

# Barclay Rae

**Barclay Rae** is an experienced ITSM mentor and business manager. He has worked on approximately 500 ITSM projects over the last 25 years, as well as starting life on the operations side of IT, setting up and running Help/Service Desks.

Barclay has worked for a number of ITSM organisations, as well as running consultancy company **e2e** for 10 years. He delivers strategic ITSM consultancy, mentoring and business development, as well as media analyst services to the ITSM industry.

Barclay has created **ITSM Goodness** – a set of practical steps and guidelines – simple practical and proven tips and tools for successful ITSM. Visit [www.itsmgoodness.com](http://www.itsmgoodness.com) for details and free access – join the Twitter conversation at #itsmgoodness and follow Barclay at [@barclayrae](https://twitter.com/barclayrae).

Barclay is an associate of [SDI](#), where he provides consultancy and auditing services – as he does with other organisations such as [G2G3](#), [MSS](#) and [Mozaic](#).

Barclay provides analyst services to [The ITSM Review](#) – reviewing market products and vendors. Current reviews are on [Service Catalogue](#) and [Knowledge Management](#). He also delivers media content for The ITSM Review, including a [podcast](#) and [TV interviews](#) – following on from previous experience on ITSMTV and the ITSM Rest of the World Podcast.

He is also a regular speaker at conferences in the industry both in the UK and globally, including SITS, SDI, itSMF, Pink Elephant, Fusion, UCISA, BCS and others. Details of forthcoming speaking engagements are on Barclay's [website homepage](#).



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