



Brent Allen Knudslie, PMP, ITIL V3, SM9

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P R O F I L E

A highly motivated IT professional with expert technical skills and a proven track record of delivering projects in pressured and challenging environments across different geographic regions and cultures.

An inspiring team leader with excellent organizational, strategic, and problem solving skills.

An organized individual whose approach is focused on customer satisfaction.

Recognized for excellent communication skills and the ability to focus on issues and deal with situations in a calm and decisive manner.

Welcomes a challenge and always gets the job done.

Q U A L I F I C A T I O N S

Thirty five (35) years of work experience in the IT industry as a Design Engineer, Team Leader, Technical Consultant, Systems Analyst, and Systems Programmer.

Twenty four (24) years of experience and expertise working with the HP and Peregrine Service Management suite of products including ESS, SRC, Service Catalog, UCMDB, Service, Incident, Problem, Request and Change Management.

SM9, Service Anywhere, Release Control, SACM, CCRM, Connect It, Asset Manager.

HP Certified Professional - Accredited Integration Specialist and certified for HP OpenView/SM7/SM9 Service Management.

Certified Project Management Professional (PMP), ITIL V3 Foundation, and ITIL Intermediate Certifications in Service Strategy and Service Design.

E X P E R I E N C E

Fast Path Enterprises Inc.
Vancouver, BC

April 2013 to Present

INDEPENDENT CONSULTANT

Fast Path Enterprises was incorporated by myself in July of 2002 with the mission of providing customers with Infrastructure Management solutions, guidance, and expertise. Utilizing my extensive experience analyzing, designing, and delivering Infrastructure Management tools, my focus is to provide HP Service Management solutions to customers throughout North America.

As a technical consultant and design engineer, I am often faced with challenging requirements. My approach is to weigh the requirement priority against the impact on the stability and maintainability of a system. Often this requires a deep understanding of the Service Management product set, helping the customer understand constraints, risk identification and management, and creativity in designing a solution that ultimately satisfies requirements.

Health Shared Services BC, Burnaby, BC (November 2017 – Present)

Technical Consultant responsible for providing guidance and technical expertise on Asset Manager and Connect It including an Asset Manager upgrade to 9.62 and web tier implementation including LDAP and SSL. Asset and contract data loads into Asset Manager were accomplished through Connect It scenarios and AM tailoring was performed to meet specific contract and asset management requirements.

SM9 support was performed including continual service improvement efforts, service catalog integrations to an external self-service request portal as well as SM9 knowledge transfer and technical expertise.

Fraser Health Authority, Surrey, BC (January 2018 – May 2018)

Analysis of a previously upgraded SM9 system to 9.40 was performed followed by a stabilization exercise consisting of resolving defects and application improvements. Direction and recommendations on how to proceed with a failed Request Fulfillment implementation were given along with the successful implementation of an extensive service catalog consisting of over 1000 hardware and software items, SRC, SM9 Request Fulfillment, and a Connect It bridge integrated with the service catalog that produces Request Fulfillment requests.

ICBC, North Vancouver, BC (February 2018 – May 2018)

Performed an upgrade of a SM 9.3 RTE / 9.2 application system to SM 9.52 including Service Desk, Incident, Problem, and Configuration Management as well as ESS. A multi-step upgrade was performed following a SM9 Hybrid upgrade path.

Island Health, Victoria, BC (May 2017 – March 2018)

Upgraded a SM 9.34 application to 9.51 including SRC to provide a foundation for implementing and streamlining service management processes and realizing tool efficiencies. SM9 Reporting, SLAs, Service Catalog and an SRC implementation including support forms for a Go Live system were all accomplished along with a stabilization effort and assistance with the implementation of toolset process improvements and continual service improvement initiatives.

Anthem Blue Cross, Los Angeles, CA (December 2016 – June 2017)

Performed an upgrade of a SM 9.40 RTE / 7.11 application system to SM 9.50 including ESS, Service Desk, Incident Management, and a CTI integration. A greenfield implementation was performed and a migration of all data was accomplished. SSO was implemented and integrated with Siteminder.

First Citizens Bank, Raleigh, NC (November 2016 – December 2016).

