

CLIVE BANKS

Crowborough, East Sussex
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HEAD OF SERVICE MANAGEMENT / SERVICE DELIVERY MANAGER

Quality-driven leader with more than 23 years of experience orchestrating delivery of complex technical and operational services within a wide range of business environments. Highly committed to elevating client experience, ensuring compliance with SLAs and corporate policies, procedures, budgets, and regulations. Skilfully identifies and targets areas in need of improvement, implementing satisfaction surveys and working closely with customers to address individual needs. Formulates service improvement initiatives and ensures deliverables are provided successfully. Forges and cultivates productive relationships with clients, staff, and management in order to facilitate attainment of challenging business objectives. Accomplished team builder and project manager with an impressive portfolio of successes.

CORE COMPETENCIES

ITIL Practices | Stakeholder Relations | Supplier Management | IT Services Support Management
Continuous Improvement | Client Journey Optimisation | Organisational Change Management | Problem Solving
Change Implementation | Problem Management | Trend Analysis | Risk Assessment | Accounts Management
SIAM | Performance Management | Service Reviews | Metrics | Reporting | Data Analysis | Procurement & Transition
Staffing | Training | Mentoring | Recruitment | Software | Agile | Scheduling | Audits | BMC Remedy | ServiceNow

Key Highlights:

- Maintained a culture of continuous service improvement, reducing complaints, boosting customer satisfaction, and increasing service value through effective supplier management and allocation of resources
- Proactively enhanced service offerings by working closely with end users and stakeholders of all levels, to understand business needs, analyse individual feedback, and deliver improvement
- Worked collaboratively with technical stakeholders and suppliers to ensure compliance with business needs
- Implemented effective governance through regular service reviews and reporting packs, to monitor suppliers' performance, identify areas of improvement, and increase service quality and value
- Played an instrumental role in complex negotiations and establishment of SLAs and performance indicators
- Standardised communications to proactively inform business stakeholders of major incidents and service changes
- Expertly managed incidents in the areas of service unavailability and outage, including production and publishing, information security, access control, messaging and conferencing. Significantly reduced the number of major incidents by improving the performance of managed applications and services
- Maintained top levels of service readiness through effective risk and incident management
- Slashed recurring issues through implementation of root cause analysis and problem-solving plans
- Created highly-effective mitigation plans and roadmap upgrades to eliminate legacy risks
- Sponsored and drove the technology refresh of online Self Service Portals and Service Catalogues
- Established best practice software and hardware asset management processes and policies
- Improved data management while achieving financial savings through enhanced storage
- Launched new IT asset management and reporting systems
- Collaborated with software compliance specialists on transformation planning focused on software asset management service improvements to secure Bronze / Silver FAST accreditation
- Proactively enhanced the performance of End User Compute services, including videoconferencing, room booking, user and resource allocation, capacity management and user storage systems

PROFESSIONAL EXPERIENCE

Head of Service Management – Reach plc. (Trinity Mirror)

04.2018-Present

Responsible for the management and governance of the operational delivery of IT services provided to the business in a multi-vendor environment (Version 1, HSO, Vodafone, Virgin Media). Identified and implemented wide-ranging service improvement workstreams to ensure a positive customer experience, increase value, improve supplier performance, and promote best practice. Point of advice and guidance for end user queries, and a level of escalation for incidents and problems. Contributed to the selection of a new manager service provider, and the transition onto their new support model. Oversaw governance of suppliers' management of major incidents, streamlined MI processes and standardized communications into the business. Worked collaboratively with internal technology teams on strategic initiatives that harmonized the disparate service desks supporting the business, and transitioned users from recently-acquired companies on legacy systems and networks onto the centralized Reach service stack. Overhauled project processes for service transition and decommission. Drove maturity transformation plan to raise level of supplier service provisioning.

