

My 25 years in management and consulting experience in IT includes extensive process creation and training experience in **IT Service Management** along with “people management”, coaching and training skills. I am also well versed in “turning chaos into order” using a strong commitment to a “quality approach”.

My background also includes development of *complex applications* as a systems designer and project manager, as well as significant experience with IT *Support and Operations*.

## Expertise

### **IT Service Management (9 years): Service Manager’s Certificate (Masters) - 2000**

IT Service Management development skills (based on ITIL framework) to **develop, train and operate** enterprise wide processes.

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|---|---|
| <input type="checkbox"/> IT and ITSM/ITIL Strategy          | <input type="checkbox"/> ITIL/ITSM Training           |
| <input type="checkbox"/> IT and ITSM/ITIL Best Practices    | <input type="checkbox"/> Business Analysis            |
| <input type="checkbox"/> Process Improvement and Design     | <input type="checkbox"/> Workshop and Facilitation    |
| <input type="checkbox"/> Process assessment/recommendations | <input type="checkbox"/> Tool Design & Implementation |

<p style="text-align: center;"><b>Change Management</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Advanced Process Development</li> <li><input type="checkbox"/> Tool Design &amp; Implementation</li> <li><input type="checkbox"/> Training and course content development</li> <li><input type="checkbox"/> Linking Change to Configuration Mgmt.</li> <li><input type="checkbox"/> Chair of Change Advisory Boards (over 5 years)                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Impact assessment, prioritization / change classification</li> <li><input type="checkbox"/> Creation of CAB, mentoring /coaching; skills transfer to other CAB members and change initiators</li> </ul> </li> </ul>	<p style="text-align: center;"><b>Incident Management/Service Desk</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Advanced Process Development</li> <li><input type="checkbox"/> Establishment of mission critical Operations Control Centre for GTAA</li> <li><input type="checkbox"/> Development of Agent scripting and knowledge management process / document database</li> <li><input type="checkbox"/> Incident &amp; escalation protocols - Situation Management</li> <li><input type="checkbox"/> Service Fulfillment process</li> </ul>
<p style="text-align: center;"><b>Problem Management</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Advanced Process Development</li> <li><input type="checkbox"/> Tool Design &amp; Implementation</li> <li><input type="checkbox"/> Root Cause Analysis Techniques and templates</li> </ul>	<p style="text-align: center;"><b>Asset/Configuration Management</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Advanced Process Development</li> <li><input type="checkbox"/> Tool Design &amp; Implementation</li> <li><input type="checkbox"/> Training and course content development</li> <li><input type="checkbox"/> Development of CMDB and database schema.</li> </ul>
<p style="text-align: center;"><b>Release Management</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Process Development</li> <li><input type="checkbox"/> Links to Software Development Life Cycle (SDLC) processes &amp; Project Management Office (PMO)</li> </ul>	<p style="text-align: center;"><b>Service Level Management</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Process Development</li> <li><input type="checkbox"/> Templates</li> <li><input type="checkbox"/> Creation of SLA’s(over 50)</li> <li><input type="checkbox"/> Service Catalogue – document/web based</li> </ul>
<p style="text-align: center;"><b>Training</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> ITIL Foundation course – 4 years</li> <li><input type="checkbox"/> Development of Certified V3 Foundation and Bridging courses.</li> </ul>	<p style="text-align: center;"><b>Tool Customization</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Tool requirements Documentation</li> <li><input type="checkbox"/> Metrics reporting</li> <li><input type="checkbox"/> Testing and deployment</li> </ul>

***Project Management (over 10 years)***

- ❑ Strong planning/scheduling, communication/presentation, cost estimating/budgeting skills (with teams from 6 to 30 people, \$4M budgets).
- ❑ Demonstrated technical analysis/management of complex technology.
- ❑ Independent decision-making.
- ❑ Focus on Relationship Management between Customer / Development /Support and Vendor Organizations.
- ❑ Strong team leader – experienced coach and trainer.
- ❑ Business analysis, requirement management/negotiation.
- ❑ Proven strong technical problem solving skills.
- ❑ Strong *requirement gathering*, project charter and documentation techniques to prevent scope creep.
- ❑ Customized testing and acceptance methodologies mapping testing to product requirements.
- ❑ Ability to focus team on meeting Customer requirements, deadlines and costs.

