



4122 Dolphin Road
Louisville, KY 40220
www.practical-itsm.com
ASSESS. CONNECT. SUCCEED.

THE SED-IT TEAM

EXPERIENCED. COMMUNICATIVE. ENGAGED.

Dr. Suzanne Van Hove – Founder and CEO of SED-IT

Suzanne has successfully blended an award-winning career in higher education with a passion for IT Service Management. She understands the dynamics of how people learn and the best vehicles for content retention. She has developed and received accreditation of her own IT Service Management educational programs.

Perhaps her greatest strength is developing training curriculum that is industry specific. This unique approach gives students practical, real life case studies that enable them to bring best practices to their respective organizations. General Electric, ESPN, the Port of Seattle, and Humana are some of the client companies that have benefited from her proprietary education approach.

BUSINESS PHILOSOPHY

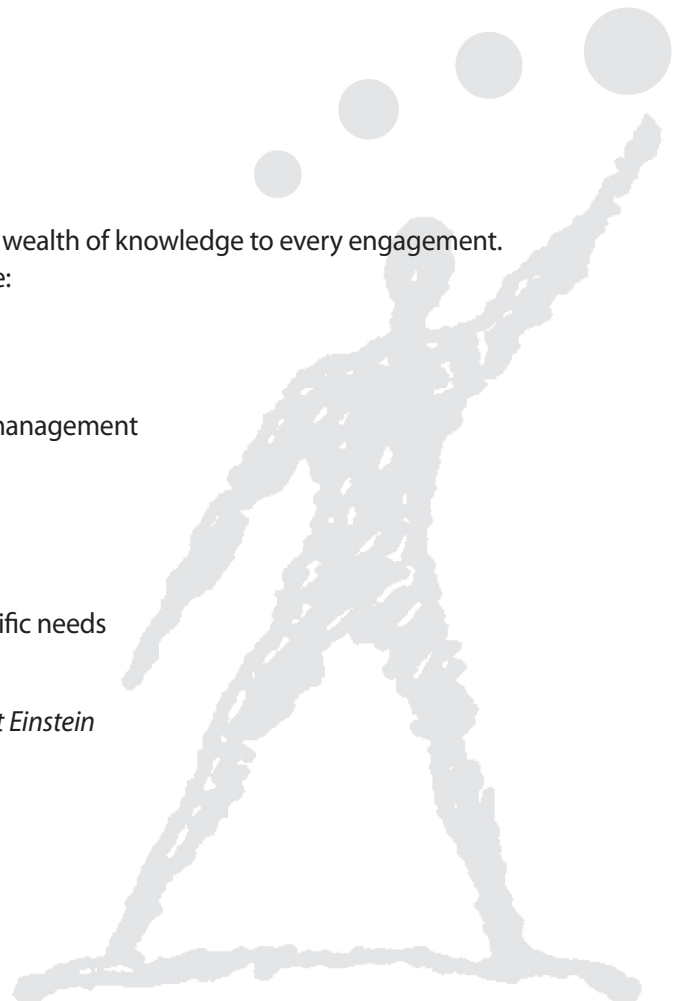
You're never too old to learn or do something new.

KNOWLEDGE

With over 25 years experience, Suzanne brings a wealth of knowledge to every engagement. Her primary service management focus areas are:

- Curriculum Development and Delivery
- Process Design and Development
- Consensus building across all levels of management
- Identifying hidden obstacles to success
- Process Design and Development
- Process Assessment and Improvement
- Guided learning for organizational-specific needs

The only source of knowledge is experience – Albert Einstein





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CREDENTIALS

ITIL® Expert (v3)
ITSM Manager Certificate (v2)
ITIL® Intermediate certificates (all) (v3)
ITSM Practitioner Certificates (v2)
EXIN ISO/IEC 20000 series (Professional: Alignment, Control, Delivery)
ISO/IEC 20000 certified Consultant & Instructor
APMG/ISEB/EXIN Accredited ITSM/ITIL Instructor (Lead)
Fellow, Institute of IT Service Management
Ed.D., Human Development & Counseling (Sport Psychology)

CONTACT

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