

Dennis G. Ravenelle

Presentations, Publications and Courses

“The Standards Landscape and ISO/IEC 20000,” itSMF New England LIG, Le Meridien Hotel, January 29, 2009, Cambridge, Massachusetts

“Getting Past Heroes, Silos and Small Boxes,” *EDUCAUSE 2008*, Orange County Convention Center, October 29, 2008, Orlando, Florida

“Getting Past Silos, Heroes and Small Boxes,” Help Desk Institute (HDI) Boston/New England Chapter, Analog Devices, October 8, 2008, Norwood, Massachusetts

“Getting Past Silos, Heroes and Small Boxes,” *Florida Association of Educational Data Systems (FAEDS)* (Opening Keynote), Caribe Royale Resort and Convention Center, September 29, 2008, Orlando, Florida

“IT Service Continuity Management – Where do I start?” (2-hour workshop), *itSMF Fusion 08*, Moscone Convention Center, September 10, 2008, San Francisco, California

“Leveraging Process Improvement To Deliver Service Excellence,” Harvard University ABCD Committee, Grace Murray Hopper Conference Room, Harvard University, August 1, 2008, Cambridge, Massachusetts

“Standards and Process Frameworks – A Historical Perspective,” *NERCOMP*, Usdan University Center, Wesleyan University, June 3, 2008, Middletown, Connecticut

“ISO/IEC 20000 – How did we get here and how does it work for you?” (Opening Keynote) EXIN/TÜV ISO/IEC 20000 Certification Program U.S. Launch, Renaissance Washington DC Hotel, April 4, 2008, Washington, D.C.

“Standards and Process Frameworks – A Historical Perspective,” itSMF New England LIG, Harvard University Science Center, March 25, 2008, Cambridge, Massachusetts

“The New World of ITIL: Version 3, CAR, and Certifications,” itSMF USA New York Metro LIG, Thomson Financial Headquarters, December 7, 2007, New York, New York

“ITIL Disciplines: IT Continuity Management” (birds of a feather session leader), *itSMF Fusion 07*, Charlotte Convention Center, September 18, 2007, Charlotte, North Carolina

“Industry Focus: Government and Education” (birds of a feather session leader), *itSMF Fusion 07*, Charlotte Convention Center, September 17, 2007, Charlotte, North Carolina

“Business Continuity/IT Service Continuity Management” Analysts in Media/Informed Market Intelligence *IT Infrastructure & Service Management Forum 2007*, Barton Creek Resort & Spa, May 11, 2007, Austin, Texas

“ITIL Refresh & Certification Update,” ITSM Academy, December 15, 2006, Ft. Lauderdale, Florida

“Symposium: Introducing ITSM into Academia,” itSMF USA Academic Summit, University of Dallas, October 26-27, 2006, Irving, Texas

“Update: ITIL Certification & ITIL Refresh,” itSMF New England LIG, October 17, 2006, Bedford, MA, West Greenwich, RI, Hartford, CT, and Webcast (Centra)

“ITIL Service Continuity Management,” itSMF New England LIG, March 21, 2006, The Publick House, Sturbridge, Massachusetts

“Best Practices for the Delivery of IT Services,” NERCOMP Customer Service SIG, March 7, 2006, College of the Holy Cross, Worcester, Massachusetts

“Broadband Access Models for the Distributed Enterprise,” MassNetComms Breakfast Panel, October 19, 2005, Silicon Valley Bank, Newton, Massachusetts

“Videoconferencing 101,” MECNET User Conference, October 5, 2005, Verizon Customer Presentation Center, Marlboro, Massachusetts

“Internet2,” Westfield State College Faculty, October 14, 2004, Westfield State College, Westfield, Massachusetts

“Leveraging Technology Investment: Making ‘IT’ Happen,” Friel, H., Chmura, M., Newton, R., Ravenelle, D., NERCOMP, March 17, 2003, Worcester’s Centrum Centre

"Ask the Network Experts" (Introduction and Moderator), *networks expo boston*, February 13, 1996, Hynes Convention Center, Boston

“Learning to Drive on the Information Superhighway,” (one-day workshop), September 16, 1995, Worcester Polytechnic Institute

“Network Software Distribution Using Lotus *Notes*,” Boston Computer Society Lotus *Notes* SIG, May 3, 1995, BCS Headquarters, Waltham, Mass.

"Selection and Implementation of an Enterprise Desktop Database Standard Application," Course MG IS-4, Mar. - May, 1995, Worcester Polytechnic Institute

"Policy and Procedure" (panel), *networks expo boston '95*, February 14, 1995, Hynes Convention Center, Boston

"Working with Consultants," (guest lecturer), Course MG570 (Executive MBA), July 13, 1994, Worcester Polytechnic Institute (extension -- Mass. Technology Park Corporation, Northboro, Mass.)

"Negotiating" (team taught role play), June 1994, Pushkin-Worcester Chamber of Commerce "Theory and Practice of American-Russian Business" seminar series, Pushkin City Administration Hall, City of Pushkin, Russia

"Understanding and Selecting a Computer", June 1994, Pushkin Worcester-Chamber of Commerce "Theory and Practice of American-Russian Business" seminar series, Pushkin City Administration Hall, City of Pushkin, Russia

"Using the Internet for International Communications", June 1994, Pushkin Worcester-Chamber of Commerce "Theory and Practice of American-Russian Business" seminar series, Pushkin City Administration Hall, City of Pushkin, Russia

"Wide Area Networks", (guest lecturer), Course MG2700, Feb. 10, 1994, Worcester Polytechnic Institute

"Introduction to Business Applications" including *DBase From The Dot Prompt* (text by Warren M. Littlefield), Course MG1700, Jan. - Mar., 1994, Worcester Polytechnic Institute

"Les communications électronique: technologie et aspects économiques", July, 1993; La semaine A.C.A. en Nouvelle Angleterre, Assumption College

"Business Uses of Telecommunications Technology", May, 1993; Pushkin-Worcester Chamber of Commerce "Theory and Practice of American-Russian Business" seminar series, Kochubay Palace, City of Pushkin, Russia

"L'évolution des Ordinateurs", September, 1992, syndicated French language television show *Bonjour*

"Telecommunications-- the State of the Art", October, 1987; Central Massachusetts Business Expo, The Centrum in Worcester

"The Selection and Implementation Process for a Telecommunications System", March, 1984; Worcester Area Chamber of Commerce Seminar on Telecommunications, Sheraton Worcester

"Case Study: Energy Control Microprocessor Systems", *Building Operating Management*, January, 1983, pp. 74-75

"Adding Interconnect to Intercom", *Sound and Communications*, August, 1974, pp. 16-20