10 ITSM EXPERTS TO FOLLOW ON TWITTER



Twitter is the go-to platform for industry experts and influencers to share their perspective and ideas on the latest trends, technologies and events. The IT service management (ITSM) community actively voices their bite-sized thoughts in 280 characters or less. Twitter offers community members a way to connect directly with industry experts—without attending networking or conference events at far-flung locations.

Ready to get more ITSM insight? Check out these 10 influential ITSM experts who are acclaimed on Twitter.

Clair Agutter @ClaireAgutter

Clair is an ITSM thought leader with director positions in ITSM Zone and Scopism, and chief architect at VeriSM. Her expertise has been acknowledged through the itSMF UK Thought Leadership Awards and listed among the top 25 Thought Leaders in Technical Support and Service Management. On her Twitter account, Clair readily shares her opinions and ideas on the latest ITSM trends and events, as well as real-world ITSM practices adopted in business organizations. Clair often tweets about interesting ITSM conferences, events, and her own speaking engagements, which are valuable networking opportunities for those interested in meeting thought leaders and professionals in the ITSM domain.

Martin Fowler @martinfowler

Martin Fowler is one of the most prominent DevOps thought leaders, pioneers, and evangelists active on Twitter. He has authored seven books on software development practices and is particularly well-known in the disciplines of refactoring, Agile, and architecture. He frequently retweets posts from other influencers in the enterprise IT industry, especially regarding interesting speaking events, perspectives on SDLC practice, and engaging, fun topics beyond the technology industry. Fowler is undoubtedly a valuable addition to the Twitter feed of any ITSM professional getting started with the social media community.

Aprill Allen @knowledgebird

Allen is a knowledge management expert, the itSMF board member and prominent consultant in the ITSM space. Allen is a certified KCS v6 trainer and assists ITSM professionals to improve on knowledge management capabilities leading to successful sales growth and project throughput. On Twitter, she actively tweets about knowledge management practices and tools. Topics include leadership, enterprise content management, knowledge automation, chatbots, and service intelligent layer.

Jez Humble @jezhumble

Jez Humble is one of the most well-known and acclaimed thought leaders in the technology industry. He has co-authored several key DevOps texts, including *Continuous Delivery* (2010), *Lean Enterprise* (2015), *The DevOps Handbook* (2016), and *Accelerate* (2018). Jez offers engaging Twitter posts not limited to DevOps, but encompassing enterprise IT more generally. He is widely followed by ITSM folks adopting the DevOps framework in their organizations, especially as he shares his valuable perspectives on DevOps ITSM practices adopted in the industry.

Roy Atkinson @RoyAtkinson

Atkinson is a well-known thought leader and among the top influencers at the intersection of ITSM and customer experience. He serves as the Group Principal Analyst at Informa Tech. His literature contributions encompass the domains of customer service, IT change management, and social media. His Tweets often cover the human aspects of organizational change and end-user experience, which are particularly relevant to IT professionals working in service desk functions. More importantly, his posts reflect his ideas, valuable coaching insights, and best practices that he offers to business leaders looking to improve end-user engagement and customer strategy.

Greg Sanker @gtsanker

Greg currently serves as a senior IT leader with the State of Oregon. He is a popular international speaker in the realm of ITSM, ITIL, change management, and business-process alignment, as recently acknowledged by HDI as one of the Top Thought Leaders in Technical Support and Service Management space. On Twitter, he frequently engages with fellow ITSM influencers, helping his followers acquire insightful knowledge and ideas. His Tweets are crisp and meaningful and well received by his audience.

Karen Ferris @Karen_Ferris

Karen Ferris is an internationally acclaimed expert in organizational change and service management. She has served as a Director on the itSMF Australia National Board for nearly a decade and regularly consults with leading enterprises, assisting on short- and long-term strategies to achieve service excellence through change management. Ferris is a prolific author and speaker, which reflects through her engaging Tweets on the topics of organizational culture, change, innovation, and leadership. She regularly announces speaking engagements, although she is not as active on the platform as other thought leaders on this list.

Michelle Major-Goldsmith @MMG9898

Michelle Major-Goldsmith is the Lead Architect-SIAM Professional with over 25 years of experience in ITSM. Her notable memberships include positions as the Contributing Author of VeriSM, Founder Member of SIAM Foundation, and member of the AXELOS WG and the itSMF-WA committee. On Twitter, she posts in-depth yet concise perspectives on events, practices, and technology trends within the SIAM space. She also regularly posts detailed and invites to her speaking engagements with fellow influencers in the industry.

Stephen Mann @stephenmann

The Principal Analyst and Content Director at ITSM.tools, Stephen Mann is a frequent blogger, speaker, and thought leader in the ITSM industry. His expertise includes ITSM, project management, business innovation, customer service, and marketing. He frequently tweets about the technology aspect of ITSM, vendors, spending trends and granular features offered by modern ITSM tools. Stephen's tweets are engaging, often including humor—a fun read in the daily routine of an ITSM professional.

Jon Stevens-Hall @JonStevensHall

Last but certainly not least is BMC's own Jon Stevens-Hall. Jon is an ITIL 4 contributor, patent holder, speaker, and blogger. Jon publishes on Quora, Medium, and right here on BMC Blogs, covering ITIL, ITSM, swarming support, knowledge management, and much more. Follow Jon for expert Service Management commentary and links to great content.

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BMC Blogs offers a variety of beginner and advanced topics about IT service management, including configuration and asset management. For more information, consult our ITIL 4 Guide, with 20+ related articles. Ready for the only end-to-end ITSM and ITOM platform for your company? Explore BMC Helix.