



4122 Dolphin Road  
Louisville, KY 40220  
[www.practical-itsm.com](http://www.practical-itsm.com)  
ASSESS. CONNECT. SUCCEED.

## ***THE SED-IT TEAM***

*EXPERIENCED. COMMUNICATIVE. ENGAGED.*

### **Dwight Kayto, PMP, FISM**

Dwight has over 30 years of executive level business and IT experience. He is a recognized industry speaker and has authored numerous articles and ITIL® training materials. Dwight's career in business development for major corporations uniquely prepared him for IT Service Management leadership.

He is able to guide organizations through the delicate balance of internal applications and actual field execution. Like all members of the SED-IT consortium, collaboration and creativity guide his work. It is why clients and peers alike have called him an artist – an artist of change.

### ***BUSINESS PHILOSOPHY***

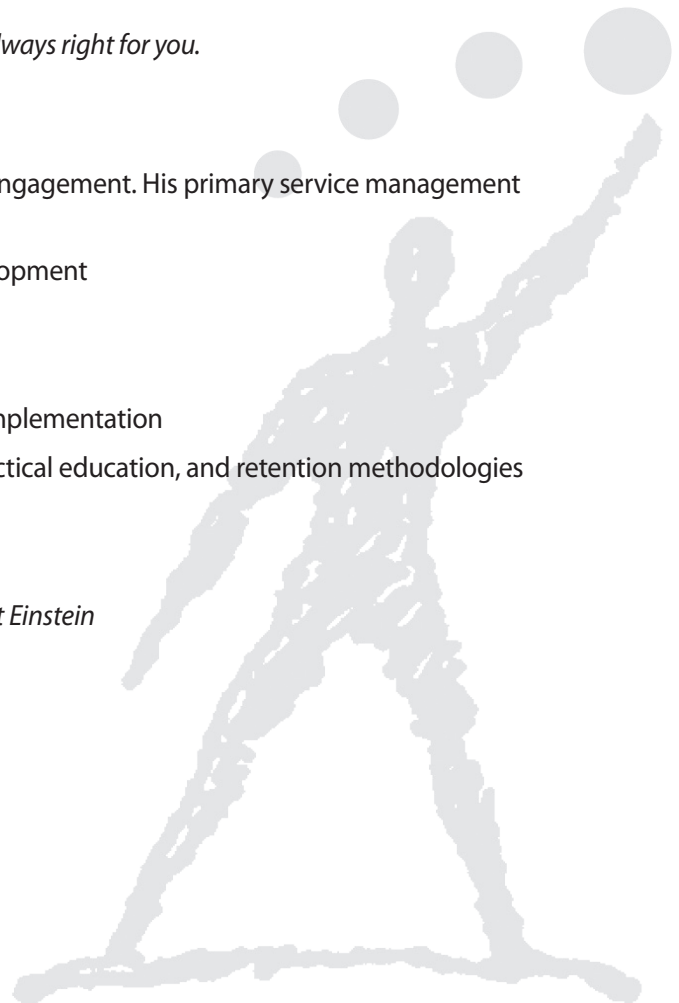
*When you do what's right for your customers it is always right for you.*

### ***KNOWLEDGE***

Dwight brings a wealth of knowledge to every engagement. His primary service management focus areas are:

- Strategic Planning and Corporate Development
- Business Analysis
- Business Systems Cost Efficiency
- Process alignment, improvement and implementation
- Demonstrated expertise in training, practical education, and retention methodologies

*The only source of knowledge is experience – Albert Einstein*





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### ***CREDENTIALS***

ITIL® Expert (v3)  
ITSM Manager Certificate (v2)  
ITIL® Intermediate Certificates (all) (v3)  
APMG/ISEB/EXIN Accredited ITSM/ITIL Instructor (Lead)  
ISO/IEC 20000 Consultant & Certified Instructor  
Project Management Professional Certification  
COBIT Certification  
Fellow, Institute of Service Management

### ***CONTACT***

[www.artofchange.ca](http://www.artofchange.ca)  
[dkayto\\_itol@sasktel.net](mailto:dkayto_itol@sasktel.net)  
306.537.7881 (P)

