

# JEANETTE

## MCGILLICUDDY

IT PROCESS  
ENGINEER



**Current Location:**

Chaska, MN

**Graduation Year:** 1968

**Major:** Math Education

**Degree:** Bachelor of Science, Master of Administration, Master of Education, Master of Science

**Employer:**

Medtronic, Inc.

[Recently retired]

**Contact Information:**

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UNIVERSITY OF  
**SOUTH DAKOTA**  
ALUMNI ASSOCIATION

## ALUMNI CAREER SPOTLIGHT

### ASK THE ALUM

**Provide a brief job description. In your own words what do you do on a daily basis?**

Service Management Program Office, ITIL – ITSM Manager. Oversaw process development and documentation and provided guidance and resource references for each IT process owner. Oversaw new training tools for 3,000 global IT personnel and the approval process for 11 documented IT service management processes.

**What is the most challenging part of your job?**

Obtaining buy-in from global IT personnel and senior management for IT service management approach based on best practices.

**What is one piece of advice you would offer alumni looking to enter your career or industry?**

Take the time to obtain the appropriate certifications, shadow IT areas that interest you and become familiar with IT processes and documentation. Invest time in local and national service management organizations.