Provided expertise to assist FCB with an upgrade of a SM 9.40 Change, Request, Service Desk, Incident, and Configuration Management system to 9.41. The objective of the upgrade was to implement the Logical Name Solution for UCMDB integration purposes.

Tennessee Valley Authority, Chattanooga, TN (July 2016 – December 2016).

Provided Process Designer and Service Manager 9.41 expertise to assist TVA with an upgrade of their 9.21 Service Catalog and ESS system to 9.41 Codeless. This involved a conversion of automated fulfillment using a Change Management back end to 9.41 Request Fulfillment functionality. The objective of the upgrade was to utilize out of the box and Process Designer functionality so as to mitigate any risk that might be incurred during future upgrades.

Verizon Telematics, Atlanta, GA (November 2015 – February 2016)

Performed a pre-implementation validation and health check on a SM 9.34 Service Desk, Incident, Problem, and Knowledge Management system. Provided technical support and assisted with the successful production implementation of the system.

Provided post implementation support and knowledge transfer to the support team for the SM9.34 implementation which included a load balanced and scaled environment, Connect It, BSM, uCMDB, and event driven integrations, Single Sign On functionality, and Deployment Manager.

Included in post implementation support were analysis of requirements, recommendations, design, tailoring and implementation of enhancements that were part of a Continual Service Improvement initiative.

Anthem Blue Cross, Los Angeles, CA (September 2015 – December 2015)

Performed requirements analysis, made recommendations and implemented a SM9.40 Employee Self Service web tier to compliment the existing 9.40 Service Desk and Incident Management implementation.

Performed a health check, resolved issues, and recommended a scalable architecture that will help Anthem move forward with their SM9 implementation.

Island Health, Victoria, BC (February 2015 – March 2016)

Assisted Island Health (IH) with the stabilization of their SM 9.34 implementation including tailoring assistance, performance evaluation, and issue resolution. In addition, the Knowledge Management application was installed for evaluation purposes.

Drawing on a deep knowledge and history with the ESS & SRC products, recommendations were presented and a SM9 Service Catalog and self-service solution was implemented to satisfy Island Health's immediate and future self service requirements.

Provided recommendations and assisted with a Single Sign On solution for SM9 and upgraded the SM 9.34 system to 9.41 including SRC and implementation of a scalable load balanced web tier.

Health Shared Services BC, Burnaby, BC (April 2013 – March 2016)

Technical Lead responsible for the architecture, installation, tailoring and implementation of an HP Service Asset and Configuration Management (SACM) solution to manage assets at a shared data center. The solution involved HP Service Manager (SM9) Change, Incident, Request, and Problem Management tailoring including Process Designer workflow analysis and tailoring to satisfy requirements. A comprehensive evaluation of ESS and SRC was performed resulting in a self-service implementation involving the SM9 Service Catalog and a Web Services integration with an in house service catalog. Release Control, UCMDB, and Asset Manager were included in the solution. Working as a team lead, I was responsible for the overall installation and setup of the products and integrations.

Evaluation and tailoring with Process Designer and Service Anywhere has resulted in extensive experience with workflow tailoring.

Prototypes and demonstrations to the CTO and Provincial Directors of HSSBC were performed for HP products including Propel, Cloud Service Automation and Operations Orchestration. Knowledge Management and Smart Analytics were implemented and handed off with demonstrations and training sessions.

Managed and implemented several SM9 upgrades including impact analysis, reconciliation, and production implementation. Product versions involved were SM9.30, 9.32, 9.34, and 9.40 as well as patch releases. The most recent upgrade involved a conversion from the legacy Request Management module to the 9.40 Request Fulfillment Process Designer module.

E X P E R I E N C E

Hewlett Packard

January 2008 to April 2013

Remote

SENIOR DESIGN ENGINEER

Worked as a design lead on a project to provide enhancements to a Service Lifecycle Management system that provided ITIL processes in a global managed services environment. I was responsible for interpreting requirements and managing the implementation for the Service Request Management component of the system which included ESS, Service Catalog and catalog connector tailoring, including the development of a custom support catalog integration for ESS. A particular identifying factor on this project included building team cohesiveness while remotely mentoring and motivating an Asian development team in order to improve on project efficiency.

My objectives included providing a functional and effective Service Request Management system using the HP Service Catalog product set. This was accomplished by balancing global requirements with an end result that is reliable and maintainable moving forward.

