

CURRICULUM VITAE
JOHN (JACK) B. PROBST JR.

7038 Boathouse Way
Flowery Branch, GA 30542
(614) 256-9986 Mobile
Email: jrppro@aol.com

PROFESSIONAL EXPERIENCE

PINK ELEPHANT INC.

2005 - Present

A provider of IT Service Management (ITSM), business process consulting, conferences/special events and education to large and mid-size organizations, private and public, throughout the Americas, EMEA and the Asia Pacific region.

Principal Consultant

- ◆ Advise and consult with senior management of VIP and major accounts, including Fortune 100 firms, to initiate and implement enterprise IT Service Management (ITSM) initiatives focused on strategy, governance, organizational design and structure, operating models, organizational change and how to achieve the maximum return from a service-based organization.
- ◆ Recognized by clients for an ability to bring disparate or competing groups together to achieve common goals and solve the most pressing problems
- ◆ Support the sales and engagement lifecycle engaging global organizations in the successful implementation of their ITSM process projects. The targeted deliverables generate measurable and substantial returns in the form of strategic, tactical and operational improvements in the organization's IT operations.
- ◆ Developed and conducted advanced training and education programs on ITSM and management issues associated with process implementation that resulted improved service performance.
- ◆ Developed the virtual consulting practice to engage clients with a collaborative problem solving
- ◆ Recognized as a national and international sought-after speaker by major clients and at major industry conferences/symposiums on ITSM strategy, processes, their implementation and topics associated with IT/business alignment or process implementation.
- ◆ Developed the Pink Elephant strategic planning, operational model, and organizational design consulting practices
- ◆ Recognized as the University vertical market leader with expertise in assisting centralized and decentralized University Information Technology service organizations in developing successful service management programs
- ◆ Organizational leader for Lean IT, Agile/Scrum and Business Relationship Management certification programs
- ◆ Expert in conducting virtual learning for courses and workshops in strategic ITSM planning, advanced ITIL 4 disciplines, Lean, Agile/Scrum, and product management

KELLER GRADUATE SCHOOL OF MANAGEMENT

2001 – 2005

Instructing MIS graduate level course (evening program) – Strategic Management of Technology – with student evaluations exceeding 3.5 out of 4.0.

NATIONWIDE COMPANIES

1994 – 2005

An international holding company (assets more than \$100 billion) focused primarily on risk management, long-term savings and asset management products. Scottsdale Insurance Company is a wholly owned subsidiary of Nationwide.

NATIONWIDE – OFFICE OF CIO, Columbus, Ohio

1999 – 2005

IT Process Officer – Enterprise Core Capability Framework Transformation and IT Strategy – 2004 - 2005

- ◆ Responsible for the coordination of improvement and transformation of the IT core capabilities for the Nationwide Enterprise IT organizations and the development and coordination of an integrated Enterprise IT strategy.
 - ◆ Developed capability strategic assessment practice and applied the practice across Enterprise IT organizations to develop the 2005 IT strategy

Associate Vice President – Information Technology Process and Governance – 1999 - 2004

- ◆ Managed the Office of Process and Governance, which was responsible for the identification, development, documentation and integration of corporate-wide information technology processes. Department activities included the design and implementation of governance processes to assure effective process performance and to serve as a feedback mechanism to continuous improvement processes.
 - ◆ Managed virtual program teams who successfully developed and implemented IT processes and practices across multiple Strategic Business Unit (SBU) IT organizations. Processes included IT service management (\$3.5 MM savings in first 3 months), large project solution delivery, IT portfolio management, IT human capital practices, technology acquisition and introduction, and staff augmentation.
 - ◆ Developed the approach that a enterprise cross-organizational team used to successfully develop, introduce and mature IT processes for large organizations.
 - ◆ Provided leadership and direction to a cross-functional team that implemented an Enterprise IT portfolio management practice.

SCOTTSDALE INSURANCE COMPANY, Scottsdale, Arizona

1994 – 1999

An Excess and Surplus Lines insurer of commercial and personal lines of coverage developing premiums exceeding \$1.0 billion

Vice President & CIO - Information Systems Services

- ◆ Responsible for the developing and deploying the corporate technology strategy and the coordination and execution of the Information Services function as a service provider throughout the company. The division of 115 people developed, IT solutions accessed by 1000 users in the company. Under my leadership, the division:
 - Developed the corporate technology strategic plans supporting the corporate strategic goals.
 - Established ISS as a provider of quality effective and efficient technology services and as a business partner to customers both inside and outside the organization.
 - Developed and implemented the project portfolio and project management disciplines.
 - Successfully implemented major technology initiatives such as paperless policy workflow, integrated intranet based document management system and system Y2K re-mediation and testing.

CRUM & FORSTER COMPANIES

1977 - 1994

Insurance holding company comprised of various insurance groups including Westchester Specialty group (formerly The London Agency), Seaboard Underwriters and U.S. Insurance Group.

WESTCHESTER SPECIALTY GROUP, Atlanta, Georgia

1986 - 1994

Specialty and Excess property and casualty commercial insurance company with premiums in excess of \$300 million

Chief Information Officer - Senior Vice President – 1993- 1994

- ◆ Responsible for integration of information technology throughout the group to meet the strategic needs of the business. Coordinated the IS activities in the group's three offices.