PREVIOUS TECHNOLOGY ROLES

Senior Service Delivery Manager – Global Exhibitions Division, Informa plc. 07.2017-01.2018

Responsible for assuring the end-to-end service delivery of IT services provided to GE by Group IT. Supported business planning, and acted as the single point of contact at an operational management level for coordination between Global Exhibitions and Group IT. Proactively identified areas for service improvement; implemented new customer satisfaction survey to baseline user feedback on service provision. Championed innovation in service desk by identifying and implementing enhanced categories for logging requests. Provided Subject Matter Expert advice and guidance on initiatives feeding into a transformation plan to mature the existing service support model. Governed major incident management to reduce risk and disruption to the business.

Service Assurance Manager – Design and Engineering Division, BBC 04.2005-03.2017

Coordinated the delivery of quality technology services provided to the BBC by third-party suppliers Atos, BT, Vodaphone, Xerox and Condeco. Ensured compliance with technology framework contract agreements between customer and supplier. Delivered service assurance for Managed Applications, Storage and End User Compute Towers, in alignment with SIAM model. Championed support of BBC internal divisions Radio and Education, Studioworks, Worldwide, and UKTV. Managed and led a team of Technology Service Advisors. Reviewed service, suppliers, and processes to identify and target areas in need of improvement, as well as opportunities for savings. Delivered continual service improvement plans, collaborated in defining needs / priorities / SLAs, mitigated risks, and supported service transitions on time and without incidents.

Technology Consultant – Technology Division, BBC 03.2004-04.2005

IT Coordinator – Television Business and Finance, BBC 01.2004-03.2004

IT Asset Manager – Technology Finance, BBC 05.2001-01.2004

EARLIER ROLES

Location Director on 'Real Food' for BDP Media / Taste Channel

Producer on 'Guinness World Records' for Clark Pictures / Guinness

Senior Assistant Producer at 'N.O.W. TV' for Pacific Century Cyberworks, Trans World International

Producer and Studio Director on 'Raw TV' for Carlton Television

Producer and Location Director on 'Voyager', BBC Children's & BBC Knowledge

Producer and Live Studio Director on 'Hype' for BBC Children's

Assistant Producer and Location Director on 'Pick of the Week' for BBC Choice

Location Director for 'Teletubbies' for Ragdoll Productions / BBC Children's

Location Director on 'Get Your Own Back' for BBC Children's

Production Assistant on 'Ants in Your Pants' for BBC Children's & BBC Worldwide

Programme Acquisitions Coordinator in Children's Acquisitions for BBC Children's

Senior Allocations Assistant for BBC Post Production

EDUCATION AND TRAINING

ITIL 4 Strategist: Direct, Plan & Improve (DPI) (*Purple Griffon*) 05.2023

Cyber Security Incident Commander (*Secureworks*) 10.2022

ITIL 4 Foundation (*Knowledge Academy*) 03.2020

Agile Project Management (*BBC*) 02.2016

Software Management Foundation (*Crayon/FAST*) 09.2015

ITIL 3 Foundation (*Quanta*) 02.2012

Managing Successful Projects (*BBC*) 05.2011

IT Relationship Management: Aligning IT with the Business (*Learning Tree*) 04.2010

ITIL 2 Foundation (*BBC*) 01.2009

Consultancy (*IBM*) 10.2008

Chairing and Facilitation (*BBC*) 09.2008

Project Management Core Skills (*BBC*) / Advanced Reporting (*BBC*) 06.2008

Managing Group Dynamics (*BBC*) 04.2008

Creative Facilitation (*BBC*) / Delivering Successful Projects (*BBC*) 09.2007

Powerful Presentation Skills (*BBC*) / Influencing Skills (*BBC*) 10.2006

BBC Leadership Programme (*Ashridge*) 09.2006

Negotiation Skills (*Scotworks*) 01.2006

Proficiency in Microsoft Office and Google G Suite

Practical experience of Confluence, SharePoint, OneDrive, Amazon Web Services

Working knowledge of ServiceNow and BMC Remedy

PUBLICATIONS

Website: <http://www.CliveBanks.co.uk> featuring 'The Science Fiction and Telefantasy Databanks'

Author: 'Dog Detectives' - a children's adventure novel (available from Amazon)

'The Star Trek Fact Files' - various articles