Markus Müller, MBA

Profile

- Partner Digital Advisory & Transformation
- Over 25 years of experience in the digital transformation of multinational corporations and small and medium-sized enterprises (SMEs) across many industries

Professional Background

- Since 2023: Partner at TPA Austria, CEE and SEE
- 2020-2023: Establishment of an IT Governance, Risk and Compliance Program for a Multinational Cooperation
- 2019-2020: Operating Model Lead Architect for ABB Way Program - Information Systems
- 2015-2019: Global Service Operations and Supply Integration Lead at ABB Information Systems
- 2012-2015: Lead Architect at HP Software Professional Services for the market offering "Service Integration and Management", worldwide
- 2007-2012: Lead Transformation Consultant for Digital Services at HP Enterprise. Customers in Switzerland, the Netherlands, France, Saudi Arabia and Luxembourg
- 2005-2007: Principal Consultant for Service Management at HP Austria
- 2000-2005: SAP Project Manager and Data Center Specialist for Managed Services at Sun Microsystems
- Sep. 1992 – Nov. 2000: End user computing, Security administration and SAP Basis Technology Expert, Germany

Education

- 2004-2006: Master of Business Administration in Information Management (MBA), Univ. Innsbruck,
- 1994-1997: Bachelor in Business Informatics at the Baden-Württemberg University of Applied Sciences
- 1994-1996: Vocational Training lead at the Chamber of Commerce and Industry
- Graduation as an industrial management professional at vocational school Fuerth, Germany

Professional Networks

- Member of the architects group 'Service Integration & Management' (SIAM^{TM})
- Member of the EXIN Professionals Group
- ISACA member
- Vice President of the Austrian itSMF (Service Management Forum)
- Deputy Head of the Service Brokering Forum of the German itSMF

Language Skills

- German & English

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Advisory Services

- Service management consulting and implementation (ITIL, COBIT etc.)
- Project management (SCRUMM, PMI, IPMA and Prince2)
- Process management
- Risk management, business impact analysis, control effectiveness
- IT governance
- Establishment, review and optimization of internal control systems, controlling and reporting
- CIO-Advisory
- Corporate Governance & Compliance
- Digital operating models and innovation management
- Skill management for digital products
- Strategic sustainability management

Sectors

- Information technology and media
- Robotics
- Production automation
- Energy
- Aviation
- Polymers and plastics industry
- Automobile industry
- High Tech Industry

Core Competencies

- Digital transformation and advisory
- Governance, risk management und compliance
- Service-integration and management
- Enterprise and business architectures
- Strong customer, service- and process orientation
- Implementation of goals, objectives, and strategies
- Trusted consultant for effective organizational change
- International management experience

Certifications

- Practitioner Certificate in IT Service Management Support & Re- store (Registration No. 850608), EXIN
- Manager's Certificate in IT Service Management Registration No.: 0502#310443558, TÜV Süd Akademie, EXIN
- ITIL v3 Expert in IT Service Management (Certificate No. 902#310970698), APM Group
- Project management standard PRINCE 2 Practitioner (Cert. No: 02653335-01-T7DX), APM Group
- ISO/IEC 20000 Certified Consultant (Certificate No. 2366), APM Group
- Open Group TOGAF certified EA Practitioner
- SIAM and VersiSM certified by EXIN
- SAP Technical Consultant mySAP Technology – Administration 2002
- Strategic Sustainability Management by WU Executive Academy 2023

Skills

- Strategic planning and business modeling
- Development of organizational skills
- End-to-end Coordination of information systems
- Solution architecture
- Project management
- Measurement and reporting
- Process management and quality assurance
- Internal audit, quality assurance, control design