

Barclay Rae – bio

Barclay Rae Barclay is an experienced ITSM consultant, analyst and writer. He has worked on approximately 700 ITSM projects over the last 25 years, and also writes blogs, research and papers on ITSM topics for a variety of industry organisations and vendors.

He has also worked for a number of ITSM organisations, and he delivers strategic ITSM consultancy, as well as media analyst services to the ITSM industry.

He is an ITIL4 Lead Architect, Lead Editor of the 'ITIL4 Create , Deliver and Support' publication, and a co-architect of the ITIL Practitioner scheme with Axelos. In addition, he is a co-author of the SDI SDC certification standards and a participant in the current ISO/IEC 20000 revision. Barclay is an associate of SDI – as a consultant and auditor.

He is a Director of EssentialSM and itSMF UK, of which he was CEO from 2015 - 2018. Barclay also is a partner in A2V Services, which develops new start-up businesses. He is also non-executive director for several companies.

Barclay is also a regular speaker at industry conferences and events, in the UK and globally, including, SITS, SDI, itSMF, Pink Elephant, SMW, UCISA and others.

Barclay was named in the HDI top 25 Thought Leaders in Technical Support and Service Management, 2017, 2018 and 2019, and 'ITSM Contributor of the year' in 2014 at the SITS show.

Barclay also created 'ITSMGoodness' – a set of practical steps and guidelines – simple practical and proven tips and tools – for successful ITSM. Visit www.barclayrae.com for details, follow Barclay at [@barclayrae](https://twitter.com/barclayrae) on Twitter



Barclay Rae

Service Management Consultant since 1994
Writer and analyst

- ITIL4 Lead Author Team
- Lead Editor ITIL4 CDS
- ITIL Practitioner co-author
- SDC co-author and auditor
- SDI Associate
- SDI advisory board member
- Director (ex CEO), itSMF UK
- Director EssentialSM



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