

# STEPHANIE RATCLIFFE

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## PROFILE

A Service Management professional with 15 years' experience in IT Services; specialising in the design and implementation of ITIL aligned IT Change Management Models. An innovative, motivated and dynamic leader who strives to deliver positive results and possesses an aptitude for team management across the spectrum having held a senior management position within TalkTalk for the last seven years enabling quality Provision, Creation, Design, Implementation, Rollout and Operation of ITIL Best Practice ISO Compliant Change Management Model and Processes.

## KEY COMPETENCIES & SKILLS

- Business Transformation - Designs & implements improved Business Process & policies that promote ITIL standards
- CSI and Governance to promote Service Improvement
- Senior Stakeholder Management & Multi-level Stakeholder Engagement
- Multi-vendor environments
- Service Operations & Delivery
- Project Management methodologies
- Accountability for the successful planning and execution of a programme of work.
- Identifies and manages present and potential risks suggesting options to mitigate
- Commercial awareness & business acumen

## CAREER HISTORY

### TalkTalk Technology

Jul 2012 - Present

#### ITIL Change Management SME (Subject Matter Expert) - Service Operations – Business Transformation

*Temporary Secondment*

Following key structural changes TalkTalk's Service Management function, began business transformation of its Service Management Process Model which was underpinned by the installation and configuration of a new ITSM - Remedy 9 tool. As Change Management ITIL Expert (SME), implemented the Change Management Operating Model.

Achievements included:

- Enabled more efficient management of change with higher quality outcomes, by leading the development of a bespoke ISO Compliant ITIL V3 Best Practice change management model influenced by users and stakeholders. The model encompassed Change Policy, operating model, procedures & Change Process.
- Successfully achieved critical senior stakeholder buy-in, which contributed to better communication of change, embedding of change and different ways of working throughout the organisation. Achieved through effective engagement and management of stakeholder and supporting seniors' stakeholders' needs.
- Stakeholder, Vendor & Partner Engagement - Intermediary to the Stakeholders, Partners & Vendors to support the Remedy Tool configuration & Implementation
- Enabled successful multi layered full rollout of Trainer/Training across 4 business units covering approx. 50 teams. Achieved through working collaboration with training teams and contributing to the design of remote and on site training packages.

#### Head of Change & Release Management

Set the direction; defined the vision & strategy to deliver core services including a programme of business transformation and then operational ownership of, and accountability for, an ISO and CAS-T compliant Change Management Process facilitating more than 45k changes a year including 6k partner & 2k multi-vendor led changes.

Achievements included:

- Transformed the Change Management Department, by amalgamating five disparate change teams across 3 business units and implementing a single change management process to improve service, minimise confusion and maximise speed and efficiency.
- Drove increased governance of change activity through engaging and collaborating with senior stakeholders to define, create, document and implement an ITIL standardised change process. This also involved the redesign and reconfiguration of an existing bespoke change management tool.

- Introduced Service Measures, Reporting & Key Performance Indicators (KPI's); managing, monitoring and improving the performance, which resulted in the following improvements over the first 2 years
  - Reduced emergency change from 28% to 8%
  - Reduced urgent change from 8% to <1 %
  - Reduced unauthorised change; an increase of 50% changes logged & managed.
  - Reduced changes resulting in incident from 4% to 1%
- Successfully introduced governance and subsequently achieved compliance with ISO Standards (ISO 9001) and CAS-T certification; encouraged Continuous Service Improvement through regular internal and external auditing.

## **MDS UK**

**Apr 2011 – Feb 2012**

### **BT Service Delivery Manager**

Managed the service for largest BT client including technical operations, software upgrades and fixes, handling change requests through the full project life cycle and providing consultancy on any issues affecting service.

## **Logica UK (CGI Consulting)**

**Sept 2007 – Apr 2011**

### **Bord Gais – Change Manager**

Created a Change Process to govern the 25 remote installation teams installing and providing initial setup of 11,000 smart meters in Ireland. Worked remotely from the UK, with installation teams based in Ireland.

### **O2 Intelligence Factory – Change and Release Project Manager**

Managed the changes across the data migration from legacy systems to the Intelligence Factory, to implement new and updated reporting features across the customer and business systems, which successfully mitigated risk and impact across the systems.

## **EDUCATION, QUALIFICATIONS AND PROFESSIONAL DEVELOPMENT**

• ITIL Certified Intermediate Continuous Service Improvement	2017
• ITIL Certified Intermediate Service Operation	2013
• ITIL Certified Intermediate Release, Control & Validation	2012
• ITIL Certified Intermediate Service Transition	2012
• APMG Prince 2 Foundation & Practitioner	2012
• ITIL Foundation Certificate	2010
• ISEB ISTQB Foundation Certificate in Software Testing	2008
• First Class - BSc (Hons) Computer and Network Technology	2006
• Registered General Nurse – Level One	1995

## **ADDITIONAL INFORMATION & SKILLS**

- Telecommunications
- Operations Management
- Customer Relationship Management (CRM)
- People Management
- Team Management
- Mentoring
- Training & Development
- Business Relationship Management (BRM)
- Stakeholder Workshops