



4122 Dolphin Road  
Louisville, KY 40220  
[www.practical-itsm.com](http://www.practical-itsm.com)  
ASSESS. CONNECT. SUCCEED.

## ***THE SED-IT TEAM***

*EXPERIENCED. COMMUNICATIVE. ENGAGED.*

### **Kurt McWhirter**

Kurt is known for his ability to bridge the divergent needs and expectations of business executives and IT leadership. Through collaborative design, he creates a process culture that moves the traditional relationship alignment to a true Business/IT integration.

His practice includes ITSM process development, development of global data centers and the subsequent migration of data from varied locations and platforms. Solutions to your needs are rooted in the best practices learned from a broad array of IT projects. Positively impacting the bottom line is a hallmark of Kurt's leadership. He accomplishes this through attention to strong fiduciary controls and timely communication throughout the project lifecycle.

### ***BUSINESS PHILOSOPHY***

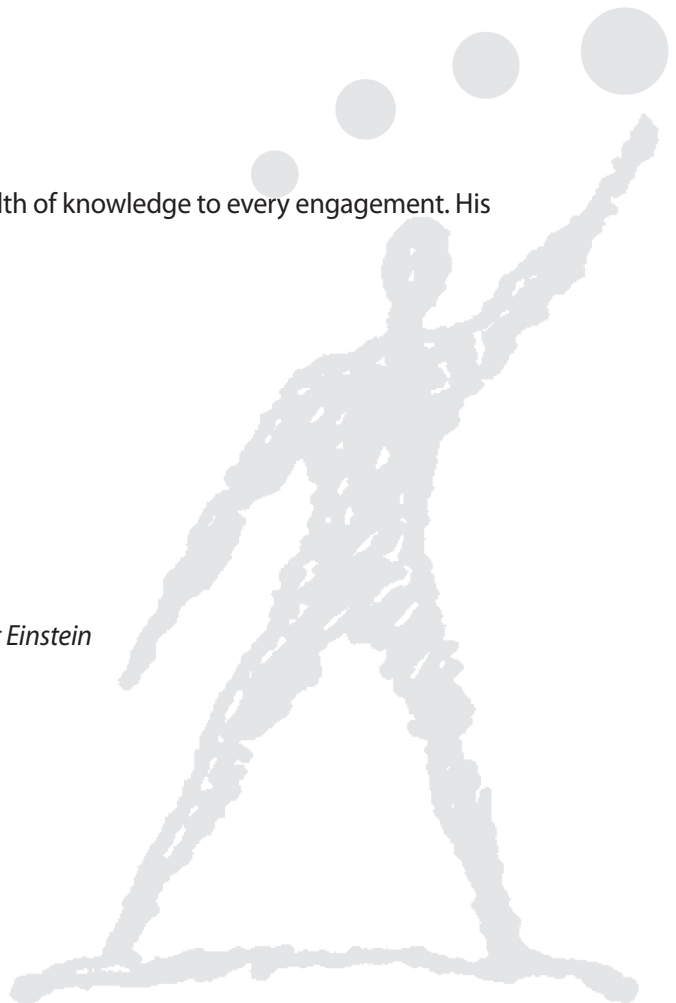
*Do it right the first time.*

### ***KNOWLEDGE***

With over 25 years experience, Kurt brings a wealth of knowledge to every engagement. His primary service management focus areas are:

- IT Process Design & Improvement
- IT Operations Management
- Data Center Management
- Data Center Build Out
- Global Strategic Planning

*The only source of knowledge is experience – Albert Einstein*





4122 Dolphin Road  
Louisville, KY 40220  
[www.practical-itsm.com](http://www.practical-itsm.com)  
ASSESS. CONNECT. SUCCEED.

### ***CREDENTIALS***

ITIL® Expert (v3)  
ITSM Manager Certificate (v2)  
ITIL® Intermediate Certificates (all) (v3)  
APMG/EXIN Accredited ITSM/ITIL Instructor  
Masters of Business Administration

### ***CONTACT***

[www.actzone-itsm.com](http://www.actzone-itsm.com)  
[kmcwhirter@actzone-itsm.com](mailto:kmcwhirter@actzone-itsm.com)  
000.000.0000 (P)  
000.000.0000 (F)

