

FEEDBACK: People Are Saying...

Nancy Hinich-Gualda
Principal Customer Success Manager
BMC

"Being able to actively listen to clients, understand their pains, challenges and requirements in a complicated environment and then be able to articulate solutions for them is not an easy task. Malcolm has the ability to not only articulate and architect customer solutions; he is able to gain the client's trust to actually implement those solutions. It is one thing to be schooled in theory to serve as the basis for recommendations – Malcolm has the all-important real world experience that builds trust, confidence, credibility and breeds success. ... When he speaks, people listen because they know he has something important to offer to either solve a problem, add on to a suggestion or plot a strategy forward. He would be a critical, strategic asset in any organization that was lucky enough to entice him to move on to their organization."

Amy Chenard
Sr Principal Engineering Svcs Architect at CA Technologies

Hi Malcolm,

What a sad day for CA to lose such an amazing, smart, talented resource. Won't be the same without you ...

Jonathan Partlow BGS, MS
Co-Founder at HumanityProject.com

Always on point.

John Reaves
Innovation Strategy + Partner Engagement / VP Creative Solutions Image Media / CEO
Learning Worlds

This is fabulous stuff, Malcolm! It's going to take me much longer to absorb, but it's very exciting work!

Lukasz Szostak

Vice President - North America at TBSCG

Malcolm Ryder Your accountability comment really nails it. Projects with fixed budgets, scope and deadlines have a business reason behind them. We techies often forget that we're just a tool for the business.

Arthur Lerner

Principal at Arthur Lerner Associates

"Good comments, especially (to me) Carolyn's and Malcolm's. Both are well considered, instructive, and add dimension and depth with illustrative example or analysis to deal with a range of 'process' issues."

@Malcolm -

Wow! What a congenial, cogent, concise and insightful comment. Your first sentence alone is worth paying admission to read. Thanks!

Dexter Francis

Project Engineer, Walt Disney Imagineering

Nice Job Malcolm - Insightful and clarifying.

Peggy Sutton

People Operations Leader, Mercer PeoplePro

Hi Malcolm, thank you for your response! I appreciate your comments and your insights. They are certainly top notch, and it's clear you have a lot of experience in this area....

Amit Jangid

IT Project Manager | PMP, ITIL, CSM, MS Project 2013 | Mphasis Limited

"Hello Malcolm... It is quite impressive the way you present all your thoughts and create a distinction about two similar looking phrases.

The perfect way to describe it to a business persona."

Ed "Skip" McLaughlin
Entrepreneur/Angel Investor
Author: "The Purpose is Profit"

Hi Malcolm,

I want to thank you for reaching out with your very thorough feedback. Your observations do fit nicely with the feedback we're receiving, but I want to tell you that I am very impressed with the way you analyzed the content and quite honored by your conclusion...

Rob England
The IT Skeptic

If you fancy yourself as an "ITSM philosopher", consider the deeply thoughtful Malcolm Ryder.

Jan Van Bon
Director at Syllabuzz

Thank you, Malcolm! This is exactly what we need to get forward. We've been hanging out in the traditional meaning of service management far too long! Your approach reminds me of what I did in the late nineties when I transform service management knowledge from non-IT environments to IT service management (read "ITIL"). I'll follow your progress on this....

Robert Bloom
Managing Partner of Design Thinkers Academy South Africa and Design Thinkers Group
Global Council

Hugely powerful post [The R&D of Strategy and Design] Malcolm Ryder, You have really thought this through. Would love to talk more about it. Designing in the moment talks to Action Research and also the autonomy required in organisation culture.

Jonathan Nituch
Executive Vice President at Fortress Technology Planners

I also enjoyed your comments about understanding the role of IT. It makes me think of a mandate. Why does the department exist and what is the department's real purpose. Improvements should be measured against that role/purpose.

B. Ray Helton

Principal, Open4Definition;

Author "HealthCARING: A Reset for Health and Healthcare" book

I mentioned the outstanding help of Malcolm Ryder yesterday and this morning ... it took a couple of weeks of mind jujitsu to just put something together that Malcolm has so craftily recast in five straightforward steps for a service designed to go above and beyond a company's boundaries.

Jesper Lowgren

Business Transformation Thought-Leader | Published Author | Keynote Speaker

"Great perspective Malcolm Ryder. Do you think that current business structures can evolve and be more agile, or is something new needed?"

Bill Powell

IT Service Management and Governance at Booz Allen Hamilton

@Malcolm - I did see your link and thought it was very good. I liked that you used the term service product. I like that term very much. When I was involved in developing ITIL V3, my day job was being a "global service product manager" for a very large global IT services provider. I think it is a good term. Many years before that, I was a "product manager" for a line physical IT enabled business products. Also you tied together and proposed a relationship between the terms service, product and goods. Also - very well done.

Dave Rotman

Founder at David Roitman & Associates

Thanks for asking [the writer] to clarify his initial discussion question. While the discussion was lively and informative, your question helped focus us and if asked earlier, would have led to a different and maybe more productive discussion.

Mark Rogers

**Senior Organizational, Learning & Talent Development Executive, SME, and Thought Leader
Insights Without Borders LLC, Pre-Deployment Stage**

Malcolm - I really appreciate your talking points and narrative. It is refreshing and exhilarating to have you frame this as you have done so quite practically and from that context elegantly. Your post resonates broadly and deeply with me.

Ahmad El Zein

**Director of Corporate Relations Office / Leadership Adviser / PMP
Modern University for Business and Science (MUBS)**

Very precise intervention Malcolm...

Mark Cullen,

CEO and President at MC2 Group Inc.

Great post Malcolm!