



News Release

The Service Desk Institute (SDI) makes new appointment to its Board of Directors.

London, 1 January 2018. The leading professional body for the IT service and support industry, the Service Desk Institute, announces the appointment of Mauricio Corona as Chief Transformation Officer. Mauricio will be responsible for building relationships and partnerships with organisations globally to roll out a portfolio of SDI products and services including Service Desk Certification, analyst research, service desk training and qualifications and specialised ITSM consultancy. As Chief Transformation Officer, Mauricio will engage with and support SDI global partners in all countries around the world and, in particular, in the LATAM region.

Dr Mauricio Corona PhD

Mauricio Corona is an experienced IT and ITSM professional and is considered as one of the Top 25 Thought Leaders in Technical Support and Service Management¹ and by international media as one of the IT Service Management Top 100 Influencers². He holds nineteen ITIL certifications as well as certifications in COBIT, ISO 20000 and 27000, PRINCE2 and MCP. In addition to teaching graduate-level courses at La Salle University, Anahuac University and Panamericana University in Mexico, Mauricio is also an international speaker.

In 2011, Mauricio founded BP Gurus - experts in Information Technology, gurus in best practices - based in Mexico City. From 1 January 2018 he will take on a Non-Executive Director position handing over the role of CEO to co-founder Alfonso Figueroa who will continue to provide cutting-edge and highly specialised consulting and training services in Latin America.

Mauricio was appointed as official reviewer of the ITIL 2011 edition and the ITIL Maturity Model and Self Assessment as well as official Translator for ITIL 2011 ITIL certification exams and Latin American Spanish Glossary. In 2016, Mauricio was appointed by Axelos to review for the ITIL Practitioner certification and ITIL Practitioner book. In 2017, Mauricio was again invited to be on the expert team from across the globe to work on the latest ITIL update for 2018.

Mauricio is committed to helping organisations around the world to adopt complete ITSM solutions. Commenting on his appointment Mauricio commented "Since becoming involved in the IT Service Management industry, I have always been in search of new challenges that help me to boost my career while allowing me to offer value to the community that surrounds me, and, at this time, the community is truly global. SDI is the ideal global community organisation; its philosophy and values are the perfect match for the service management



industry's needs across the globe right now. I am delighted to be part of one of the most representative teams in IT service management and support.”

SDI Chairman, Paul Rodrigues, added “One of our key priorities is identifying the next generation of leaders and it's my pleasure to welcome Mauricio to the SDI Board; a perfect example of our talent pipeline in action. Having worked closely with Mauricio over the last five years, it is clear that his vast industry knowledge, acute understanding of the ever evolving ITSM frameworks and track record in championing ITIL makes him one of the world's most eminent ITSM thought leaders. Coupled with his deep understanding of the SDI brand, values and community, Mauricio has the strategic vision to usher SDI in to the next phase of growth as one of the most trusted and respected IT service community organisations in the world.”

¹ HDI <https://www.prnewswire.com/news-releases/hdi-unveils-top-25-thought-leaders-in-technical-support-and-service-management-300400774.html>

² Onalytica <http://www.onalytica.com/blog/posts/it-service-management-top-100-influencers-and-brands/>

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NOTES TO EDITORS

About the Service Desk Institute (SDI)

The SDI company mission is to inspire service desks to be brilliant. To achieve this mission SDI has developed a set of goals by which it aims to inspire service desks:

- To raise the quality of service delivery by valuing and embracing best practice
- To create an inspiring and engaging customer experience
- To invest in and empower their teams to be inspired, take action and be better
- To shine by demonstrating and delivering exceptional business value

SDI sets the globally recognised best practice service desk standards that provide clear and measurable benchmarks for service desk operations and professionals. The standards are designed to encourage service desks to embrace best practice to in order to raise the quality of service delivery.

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