

**Resume of:**

**Glenn D. O'Donnell**

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**Summary:**

A recognized expert and advisor on a broad variety of information technology topics and trends including IT operations, IT Service Management (ITSM, including ITIL), network and systems management, IT/business alignment, automation, applications, and infrastructure. A relentless driver of technology developments and their applications to business challenges continuously since 1980. Global experience, execution, and unique insight into IT operational excellence, command centers, capacity planning, performance optimization, ITSM, CMDB, network management, application management, and operational automation. Perspectives on industry developments have been quoted often in industry and business periodicals. Presentations delivered to audiences worldwide. Currently co-authoring a book on the configuration management database (CMDB).

**Career Objective:**

- Senior industry analyst covering IT Operations and management systems
- Senior management in a corporate IT organization requiring transformation
- Strategic development for a growing management technology vendor

**Work Experience:**

**Software Marketing Lead**

Jul. 2005 to Jan. 2008

Led marketing efforts for EMC's application-oriented management software business, including market launches, strategy development, M&A, industry evangelism, and thought leadership. High visibility as EMC's representative in the IT Service Management Forum (itSMF) and frequent appearances in public conferences and forums as well as development and delivery of several webinars and published articles and white papers.

Principal Product Marketing Manager

EMC Corporation

**Independent Consultant and Analyst**

Apr. 2005 to present

Advisory and consulting services to corporate IT organizations and management software vendors, including development and delivery of public presentations, webinars, and white papers. Independent work was dormant during EMC tenure.

Principal

O'Donnell Research

**Industry Analyst**

Nov. 2000 to Apr. 2005

Trusted advisor to Global 2000 IT organizations and technology vendors. Coverage as an analyst focuses primarily on IT operational tools and processes, IT/business alignment, and IT service management. Responsibilities include advisory services and consulting, authoring research notes and opinion articles, public speaking and guiding

Program Director

META Group, Inc.

broad industry initiatives for IT operations and management technologies. Frequent keynote presenter at industry conferences. Publications and presentations are available by request.

**Chief Management Architect** Distinguished Member of Technical Staff  
1996 to Nov. 2000 Lucent Technologies  
Lead architect for network management technology and operations for Lucent's worldwide IT organization. Also drove integration of the network management technologies with broader management initiatives aligned with the principles of ITIL.

**Data Networking Architect** Member of Technical Staff  
1991 to 1996 AT&T Microelectronics  
Architecture, design, planning, and advanced support for a large-scale data network for the global AT&T Microelectronics business.

**IT Group Leader** Member of Technical Staff  
1986 to 1991 AT&T Bell Labs  
Manager and technical lead for a small group of Unix and VMS system administrators and networking staff. Developed one of the first large-scale networks based on Sun workstations and servers along with VAX minicomputers running VMS, BSD 4.1 and System V Unix.

**CAD Developer and System Administrator** Senior Technical Associate  
1984 to 1986 AT&T Bell Labs  
Developer of computer aided design tools for semiconductor engineering. Also grew the IT environment in support of semiconductor design projects.

**Semiconductor Design Engineer** Technical Associate  
1982 to 1984 Bell Labs  
Design and engineering responsibility for early digital signal processor devices. Also introduced VAX/VMS minicomputers to the design process and supported these systems.

**Semiconductor Processing Engineer** Engineering Associate  
1980 to 1982 Western Electric  
Engineering responsibility for semiconductor process quality.

#### **References:**

Available upon request

#### **Publications, Presentations, and Multimedia:**

- An extensive collection of published papers and articles, public presentations, and videos can be found at [www.glennodonnell.com](http://www.glennodonnell.com).
- Additional career details are on the Biography page at this web site
- The Service Management Soapbox available at [itsm.glennodonnell.com](http://itsm.glennodonnell.com) contains numerous articles on IT Operations and management technology.
- Currently co-authoring a book on CMDB and the Configuration Management System. Publication is expected in the second quarter of 2008.