

**Senior Global  
Business Service  
Management  
Consultant****Summary**

Jay Moore is a Senior Global Business Service Management Consultant working with BMC Software. He focuses on IT Business Service Management solutions. He has over 20 years experience in Information Technology. This experience, coupled with a strong technical background, allows Jay Moore to leverage skills across the various IT domains (Telecom, Financial Systems, Pharmaceutical and Manufacturing. Jay has worked with the Remedy Product tool since version 1.0 (1992) and has evolved to work with a vast amount of products that are consumers or providers to this platform. Jay completed the first class as a Remedy Approved Consultant ever held.

**Project Experience**

- Jay Moore led the efforts to implement IT Service Management tools for many Fortune 50 companies – and in several ultimately resulting in a 98% approval rating in process and service tool implementation across the global business enterprise.
- Jay Moore can assist with Global Architecture & Deployment of BMC ITSM 7.0 for Global Pharmaceutical Company with worldwide operations. He focuses on continuous process Business Service Management improvements; suggest, define, and design processes for daily Business Service's Definitions. IT Operational activities. Service Improvement Programs (SIPs). Improve the quality and efficiency of the solutions delivered to BMC clients (Global and Regional Companies) to improve business margins while promote knowledge of tools used in support and implementation of IT processes within operations and to the customer based on ITIL v3 best practices.

- Jay Moore is the point of reference for any questions, problems, and suggestions about ITIL v3 best practice process; He recommends as needed adjustments to the Service Desk, Service Request, Change Management Configuration Management systems, as appropriate. In addition, he identifies process deficiencies and escalates or recommends solutions.
- Jay Moore provided the strategic context and direction to enable many Global Companies to move towards a more proactive and effective Service Management & Service Impact Solution - Assist Service Level Management in establishing Service Level Agreements and Business Units to consistently perform problem resolution. Collaborated with Global Companies with account management to institute Service Level Agreements/ Operational Level Agreements (SLA/OLA) as well as definition and support of the Services provided.

**Tools & Technologies****Applications:**

- BMC Remedy: ARSystem, MidTier,
- Tivoli Monitoring, Concord
- Peregrine Service Center
- Microsoft Exchange Server

**Operating Systems:**

- Windows XP/Server, Linux/UNIX (red hat), HP/UX, Solaris

**Database Management:**

- Oracle, MS-SQL

**Programming/Scripting:**

- HTML, SQL, JAVA.



## Education/Certifications

- ITIL - Certified Professional
- BMC Boot camp for ITSM Suite, Discovery Tools (Suite), Business Impact Manager, Service Impact Manager, BSM Analytics & Reporting, Atrium CMDB and Atrium Integration Engine
- BMC Remedy Approved Consultant
- BMC Remedy IT Service Management 7.x Advanced Solutions Core Components
- BMC Airport Simulation Certified Training Professional
- BMC ITSM Product Consortium Member
- BMC Product Advisory Co-Chair for Service Request Management Product
- Project Management: PMI Bok & Prince2 Fundamentals
- Microsoft Certified Professional (MCP)
- Enterprise Certified Network Engineer ECNE

## ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best practice IT processes, automated technology management, and award-winning BMC® Atrium™ technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and enduser devices, BMC also delivers solutions that address the unique challenges of the mid-sized business. Founded in 1980, BMC has offices worldwide and fiscal 2006 revenues of more than \$1.49 billion. Activate your business with the power of IT. [www.bmc.com](http://www.bmc.com).

## ABOUT DATA RAZOR

Data Razor Professional Services is focused on helping corporations transform their IT organization to a business-aligned IT Service provider. We achieve this by drawing upon our deep technical expertise in management technology and our proven understanding of IT Service Management best practices to deliver tailored solutions to our customers. Data Razor was founded in 1991 by Jay Moore and is a global provider of Business Service Management Consulting.

[www.datarazor.com](http://www.datarazor.com)