My role included leading and mentoring a development team. In a period of less than one year, this effort has brought a team of entry level resources to an advanced level of proficiency and resulted in a group that was confident and self-directed.

Other responsibilities included developing a Continual Service Improvement program and participating in the beta testing and providing feedback on the Service Anywhere software as a service product set.

E X P E R I E N C E

Fast Path Enterprises Inc.

Edmonton, Alberta

July 2002 to December 2007

INDEPENDENT CONSULTANT

Hewlett Packard, Remote (February 2007 – December 2007)

Lead the design effort for a component of a project to provide enhancements to a Service Lifecycle Management system that provides ITIL processes in a global managed services environment. I was responsible for interpreting requirements and managing the implementation for the Service Catalog and Self Service Ticketing (ESS & SM7) components of the system. A particular identifying factor on this project included setting stakeholder expectations using prototyping techniques and requirements clarification meetings. The project team was distributed across all regions of the world and as a result, particular attention was given to communicating with stakeholders and leading/mentoring implementation resources.

Depository Trust and Clearing Corporation, NYC, NY (June 2006 – Jan 2007)

Responsible for the requirements gathering, design, and development of an HP Openview ServiceCenter Change Management system. Deliverables included a Requirements and Design Blueprint document, a Technical Specifications document, and a fully developed Change Management system.

Ford Motor Company, Detroit, MI (May 2005 – June 2006)

Performed Infrastructure Management design and architecture planning to integrate Peregrine ServiceCenter with AssetCenter, Tivoli and Get-It self-service web interface. Responsible for the design and development of a pilot Change Management system.

Caterpillar, Peoria, IL (April 2005 – May 2005)

Mentored and assisted Caterpillar with preparations for rolling a web based (Get-Resources) Request Management and self-service system into production.

E X P E R I E N C E

Fast Path Enterprises Cont'd

EDS, Tulsa, OK (March 2005 – April 2005)

Assisted EDS with a conversion of their ServiceCenter version 3 Request Management system to ServiceCenter version 6. Deliverables from this engagement included a Plan of Attack document that provided a creative approach to issue determination and resolution, documentation outlining major issues, and recommendations for moving forward.

Novartis, Morris Plains, NJ (March 2005)

Planned and executed a ServiceCenter Oracle conversion for Novartis. The engagement included cross training and knowledge transfer.

Caterpillar, Peoria, IL (September 2004 – February 2005)

Responsible for requirements gathering, design, and implementation of a pilot Get-Resources and Get-Services Change system to provide Caterpillar with an Employee Self Service solution for Asset and Account Provisioning. The system was implemented with a ServiceCenter back end requiring modifications to Request Management and Change Management ServiceCenter components.

McKinsey, New York City, NY (June 2004 – September 2004)

Assisted McKinsey with a taxonomy restructuring within ServiceCenter Service and Incident Management. The result was a significant reduction in the time required for Help Desk personnel to create and assign call tickets.

Major Retailer, San Francisco, CA (January 2004 – July 2004)

Responsible for an enhancement to a Change Management system that provided a solution to extend the capability of Change Management to support Project related changes prior to implementation. The solution incorporated dynamic approval processing.

Technical lead for a project that implemented a Risk Management and Loss Prevention system at 3000 stores. The system was web based using Peregrine Systems Get-Services with ServiceCenter back end functionality and is being used to manage and track information about incidents, accidents and thefts at stores and distribution centers.

E X P E R I E N C E

Fast Path Enterprises Cont'd

Morgan Stanley, New York City, NY (June 2003 – January 2004)

Responsible for upgrading a web based Get-Services Peregrine solution utilized to request services by Morgan Stanley users worldwide. Get-Services product sets version 1.3 and 2.0 were upgraded to a common 4.1 product version.

Ministry of Information Services, Victoria, BC (August 2002 – June 2003)

Worked with a project team to design, develop and deliver a government wide full scale Infrastructure Management System including Configuration Management, Incident Management, Change Management, Request Management, Service Level Management, Asset Management, and Procurement. Was directly responsible for the design, development, and delivery of the Incident Management component, Service Level Management component, and the web component of Request Management.

