

Jerry Kopan

ITIL V3 Expert, CMC, PISM, B.Sc.
jerry@mountainview.ca



Mr. Kopan has over 25 years of practical experience in the IM/IT Service Management industry. He is a regular speaker at several international IT Governance and IM/IT conferences. He has served on several advisory boards in both the public and private sector. His advocates appreciate his ability to demystify complex topics through practical examples. He is ITIL V3 Expert, ITIL V2 Service Manager “masters” and Practitioner certified; is a Certified Management Consultant (CMC); he has executive training from Queens School of Business; has an Honors B.Sc. in Computer Science, Physics and Math from the University of Toronto; COBIT Foundation certified; Six Sigma Green Belt certified; Member of the Institute of IT Service Management (IoSM). He is formally trained in business strategy, financial and managerial accounting, economics, negotiations, as well as many vendor-specific technology courses. These credentials only serve to validate his experience.

He has taught thousands of students on various levels of ITIL. His scope and depth of experience facilitates the knowledge transfer to his students. His technical background permits him to teach ITIL with relevance and answer questions in the context of IT and not just theory. He is an EXIN Accredited ITIL Trainer (ICA) and has taught

thousands of students. He is on the ISO/IEC 20000 Expert Panel. He has very high approval rating based on student feedback.

He has also instructed various technology classes for over 20 years on such topics as iGrafx Process, C/C++, TCP/IP, OpenView NNM, Operations, Service Desk, and more.

He has worked in multiple IM/IT functional areas such as strategic design and planning, application development, operations, customer relationship management, sales support, procurement and the service desk.

He has been in leadership positions at Nortel and Hewlett-Packard. Jerry combines his experience with knowledge of regulatory compliance (Bill 198, SOX, COSO, HIPAA, SAS70, GAAP), industry best practices (ITIL, COBIT, PMBoK, PRINCE2), methodologies (Six Sigma, Kotter, Deming PDCA, SWOT) and standards (ISO/IEC 20000, 27001, 9000) to assist customers understand and improve their IM/IT business.

His IM/IT background spans multiple areas such as: Telecommunications, Courseware Development, Education, Federal and Provincial Government, US Military, Software Development, Project Management, Methodology development, Logistics, Automotive, Financial, Security, Financial, Manufacturing, Security and more.

Mr. Kopan has Secret clearance from the Government of Canada.

