. I developed a system development methodology and implemented it at American Medical Systems. The methodology was highly successful and critical to IT success because Aveda needed to develop extensive enhancements and custom systems at that time. **I implemented the change and release process at Aveda.** I also managed the education and training of IS staff on Electronic Data Systems IT strategic architecture supporting IT strategic planning, structured analysis, design and FDA compliant SDLC validation methodology. The IT development staff dramatically reduced analysis and design times and errors by utilizing Joint Application Design (JAD) in compliance with FDA regulations. Projects included leading the selection and implementation of an ERP system and extensive use of wireless technology in manufacturing and distribution.

EDUCATION

M.B.A. – Software Engineering GPA 3.95
B.A. Degree

University of St. Thomas, St. Paul MN 1989
University of St. Thomas, St. Paul MN 1976

ADDITIONAL EDUCATION, EXPERIENCE & PROFESSIONAL AFFILIATIONS

- Certified Project Management Professional from Project Management Institute – PMP (2006 – 2009)
- CISSP Certified Information Systems Security Professional
- ITIL V4 Certified and instructor
- Certified ITIL V3 Expert and V2 Service Manager – AMPG, EXIN and ISEB
- Certified TOGAF 9.2 IT Architecture Instructor
- Certified COBIT 5 instructor - AMPG
- Passed CISM test and taught certification courses
- Certified ISO20000 instructor and consultant manager – EXIN
- EDS – Information Engineering in IT Strategic Planning, Architecture, Governance and Structured Analysis/Design courses and experience
- DOD Green Belt Training Certificate – Defense Information Systems Agency
- Training and experience in FDA Systems Verification and Validation Training