



Has more than 20 years' experience in IT from international corporates to SMB, 10+ years in implementing IT Service management principles. Helping IT department to implement ITIL<sup>®</sup> principles using pragmatic and experience driven approach. As ITSM domain as fundamentally depended on quality of IT personnel, skills assessment and identification of skill gaps is starting point to any ITSM project - is its vital component and must be synchronized with any ITSM initiative.

Delivering SFIA projects in different company sizes and business areas.

Measurement of IT quality with IT Quality Index framework – Accredited IT Quality Expert

- Accredited SFIA consultant
- Accredited ITIL<sup>®</sup> trainer – delivering all levels of ITIL courses - Foundation / Intermediate / Expert
- Program director of international IT conference – Service Delivery Forum International – [www.SDFI.eu](http://www.SDFI.eu)
- Senior consultant advising with IT Strategy and IT management
- Accredited IT Quality Expert - AITQE
- Managing consultant in Q4IT- accredited ITIL training organization

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Area served: Czech and Slovak republic - Brno, Prague, Ostrava, Bratislava

CV: [http://www.q4it.eu/workshops/Kvapil\\_SFIA\\_profile.pdf](http://www.q4it.eu/workshops/Kvapil_SFIA_profile.pdf)

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