

Personal :

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 d.o.b. : 29 january 1970, Deurne
 nationality : belgian
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Education

1983 –'88 Modern Humaniora - Science B; Sint-Jan Bergmanscollege Antwerpen - Merksem.
 1989 –'93 Master in Engineering : Electro-Mechanics, option IT & CAD/CAM; Katholieke Industriële Hogeschool Antwerpen.
 1993 –'95 Master in Safety Engineering - Head of VGV level 1, Vrije Universiteit Brussel, certificate.
 1995 - '96 Entrepreneurs license as Court Expert / Estimator / Advisor in real estate, CMO Antwerpen.
 2006 - 2008 Master in Computer Auditing (Master Degree in IT Assurance & Governance, based on COBIT 4.x), University of Antwerp Management School, fac. of applied economics.
 2009 Energy Expert (type A residential, preliminary to type B non-residential), Vrije Universiteit Brussel.
 2010 Bloso Initiator, Vlaamse Trainers School

Executive Summary :

Experienced CIO-CTO-COO, strategic alignment, governance, organizational change & turnaround manager.

Professional experience : strategic, service, result and business driven IT management & consultancy in an international context, covering all aspects ranging from staff (re-)organization & operations (in/outsourcing & bodyshopping), process & control improvement over new biz & IT development, merger & enterprise integration, Business Continuity & Disaster Recovery Planning to program management & governance, based on industry standards like ITIL, Prince2 and COBIT.

Professional objectives : aiding companies achieve their business goals via information technology solutions, service & management that are not only effective, efficient and economic; but also qualitative, controlled and aligned on all levels (board, director and audit level). Overall strategic, tactical (delivery), operational (support), risk & control management respectively, resulting in information technology that is supporting, enabling and contributing to the business.

Work experience :

Current

Belgacom-Telindus

Program/Transition Manager & Service Architect (outsourcing & managed services)

Design service organization, catalogs, SLA's & KPI's; aligned to strategic objectives and translate them into operational adaptations from a client business requirements perspective and service provider P&L perspective; respecting post-transition quality, governance, process improvements, risks.

201012-201106: **B. BRAUN Medical**

CIO BeNeLux a.i.

Realigning & reorganizing ICT to the new corporate and business strategy of merged services within BNL: setup program structure/breakdown/baseline/management & steering, redefine ICT team cross-border collaboration & backup RACI, redesign SAP/biz-ERP processes, re-integrate applications & bi/dwh, setup cloud infrastructure & migrate datacenters to HQ.

2010 :

FAMHP-FAGG-AFMPS

Outsourcing Transition Manager

Aligning ICT to its new strategic, commercial, and European mission, moving away from a shared environment / datacenter, after the federal agency split off from its federal mother-institution Public Health. Thus performing the Program Management for the setup of its own ICT infrastructure, reshaped organization and partnership collaboration, comprised of:

- core DB & apps outsourcing to CEGEKA for housing/hosting/development (AIX, Oracle, Filenet), aligned to consolidation, SOA & master data architecture roadmaps
- regrouping/outsourcing commodity apps to Shared Services (AD, email, file, internet, SQL, VPN)
- outsourcing telecom towards SmalS/Colt for hosted VoIP services
- construction of a new local datacenter, insourcing local apps & infrastructure and the creation of a new 4tier development environment (DIAP)
- setting up service/process based operations, SLA/UC service management with suppliers, governance framework & KPI's (ITIL, Cobit, Prince2)

2007H2-09Q2 **IBS Technology & Services nv**
 interim COO & Reorganizational Change Manager
 in an international ERP & iSeries environment servicing the middle Europe client region UK-Poland
Operations Manager of Infrastructure Services BeNeLux: reorganization of the IT-factory (35p)
 aligned to international restructuring plan, process & efficiency improvement, ITIL implementation
Business Development Mgr.: strategy & cornerstones redefinition, marketing plan, sales process vs.
 support & delivery re-alignment, product & services portfolio review.
IT management Consulting : redesign DRP & datacenter services portfolio, ITSM, bodyshopping,
 out/insourcing implementation & SLA/contract management for Fedasil, AtlasCopco, MCS, 2XL,
 DeJond, Omya, Dehon, Proton, Herfurth-SDS, Engels, Artas, ...

