Bio of Dennis G. Ravenelle

Mr. Ravenelle's thirty years of professional experience leading technology organizations includes stints as senior manager, director, COO, CIO/CTO, and CEO of both public and private sector technology enterprises, as well as more than fifteen years of consulting in management and information technology (IT) to such clients as Fidelity Investments, Dun & Bradstreet, Smith & Nephew plc, Tufts New England Medical Center, and Paramount Studios. He has built acclaimed infrastructures and led award-winning teams.

At Harvard University, where he has served for most of the last seven years, he currently leads the **strategic effort to unify, improve and optimize the support and delivery of technology services to Harvard's nearly 30,000 students, faculty and staff. Previously, he** led the consolidation of the networking organizations and infrastructures of the University's Central Administration and flagship Faculty of Arts and Sciences (FAS) and has led large strategic and tactical remediation and infrastructure projects.

He also served on the Board of Directors of the U.S. Chapter of the IT Service Management Forum (itSMF USA) from 2005 through 2011, including three years as its Secretary and Awards Chair. He previously held the Knowledge Management and Certification Portfolios and under his aegis both the Academic Committee, a major initiative to introduce IT Service Management standards and best practices into technology and management graduate school curricula, and the Higher Education Special Interest Group (SIG) were founded. As Certification Chair during the UK Office of Government Commerce (OGC) competitive activities re-competition (CAR) initiative and the launch of ITIL version 3, he led efforts to maintain open communications between the OGC and the ITSM community. He has been recognized for his contributions with the 2006 itSMF President's Award and the 2007 Industry Knowledge Contribution Award.

As a member of the itSMF International delegation to ISO/IEC JTC1 SC7, he has contributed to several efforts including the Special Working Group on Standards Management and working groups on IT Service Management (ISO/IEC 20000) and IT Governance (ISO/IEC 38500) and as chair of the study group looking at standards in the area of systems integration.

In the area of publications, he served itSMF International for several years, working as a member of the Editorial Advisory Taskforce (EAT) and its predecessors including IPESC. He conceived the *An Executive's Guide* series and has authored one book: *IT That Matters: An Executive's Guide to maximizing the strategic value from your IT investment* (TSO: March 2012). He also managed publication projects, the itSMF Publishing website and reviewed prospective publications.

He has served as a member of the program committee for the Society for Information Management (SIM) SIMposium 2013 and as a member of the EXIN TUV ISO/IEC 20000 International Certification Management Board.

Bio of Dennis G. Ravenelle

In 2009, he served briefly as Director of IT for Sonus Networks, where he led the remediation and upgrade of the international network infrastructure, enhanced the global support organization, participated in strategic acquisition due diligence and helped set the vision for the next generation infrastructure.

Prior to joining Harvard, at the University of Massachusetts, he elevated a best-efforts skunk works network to one of the most robust statewide networks in the country, supporting the Internet and Internet2 access and data transport needs of the Commonwealth's higher education and K12 communities, public libraries and several state agencies.

He served as CIO/CTO, was the chief architect and managed the development of Travelago.com, an acclaimed streaming video travel portal. As CIO/CTO and then as CEO of the Massachusetts Corporation for Educational Telecommunications (MCET), the award-winning satellite and Internet distance education network of the Commonwealth of Massachusetts, he launched an educational portal and significantly enhanced both the satellite network and MCET's Internet presence. Through his leadership, MCET was awarded a multimillion dollar U.S. Department of Education Star Schools Grant called Mathemagica.

Mr. Ravenelle's career began in the early years of competition in the telecommunications industry, where he quickly earned recognition for the innovative applications that he developed. He acquired a declining communications company and expanded it nationally twenty-fold in ten years, successfully selling it to a young protégé groomed to continue it. He subsequently managed the data wiring division of a major IBEW-affiliated electrical contractor, overseeing large infrastructure projects for such clients as Digital Equipment Corp. and The Children's Hospital (Boston).

An accomplished leader, teacher, and mentor, he has participated in projects and field studies on the Processes of Consulting with students of the Harvard Business School, been an adjunct Assistant Professor of Management at Worcester Polytechnic Institute, Chairman of the Worcester Area Chamber of Commerce Business Education Committee, a director and Program Chair of the New England Domino and Notes Special Interest Group. He was co-founder and first president of the itSMF New England Local Interest Group.

With a keen interest in international activities, he was a founder and Vice President of the Worcester-Russia Initiative for Education, a nonprofit foundation providing business education to aspiring entrepreneurs in Russia. He has also served as Treasurer and a director of the International Center of Worcester (ICW) at Clark University.

Fluent in French, he has spoken and written on technology matters in French and English. He was a Founder, Director, and President of the Boston Chapter of the Richelieu International, a francophone service club.