

Service Portfolio - Ingo Sexl

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

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Who I Am

I support organizations in stabilizing complex IT services, executing controlled transitions, and modernizing operating models across multi-provider environments.

My focus is on operational reliability, transparency, and measurable service performance.

Service Modules

Service Transition & Operational Readiness

- Transition planning & coordination
- NFR alignment, handover criteria & readiness checks
- Cutover preparation & go-live support
- Stabilization phase leadership

Service Delivery & Multi-Provider Governance

- KPI models, governance structures & reporting
- Cross-provider accountability & steering
- Escalation management & service stabilization
- Continuous service performance improvement

Application Operations (Cloud, Hybrid, On-Prem)

- Day-to-day operations leadership
- Vendor & provider coordination
- Incident, problem & change governance
- Operational transparency & service quality improvement

Operating Model & Process Modernization

- Role & responsibility redesign
- Workflow optimization across teams
- Integration of Agile & DevOps into ITSM
- Process improvements (Incident, Problem, Change, Release)

Typical Outcomes

- Reliable, predictable service operations
- Faster delivery & clearer responsibilities
- Reduced incident volume & fewer escalations
- Improved transparency & decision-making
- Modernized, scalable operating models

Engagement Models

- Interim roles (Service Manager, Transition Lead, Delivery Manager)
- Project-based engagements
- Operational stabilization missions
- Advisory & operating model design

Availability: Germany & International · Remote preferred