

Eric Santillanes, Event Architect, Sandia National Laboratories

Eric Santillanes is currently a Solutions Architect, with over 23 years of service at Sandia National Laboratories in Albuquerque, New Mexico. Eric has served in several crucial, yet diverse, roles including that of Software Developer, Middleware Administrator, IT Project Manager, Acting Department Manager, Product Owner, and Service Manager.

Eric's current role as Service Manager of the Service Management and Monitoring organization began in 2014 with the large directive of creating a new department focused on IT Service Management for the IT organization. The major accomplishments of this organization include the building of an enterprise IT monitoring system integrated with the on premises ITSM platform, self-service reporting of the full ITIL stack practices, discovery of data center assets, and a robust CMDB with service models.