## **Employment Experience**

**ITSM Training - ongoing**

Certified trainer providing ITSM/ITIL training with certified training providers for the ITSM Foundation course.

Creation of certified training material for ITSM V3 Foundation and Bridge courses.

**Ontario Teachers Pension Plan**

***Senior Service Management Consultant***

Successful development and implementation of Change Management, coaching new Change Manager, implementation of BMC Service Desk Express Tool, establishment and coaching of Change Advisory Board, training for 90 IT staff. Fulfilled requirements for Key Financial Controls Initiative preparing OTPP for voluntary SOX compliance. COBIT and other internal controls were used to fulfill the IT Change Management financial control requirements. Extensive collaboration with senior OTPP management and internal / external auditors was successfully performed.

**ESI Canada – Technology Services**

***Senior Service Management Consultant***

Successful implementation and training for the ***Incident Management*** process, which included coaching and training for the ESI Incident Manager. Changed how ESI provides basic service and support to their Customers. Developed customized training for Service Desk staff, Customer Services, Pharmacy related staff and Senior Managers.

Successful implementation and coaching for the creation of approximately 25 SLA's to key ESI Customer. This was ESI's initial step at formally managing the delivery of their services utilizing an ITSM approach.

**Rogers – Shared Operations****Senior Service Management Consultant**

Senior process consultant to the Rogers Service Management program under subcontract to Fujitsu consulting. Provided process consultation, mentoring and coaching for

- ❑ Change Management , Asset and Configuration Management
- ❑ Problem Management
- ❑ Service Level Management
- ❑ Incident Management/ Service Desk

**Greater Toronto Airport Authority (GTAA)****ITIL Process Consultant****Change Management**

Successfully developed and implemented the Change Management Process which fundamentally transformed the way the organization managed IT changes. Based on the success of this project within IT&T, the process was eventually adopted by the entire Airport to manage IT changes for the deployment of the new Terminal One and Airport Operations.

- ❑ Designed and developed the Change management process
- ❑ Chaired the Change Advisory Board for 6 months, coaching/mentoring a new permanent chair
- ❑ Advised the Change Manager, coached, mentored and trained the support staff, reviewing changes on a daily basis
- ❑ Implemented “Lessons Learned” procedures for severe failures caused by change
- ❑ Successfully engaged the Telecommunications department in the Change Process, overcoming some initial opposition on their part
- ❑ Process Training material created, training for about 100 IT support staff
- ❑ Ongoing staff training and process enhancements

**Incident Management**

- ❑ Performed Gap Analysis including implementation project plan/budget
- ❑ Developed, championed and implemented the Incident Management Process
- ❑ Developed HEAT™ customization specifications and supervised independent HEAT™ consultant
- ❑ Integrated processes and procedures into new IT Operations Centre
- ❑ Implemented major changes with the IT Service Desk including procedures to establish a *Knowledge Base*
- ❑ Process Training material created, training for about 100 IT support staff

**Hydro One (renamed Inergi)****Transition Project Manager**

As a senior member of the Market Ready Project (to allow Hydro One to participate in the competitive electricity market) I provided the leadership and expertise to transition 10 large applications so that they could be managed by the “business as usual” support / operations (Sustainment) teams. Deliverables included:

- ❑ Create the Transition Process from development to support teams.
- ❑ Build, monitor and control 10 Transition project plans by Application.

