

Capability Overview - Ingo Sexl

Senior IT Service Manager · Service Delivery & Transition (ITIL® 4 MP)

Munich, Germany · www.sitexs.biz · ingo.sexl@sitexs.biz

Who I Am

Senior IT Service Manager with deep experience in Service Transition, Service Delivery, and Application Operations across complex multi-provider and multi-market environments.

I help organizations stabilize services, modernize operating models, and execute transitions reliably, combining ITIL 4, PRINCE2, Agile, and DevOps ways of working.

Experience across Financial Services, Automotive, and Pharmaceutical & Life Sciences environments.

What I Deliver (Core Capabilities)

Service Delivery & Multi-Provider Governance

- Establishing transparent governance, KPI models, and cross-provider accountability
- Stabilizing operations and reducing escalations through structured steering

Service Transition & Operational Readiness

- End-to-end transition of applications, platforms, and services into stable operations
- Clear handover criteria, NFR alignment, cutover planning, and readiness assessments

Application Operations (Cloud, Hybrid, On-Prem)

- Ensuring reliable day-to-day operations across distributed environments
- Coordinating vendors, internal teams, and cloud providers

Operating Model & Process Modernization

- Redesigning roles, workflows, and responsibilities
- Embedding Agile & DevOps collaboration into ITSM structures

Reliability-Focused Service Improvement

- Reducing incident volume, improving resolution speed, and increasing service transparency
- Data-driven optimization of processes, communication paths, and technical workflow

Typical Outcomes

- Stable, predictable service operations
- Faster delivery & clearer responsibilities
- Reduced incident volume & fewer escalations
- Improved transparency & decision-making
- Reliable transitions into production
- Scalable, modern operating models

Selected Achievements

- 25% faster incident resolution
- 20% fewer incidents
- 20% faster provisioning times
- 2nd-level resolution rate increased from 20% → 85%
- 15% operational cost reduction

Engagement Models

- IT Service Manager
- Service Transition Lead
- Service Delivery Manager
- Application Operations Lead

Availability: Germany & International · Remote preferred