

Shivakumar Panchananam, ITIL V4® certified.

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Profile:

A diverse and accomplished professional with over 20 years of experience in IT Service Management and the delivery of large-scale e-Governance and ITES projects. Demonstrated expertise in applying **CMMI SVC Level 3 guidelines** and **ITIL practices** to enhance customer satisfaction by ensuring the seamless integration of service management practices in service delivery, continual improvement, incident management, problem management, and stakeholder management.

Key Achievements (Aligned with ITIL V4 and CMMI SVC 3):

Service Delivery Optimization & Project Management:

- + Led Aadhaar enrolment projects for over 3 million residents, ensuring alignment with ITIL service delivery practices and providing them with access to government benefits and social schemes.
- + Led energy efficiency projects for over 5.4 million residents, through the service delivery significantly reducing electricity bills by 40% in various states and contributed to additional revenue of INR 25 Crore for the organisation.
- + Led large-scale assessment and digital education content projects by implementing problem management, change management practices and significantly improving Student Learning Outcomes (SLOs) for over 1.7 million students.

Stakeholder Management:

- + Proven track record of liaising with Government officials particularly senior bureaucrats across multiple states ensuring strong relationship management. Supervised a team of 110 employees and up to 500 members through vendors, showcasing strong leadership in service delivery and stakeholder management.

Hard Skills:

- + **CMMI SVC 3 and ITIL 4 Practices:** Service Delivery, Incident Management, Problem Management, Continual Improvement.
- + **Service Delivery & Project Management:** Seamless project planning, rigorous monitoring, quality execution, resource management.
- + **RFP Compliance & Contract Management:** Proposal creation, negotiation, P&L management.
- + **Strategic Planning:** Driving growth and revenue planning.

Experience:

Senior Manager - Large Projects & Operations | Centre for Teacher Accreditation Pvt Ltd | Sep 2021 – Jun 2024

Service Delivery, Project Management & RFP Compliance:

- + Converted large government projects, resulting in a 4x revenue growth. Applied ITIL 4 service value system principles to drive business outcomes.
- + Led large-scale assessment and digital education content projects by implementing problem management, change management practices and significantly improving Student Learning Outcomes (SLOs) for over 1.7 million students.
- + Implemented monitoring and reporting processes for various projects, ensuring compliance with stakeholder requirements (Samagra Shiksha, SCERT, PMU).

Strategic planning & leadership:

- + Engaged in strategic discussions and decision-making processes, driving business and revenue planning.

Senior Manager – Operations | Project Manager | Strategic Outsourcing Services Pvt Ltd | Dec 2010 – Mar 2020

- + Initiated and successfully completed the **CMMI SVC Level 3 appraisal process** over a period of six months by utilizing ongoing live digitization projects as key implementations. Through the application of standardized processes and continuous improvement practices, I enhanced service quality and ensured stakeholder satisfaction by aligning project outcomes with CMMI SVC Level 3 standards.

Service Delivery, Project Management & RFP Compliance:

- + **Delivered interactive smart class e-learning solutions to schools** by leveraging standardized and well-documented processes, in line with the CMMI SVC Level 3 framework. This ensured effective deployment management and contributed to improved educational outcomes through the consistent application of best practices across multiple schools.
- + **Led the world's largest DELP and UJALA initiatives** by implementing defined processes and tailoring guidelines for service delivery as prescribed by the CMMI SVC Level 3 model. This structured approach promoted energy efficiency and significantly reduced electricity bills for millions of households, ensuring seamless coordination across various stakeholders and service units.
- + **Led Aadhaar enrolment projects impacting over 3 million residents** through rigorous application of problem management and service request management processes. Adhering to CMMI SVC Level 3 standards, I ensured operational excellence by implementing standardized practices and conducting regular reviews to address recurring issues and streamline enrolment operations.

Manager Operations | Elsoft Technologies Pvt Ltd | Apr 2003 – Dec 2010**Service Delivery, Project Management & RFP Compliance:**

- + Achieved over 75% of targets by participating in government bids and submitting proposals, demonstrating expertise in RFP compliance and bid management.
- + Led multiple data digitization projects for clients like KSEEB, DTE, DSERT, KSRTC, VISL, & CQAL.

Education:

- MBA Dual Degree PGDIM & PGDOM (Operations Management) 2014, from IGNOU, New Delhi.
- B.Sc. (Information Technology) from DDE, Kuvempu University, Shimoga.

Certifications and Technical skills:

- Microsoft Certified Professional
- ITIL V4 Foundation

- MS Office and Google Suite
- Data Analysis and Visualization