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- ❑ Facilitate Operational Readiness Reviews, ensuring key documentation was developed and met minimal Support/Operations criteria.
  - ❑ Produce processes and procedures for Support and Operations:
    - ❑ Engage Change and Problem management processes
    - ❑ Promotion Procedure including test, staging and production environments
    - ❑ Source Code management and use of SCM tool (Vertical Sky)
    - ❑ Participate in development of Break/Fix support procedures
  - ❑ Sustainment staff preparedness and training/mentoring.
  - ❑ Development of 7 Service Level Agreements, negotiation and Client sign off.
  - ❑ Perform Vendor contract gap analysis and mitigation / negotiation.

### **Fujitsu Consulting (formerly DMR Consulting)** ***IT Service Management (ITSM) Practice***

IT Service Management (ITSM) consulting expertise to several large corporations in the private and public sector. Recommendations made to Director and VP levels, with hands on support to mid management and “working level” staff.

- ❑ Produced Presentations and workshops on processes improvements to both working level staff and senior management.
- ❑ Management Consulting to Data Centre Department Head on strategic changes required for Incident Management interfaces to an Outsourced Help Desk.
- ❑ Produced ITIL Gap Assessment (between current processes and Best Practice) and recommendations for process improvements (across the 11 core ITIL processes).
- ❑ Development and Implementation of Process Improvements: Escalation Process, Root Cause Analysis and Training of Problem Mgrs.
- ❑ Customer Relationship Management (CRM) – links to Service Management (Call Centre, Incident Management and Service Desk).
- ❑ Consulting recommendations on Interfaces between Development Processes –and Operations/Support “production readiness” with associated QA processes.

### **CGI Telecom Information Systems and Services (formerly Bell Sygma)** **Integration Manager – Netscape Email**

- ❑ Chair of Change Advisory Board – 2 years, multi vendor (HP, Netscape, IBM, Bell)
- ❑ Established ITSM Change Mgmt., Configuration Mgmt., Problem Mgmt. processes.
- ❑ Built Operations and Support organization from the ground up.
- ❑ Manage Client relationship, including negotiating Service Level Agreement (SLA). - Exceeding all SLA commitments.
- ❑ Integration of Vendor products: Netscape and HP, \$4M project for a Web based Netscape Email system - 38,000 users.
- ❑ Manage 3<sup>rd</sup> line senior Unix developers/administrators, 2<sup>nd</sup> line help desk, and Quality Assurance, Service Management and Test Team (30 staff in total).
- ❑ Managed the creation/operation of Test Lab, methodologies and test and acceptance plans.
- ❑ Stabilized and improved Email capacity/performance – with focus on Quality Control processes (from 50% availability to over 99.7% in 6 months).
- ❑ Established Vendor Management process – Netscape, HP, ISM, Sun, reducing support costs by \$640K.

## **Bell**

### **Change Management**

- ❑ Managed and approved changes and presented proposals to multi vendor team.
- ❑ Managed Customer relationship (Change negotiation and coordination).
- ❑ Significant coaching of multi-functional development and support teams to introduce Change Management in an “operations” environment.
- ❑ Assisted clients with overall change process at Change Control Board.

## **407 Electronic Toll Highway**

### **Project Manager**

- ❑ Managed, designed and implemented a highly successful mission critical 7/24 command and control system of unique road-side technology (Object Oriented design, NT Client Server).
- ❑ Managed tight deadlines – initiated multi phased implementation and delivered for road opening.
- ❑ Planned, prepared project schedule, tracked, budget – delivered on budget and early.
- ❑ Manager of: DBA, C++/OO Programmers, Configuration Manager, QA Manager.

## **Education**

- ❑ ITSM Service Manager’s Certificate – 2000
- ❑ Computer Programming and Analysis, Seneca College - Honours graduate. 1978.
- ❑ Foundation ITSM Certificate – ITIL Versions 2 and 3.

## **Associations**

- ❑ itSMF Canada (IT Service Management Forum).
- ❑ Board of Directors – Condominium Corporation - President