

## advance7 bulletin 37

# ADVANCE KNOWLEDGE

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### WHITEPAPER - WAN CAPACITY STATISTICS

#### Can you trust provider figures?

**Overview:** How can you tell if the performance problem in a remote office is down to the Wide Area Network? Your WAN provider will present graphs and tables to show that all is well - but can they be trusted?

In this whitepaper we discuss the value of WAN provider statistics when troubleshooting remote office performance problems.

[To read the full whitepaper click here](#)

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### PAUL OFFORD'S NEW APPOINTMENT FOR IT PROBLEM MANAGEMENT FORUM

Paul Offord, Development Director of troubleshooting company advance7, has been appointed Chairman of the itSMF Problem Management Special Interest Group.

The itSMF (IT Service Management Forum) is the premier community for leadership in IT service management. As Megan Pendlebury, Service Management Executive, says:

“As organisations depend more and more on technology to promote and deliver their products to market, so the necessity of investing in IT Service Management becomes more apparent. Embracing best practice approaches and standards increases the chances of success. The Special Interest Groups (SIGs) hosted by the itSMF UK are designed to help members discuss, dissect and understand the key best practice industry issues. Paul Offord has a wealth of expertise in problem management and we feel sure that his leadership will contribute greatly to the Problem Management SIG.”

Offord has worked in the IT industry for thirty years and has been at the forefront of chronic problem diagnosis and resolution for twenty. He has held positions in the UK, the US and Germany for companies such as IBM, National Semiconductor and Hitachi. In 1989 he founded advance7.

According to Offord, the increased complexity of applications and the reliance on fast stable systems throws a spotlight on the IT department's ability to handle and solve problems.

“Just as a new application can increase the productivity of a business, a chronic IT problem can reverse those gains. The IT team is coming under increasing pressure to fix problems quickly and permanently”, he says “IT best practice frameworks such as ITIL offer the potential benefits of consistent, predictable and faster problem resolution. The ultimate objective of the SIG is to help the IT team realise this potential.”



Offord is keen to ensure that under his chairmanship the Problem Management SIG has a recognisable impact within the industry, and that it provides advice that delivers measurable benefits.

"We have an impressive array of people in the SIG with a wealth of experience. I'm confident that we can and will make a difference".

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## FACES AT advance7

**Scott Deakin:** After spending the early part of his IT career working as a Software Developer, Scott moved into a Consultancy role in 2000. Whilst the work was varied, it typically involved planning and deployment of monitoring solutions for various telecommunication companies around the globe. After spending several years travelling around Europe and Asia Pacific for Agilent Technologies, he decided to work closer to home and joined advance7 in August 2007.

Scott says 'Working with the other consultants at advance7 has enabled me to become much more focused in my approach to identifying and solving technical problems. It's very refreshing to be in an environment where everyone shows a high degree of skill and tenacity for tackling complex technical issues.'

Outside of work, Scott enjoys tinkering with his motorcycle and racing model cars with his youngest step-son.

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