



Dane Thomas

Service management speaker · ITIL 4 and Version 5 Master · Stockholm

I give talks and workshops on service management: where it came from, where it is heading, and how the frameworks around it fit together. My aim is that people leave with clearer ideas about what to do next. I speak at conferences and for audiences inside a single organization, on-site or online.

20+

years in IT service management

400+

courses delivered since 2012

4,500+

participants from 300+ organizations

4.8+

customer satisfaction, out of 5

TALKS

Closer to Home: ITIL's guiding principles among the modern frameworks

The framework wars are over. ITIL, Lean, Agile, Scrum, DevOps, Kanban, and SAFe describe the same enduring principles in different vocabularies, and organizations do best when they choose the vocabulary their people can adopt.

The Accidental IT Strategist

What Machiavelli knew about service management 500 years before ITIL.

The Art of Service

What Sun Tzu would have told your IT leadership team.

Drinking with the Philosophers

A Monty Python curriculum for ITIL.

Sacred Texts and the Service Desk

An audacious comparison.

Each talk builds on a published article and can also run as an interactive workshop. Topics can be tailored to your theme.

FORMATS AND FEES

Talk, 45 to 60 minutes, online	from 18,750 SEK
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Talk, 45 to 60 minutes, on-site	from 31,250 SEK
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Half-day workshop	from 37,500 SEK
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Fees include 25% Swedish VAT (15,000, 25,000, and 30,000 SEK before VAT). Travel and lodging are added for on-site events. For organizations outside Sweden, Swedish VAT does not normally apply; fees are then about €1,330, €2,215, and €2,655, or \$1,490, \$2,485, and \$2,985 (rates of 2 October 2026).

ABOUT DANE

Dane Thomas holds the ITIL 4 and ITIL (Version 5) Master designations and is an accredited instructor in ITIL, DevOps, HDI, and HIT Global programs. Before IT, he worked as a sports medicine physical therapist. He has lived in Sweden since 1998 and has taught and consulted across Europe, North America, and Asia.

TO PLAN YOUR EVENT, PLEASE TELL ME

- Date, place, and whether on-site or online
- Audience: roles, size, and language
- Your theme and the time slot
- Technical setup: screen connection, microphone, and recording plans

BOOKING

Engagements run through BiTA Service Management or Amsonia AB. We will settle the right channel in the first conversation.