- Developed and implemented a planning process to link the strategic goals and objectives of the business to the implementation of technology.
- Implemented the first corporate collaboration tool (NOTES GroupWare) resulting in improved communications and workflow.

Operations Officer - Vice President - 1988, Senior Vice President – 1991- 1993

- ◆ Responsible for managing all support functions, including information technology, document management, transcription, telecommunications, purchasing and supply, management of the physical plant and supervision of 2 branch offices.
 - Implementation of the organization’s first LAN and LAN based applications.
 - Relocation of the home office, including site selection, lease negotiation, furniture and fixture replacement and the move to a 100,000-sq. ft. facility under budget and on schedule.
 - Improved quality and service levels and the reduction of the support staff.
 - Reviewed and revised purchasing procedures resulting in expense and capital budget savings of 5 to 12 % annually.

Errors and Omissions Programs - Manager - 1986, Assistant Vice President – 1987-1988

- ◆ Responsible for the underwriting oversight of the Florida and Texas Agents E&O program and the coordination of the marketing of the program by the association’s Managing General Agencies.
 - Developed audit procedures and an automated rating system resulting in a reduction in errors and greater consistency in the underwriting process of the MGAs.
 - Implemented reinsurance program to offer higher limits of coverage resulting in implementation of a new market program and a 5% growth in premium.
 - Developed and implemented the Casualty department automated processing system supporting reduced process redundancies and staff productivity improvements

SEABOARD UNDERWRITERS INC., Boynton Beach, Florida **1985 - 1986**
Underwriter of specialty commercial automobile liability coverage with premiums more than \$100 million (Details available on request)

U. S. INSURANCE GROUP **1977 - 1985**
Commercial and Personal lines insurance carrier with premiums more than \$1 billion offering coverage in 40 states (Details available on request)

TRAVELERS INSURANCE COMPANY, Atlanta, Georgia **1975 - 1977**
National Underwriter of Property, Casualty and Life insurance (Details available on request)

ITE IMPERIAL CORPORATION, Tucker, Georgia **1974 - 1975**
Manufacturer of commercial and residential power distribution equipment (Details available on request)

Volunteer Activities

itSMF USA **2003 – 2017**
USA Chapter of the international volunteer organization focused on developing IT Service Management (ITSM) professionals and best of breed ITSM strategic, tactical and operational practices

- ◆ Currently serving as a member of the itSMF USA Board of Directors and Past-President (2015)
- ◆ Co-founded the Columbus, OH Local Interest Group (LIG) attracting 60 members in the Columbus area. Served as LIG President for two years
- ◆ Chaired the Academic committee that collaborated with Academics and ITSM professionals to (2005-2010):

- Foster development of an ITSM curriculum, concentration or course in US Universities and Colleges
- Encouraged post-doctoral ITSM research

PUBLICATIONS and AWARDS

“Integrating ITIL and Six Sigma For Continual Service Improvement”; Cabinet Office/TSO website - <http://www.best-management-practice.com/>

“IT Governance and IT Management: Is There a Difference That Makes a Difference”; Co-authored with Beachboard, John PhD – Idaho State University and Gregg Aytes PhD – Idaho State University; Proceedings of the Information Science and IT Education Conference – 2010

Conger, S., & Probst, J. (2014). Knowledge Management in ITSM: Applying the DIKW Model. In *Engineering and Management of IT-based Service Systems* (pp. 1-18).

2010 itSMF USA Industry Knowledge Contribution award

EDUCATION

GEORGIA INSTITUTE OF TECHNOLOGY, Atlanta, Georgia
B.S. - Mechanical Engineering, 1974

GEORGIA STATE UNIVERSITY, Atlanta, Georgia
Master Business Administration, 1981

GRAND CANYON UNIVERSITY, Phoenix, Arizona
EdD in Organizational Leadership – Doctoral Candidate – expected completion Spring, 2021

INSURANCE INSTITUTE OF AMERICA, Malvern, Pennsylvania
Chartered Property and Casualty Underwriter designation, 1987

EXAMINATION INSTITUTE FOR INFORMATION SCIENCE
ITIL Foundation Certificate, 2001
Manager’s Certificate in IT Service Management, 2002

LOYALIST CERTIFICATION SERVICES
ITIL Expert, 2008
Service Offerings and Agreements, 2008
Service Strategy, 2009
ITIL Foundation Certificate – V3, 2007

ISACA
COBIT 4.1 Foundation, 2009
COBIT 5.0 Foundation, 2015

APMG
Lean IT Foundation, 2012
Business Relationship Management Professional, 2015
Certified Business Relationship Manager, 2016

PeopleCert
ITIL 4 Managing Professional designation – 2020
ITIL 4 Strategic Leader designation - 2021

Distinguished Professional In Service Management (DPSM)

priSM Institute, 2013

Alpha Chi National Honor Society - 2020

AFFILIATIONS

itSMF USA – National Board of Directors, President (2014), Past President (2015)

ItSMF USA – Atlanta LIG

itSMF USA – Chair Academic Committee

REFERENCES

Upon request