



- Designed and implemented intranet process and methods portal using Interwoven's Teamsite CMS to provide easy access to process documentation and supporting collateral. Portal provided easy navigation and context relevant links to documents stored in Livelink document management repository.
- Modelled system integration project framework in Casewise corporate modeller including stages and activities cross-referenced to products and roles. Published framework in word, html and Microsoft help file formats. The html version was published on the intranet portal for ease of access. Created template MS Project from the model for use in planning.
- Part of a team who assured the achievement of CMMI level 2 for the programme and progression towards level 3 certification. Interpreted and embedded CMMI practices as part of continuous improvement within the PMO.

### SwissRe

Jun 2001 - May 2005

- **Business Analysis:** Created business oriented documentation using process modelling for a global reinsurance company. This included capturing the "as is" process for the venture capital division to support a business case for document management and reverse engineering of a workflow engine for a successful e-business application.
- **Training Development:** Created and delivered a business analysis curriculum including modules on consulting skills, analysis techniques and structured methods for a global reinsurance company. This covered the soft skills required to be an effective internal consultant and process modelling techniques for requirements elicitation. These modules were subsequently supplemented with case study modules developed in collaboration with St Galen University business school to create a formal certification syllabus for use as part of the organisation's career development.

### Casewise

Case tool consultancy

Jan 2001 - Jul 2001

- Delivered a number of foundation courses both public and in-house to clients for a software company providing leading business process modelling tool. Provided on-site installation support and customisation, training and method coaching for Casewise's clients including Den Norske Bank, Unilever, Qatar Steel Corporation, Cable & Wireless, Schiphol Airport and Scottish Enterprise.

### GMAC

Workshop Facilitation

Nov 2001 - Oct 2001

- Contributed to planning for redevelopment of pan-European systems for the finance arm of global automobile manufacturer. Facilitated workshops with business representatives from four European countries. Documented "as-is" and "to-be" business processes, plus country variants, using Casewise modelling tool.

### Novartis

Consultancy

Oct 1999 - Dec 2002

- **Methodology Consultancy:** Lead on the deployment of a corporate project portfolio management framework within the pharmaceutical division covering clinical trials of new drugs out of research through to licensing. Defined systems development life cycle (SDLC) component of the framework. Created online documentation of SLDC in Lotus Notes to provide global access.
- **Training Development:** Defined, authored and piloted four-day SDLC method and tools course. Provided ongoing support for project management framework. Defined, authored and piloted three-day project management course.
- **Business Analysis:** Modelled processes for introduction of electronic data capture for patient data for a major pharmaceutical covering clinical trials of new drugs out of research through to licensing.

**BAe Systems****Project Management**

- Managed a six month Solution Demonstration Lab for a military aircraft manufacturer implementing an ERP package (Baan) as part of a major change initiative. Supervised over 60 staff, reporting to the client's IT Director. The lab involved six sub-teams defining and executing business scenarios using the package in a workshop environment to design how the re-designed business processes would work in practice.

**Anglian Water****Business Architecture**

- Lead a team defining business vision and future processes for the area of Jobs and Resources for a water utility company. Facilitated process modelling workshops with representatives from across the organisation. This cross-organisational area includes reactive jobs (repairs), planned jobs (maintenance, customer appointments), resources (vehicle and plant, stores) and people (payroll, HR records).

**Various clients****Process Modelling**

- Modelling "as is" and "to be" processes for a variety of clients to improve business effectiveness and capture requirements for systems development:
  - Nissan Retail: redefined roles and processes for Field Force and Head Office Support as part of initiative to restructure their dealer network and combine the Sales and After-Sales Manager roles.
  - ICO Global Communications Ltd: developed high-level business processes for business operations centre.
  - BAe AVRO: authored a number of QMS procedures on management reporting, change control and Quality audits for ISO9000 certification for retained staff following outsourcing.

**Various clients****Data Modelling**

- Captured information needs using entity relationship diagrams to record data requirements for both business and systems oriented projects:
  - Coutts & Co (International): developed a Corporate Data Model to support feasibility and business case for rationalisation of global IT systems.
  - HM Treasury (Statisticians Dept): used Third Normal Form data analysis to convert MVS schema to Entity relationship diagram for pilot migration of existing systems from a hierarchical to a relational database (MVS to DB2).
  - Coutts & Co (UK): advised MIS department on data modelling for project to rationalise reporting using automated feeds from disparate operational systems.

**Various clients****Methodology Consultancy**

- Ensured better fit of systems to business requirements and improved quality of system development through the introduction of structured methods, tools and techniques. This involved tailoring of CSC methodology for use by client's in-house IT development department, introduction of disciplined approach and techniques for detailed analysis and design, defining standards for work products, providing method QA on client's analysis work products and general method advice. Clients included: Cellnet, Bradford and Bingley Building Society, BOC, The Savings Corporation, Nissan Retail, Coutts & Co.

**CSC Internal Assignment****Professional Development**

- Implemented and refined a corporate competency based career framework for a major systems integrator. Authored interviewing checklist and guidelines for CV evaluation. Conducted training for staff managers in staff appraisal processes for project and annual reviews.
- Developed and delivered in-house training in consulting skills, problem solving sessions for the consultancy group within CSC. Certified Zenger-Miller trainer for skills development.

**Ford Europe****Facilitation**

- Facilitated focus groups to gather feedback on a prototype electronic workshop manual for a US automobile manufacturer moving to electronic delivery of technical publications to reduce costs and increase maintainability. These focus groups ran over 4 months in several European countries. Elicited usability requirements from mechanics for on-line viewing of manuals and recommended enhancements for data and viewer to maximise usability of on-screen delivery.

**CSC Internal Assignment****Product manager**

- Product manager for an upper CASE tool developed to support CSC's methodology with responsibility for all aspects of the product's support. This included managing the Help Desk, controlling sales and maintenance invoicing, supporting the Sales Channels and providing demonstrations to prospective clients.

**Catalyst Country Manager****Methodology Consultant**

- Managed rollout of CSC's corporate system engineering methodology in the UK. Conducted awareness and education campaign, produced regular newsletters, articles for internal magazines and delivered awareness briefings to all major offices and client sites. Liaised with Training and Development to ensure supporting training course was available and managed distribution of manuals and computer based training.

**Previous Employment:**

Inforem Ltd	Senior Consultant	1986 - 1989
BIS Applied Systems Ltd	Senior Consultant	1981 - 1986
Coopers & Lybrand	Consultant	1979 - 1981
J. Sainsbury Ltd	Senior Programmer	1978 - 1979
Oxfordshire County Council	Programmer	1976 - 1978

**Education:**

- B.A. (Honours) Chemistry      Hertford College, Oxford      1971 - 1975

**Specialties:**

Structured methodologies, SDLC, SDL, Casewise, training development and delivery, process modelling, process improvement, data modelling, CMMI, teamsite, content management systems, CMS, usability testing, KANA, agile, testing, UAT, user interface design, UX

**Personal interests:**

- Music, Cinema, Cycling, Walking, Fine wine, Webmaster, Blogging.

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