E X P E R I E N C E

Peregrine Systems

August 1999 to August 2002

San Diego, California
(Based in Edmonton, Alberta)

TECHNICAL CONSULTANT

While at Peregrine, I lead teams and worked independently while providing technical expertise and implementing Peregrine products at several Fortune 500 companies. I have received numerous letters of appreciation from customers and my peers.

Ministry of Information Services, Victoria, BC (January 2002 – August 2002)

Worked on a project team responsible for the analysis, architecture, design and development of a full scale ServiceCenter, Get-It, and AssetCenter implementation that would replace several legacy Infrastructure Management systems.

Sabre/EDS, Dallas, TX (August 2001 – January 2002)

Provided technical expertise and guidance with regards to the delivery of a web based Get-Services Call Center solution.

Citigroup, Peregrine Atlanta Office (April 2001 – August 2001)

Provided Get-Resources product expertise to a team responsible for a web based Request and Asset Management system.

Chevron, San Ramon, CA (March 2001)

Provided Get-Services, javascript, and html expertise and guidance for a web based problem management system.

Banner Health, Phoenix, AZ (March 2001)

Provided ServiceCenter expertise and guidance for a corporate Problem Management system.

Sabre/EDS, Dallas, TX (June 2000 – February 2001)

Worked as part of a project team of 20 resources responsible for the analysis and design of a corporate wide ITIL compliant Infrastructure Management system. During my role as a team lead, I was directly responsible for the construction, and delivery of a Request Management system.

E X P E R I E N C E

Peregrine Systems Con't

Morgan Stanley, New York City, NY (May 2000)

Performed ServiceCenter enhancements to an Inventory Management system and technical expertise with regards to a Get-Resources web based Request Management system.

Cognos, Ottawa, ON (April 2000)

Assisted the customer with a ServiceCenter Oracle conversion.

Edward Jones, St. Louis, MO (March 2000 – July 2000)

Was the technical resource responsible for the development and installation of one of the first Get-It web installations in Peregrine's history. The Get-It product set was installed on a Solaris platform.

Southern California Edison, Irvine, CA (November 1999 – January 2000)

Performed systems analysis, design, and construction of a Change Management system. I managed the project from design to system hand over including training.

Morgan Stanley, New York City, NY (November 1999)

Performed ServiceCenter enhancements to a worldwide Inventory Management system.

Kraft (September 1999 - October 1999)

While working remotely, performed ServiceCenter enhancements to a large scale Problem Management implementation.

E X P E R I E N C E

Canadian Utilities Limited
Edmonton, Alberta

July 1983 to August 1999

SYSTEMS PROGRAMMER / PROJECT LEADER

I worked as a Systems Programmer and Systems Analyst with Canadian Utilities Limited for over sixteen years. During that time I received management recognition on numerous occasions resulting in a position of Technical Consultant and Team Leader. My responsibilities included providing leadership and direction to the UNIX support group. I gained experience working in both UNIX and MVS environments, installing database products such as CICS, IMS, and Oracle, and installing a wide variety of program products on MVS, Windows and UNIX platforms.

From 1992 – 1999, I lead projects and was directly involved in the design and development of a Project Management Process. I lead project teams of up to fifteen resources including the upgrade of an IMS production system and the process design, acquisition, and installation of a corporate wide Change Management system.

E D U C A T I O N

Northern Alberta Institute of Technology 1981 to 1983
Edmonton, Alberta

*COMPUTER SYSTEMS DIPLOMA (HONORS)
MAINTAINED A 90% AVERAGE
RECIPIENT OF WOODS GORDEN SCHOLARSHIP AND ALBERTA PRIZE*

Strathcona Composite High School 1979 to 1981
Edmonton, Alberta

*GRADUATED WITH SENIOR MATRICULATION
RECIPIENT OF ALEXANDER RUTHERFORD SCHOLARSHIP*

O R G A N I Z A T I O N S

Project Management Institute with PMP 1994 to Present
Designation

Canadian Information Processing Society (ISP) 1996 to 2002

USENIX Association 1994 to 1999

O T H E R I N T E R E S T S

In my spare time I enjoy staying active or reading a good book. I have been enjoying indoor wall climbing with several of my closest friends and hiking on the west coast trails with my wife. Some past accomplishments include competing in the Edmonton marathon and the Canadian Ironman Triathlon.