2007H1 : **MERCATOR Verzekeringen nv** (freelance consultant) :
 Interim Program Manager : infrastructure outsourcing transition, stabilization & DRP kickoff
 Consultancy : BCP alignment, DRP & Datacenter architecture, Telecom architecture
 Coaching : PMO setup, process improvement, technical architect cell setup.
 Operations : Problem Manager, SLA-PKI control, Telecom (Infra, CC & Biz process review)

2006H2 : **EUROCLEAR** (freelance consultant) :
 interim/crisis management as Initiative Project Leader: regarding 'DRP 2+1 DataCenter Setup &
 Validation' (Mainframe-Tandem-Unix-Wintel-EMC-Cisco) :
 - final rehearsal & launch of dual Local DR datacenters : server base- & timeline, network
 connectivity migration, phase-out strategy & planning
 - preparation 3rd Regional DR datacenter : HLTD, server baseline & phase-out planning, computer
 room relocation & coordination of surrounding projects for KVM, pre-patching, PDU, HVAC

1997-2006/03 : **MARSH nv** as sr. executive reporting to managing director & COO, as :

IT Manager:

- Strategic : IT vision & business plan, translation into ICT delivery & support plans plus enterprise architecture & security framework, BCP & cultural change, business development (commercial web services)
- Tactical : DRP implementation, change/ program management, mergers & acquisitions, consolidation & integration, middleware segment for client & partner collaboration services, innovation, sdlc/offshore outsourcing, mainframe ops in/outourcing (IBM, Sogeti, ...)
- Operations : build up entire IT organization (12p int.), implementing ITIL service practice & project management foundation, vendor selection & procurement, sourcing, knowledge export & people coaching,
- General: Business Process (re-)engineering, procedure-control-audit advisory role, continuous improvement & benchmarking vs. industry standards (ITIL, Cobit, Prince2, etc...), CAO81 implementation
- EMEA role: group support liaison, new technology/knowledge provider, web service hosting,
- Client facing : consultancy & project management, web services for global clients, EDI, implants: setup-logistics-organization, supply chain integration (vessels, claims handling, ...)

Key figures :

- dual active datacenters, supporting 4 sites in Belgium, 1 in Luxemburg & 3 at clients' with implants,
- production: 15M pages of paper per year,
- user community of 750p with an availability SLA of 30 minutes with full remote support and a biz continuity SLA of 10 minutes

Facility Manager :

- responsible for 2 sites in Belgium regarding : real estate, construction & maintenance, interior design, relocations, merger integration & consolidation, purchasing, archiving, fleet, safety & security.
- head of general services Antwerp office
- national technical & business process improvement advisor

Key program & project leads:

1997	Antwerp office relocation (greenfield for building & ICT)
1998	Johnson & Higgins merger relocation & integration project
1999-'00	Sedgwick merger relocation & integration, ruthless hardware standardization program
2001	Roeselare office relocation (greenfield for building & ICT)
2001	post-WTC crash full BCP & DRP program (2.5yrs) w/ new Active-Active datacenters
2003	Liège infrastructure modernization
2005	Bxl triple office relocation to adjacent building with 3 rd mini-datacenter

Client facing projects:

- 1998 DAF-Olen: B2B consultancy for casualty management software implementation
- 1999 KPN-Orange : B2B consultancy regarding call center claims script & integration with backoffice (Informix) & ERP systems
- 2000-'01 GE-AVIS Lease-KBC and Aquafin : implants & B2B EDI consultancy (IBM mainframes)
- 2004 RCI : implants & B2B EDI consultancy

'96 - '97 : **MAXIMA nv** (Speed² & Exell), as After Sales Service & Support Engineer for mainly the Apple Computer division responsible for : international warranty support, hard- & software, systems, networking, printers.

'95 to current : ICT Management & Technical Consultancy :

- real estate broker De Meester,
- insurance broker Jan Valgaeren,
- sports club KBSC,
- medical practices
- pre-press company Polygon,
- expertise office De Wispeleir,
- several retail stores
- several schools

Skills :

languages : Dutch: mother tongue
French: fluent

English: fluent
German: notions

personality : completely balanced profile category and thus easy fit with other & more specific profiles

ict : mainframe, unix, AS/400, Wintel, Apple-MacOS, storage & virtualization, networking & firewalls, SOA-EAI-BPM-ESB, DWH-BI-CRM, document management, ERP, printing, telecom, security

hobbies : - hi-end HiFi & AV, cars & motorbikes, RC & scale models, shooting & hunting, swimming, cycling.
- Bloso certified youth monitor & co-director of youth sports club MAOR

Additional training:

'96 : Apple Authorized Service Engineer (AASE-nr°: 9605-659).

'97 - 2012 : *technology updates* to improve staff/vendor communication & strategic planning (wintel, i-series, storage, eai/soa/bpm, networking, monitoring ,...);

management training:

- "Service : The Human Factor", Time Management International.
- "Service Desk Management & Organization" (based on ITILv1), Business Training.
- "Communication: group dynamics, speaking in public, conflict resolution, meeting techniques", Cégis.
- ITILv2 Service & Prince II Project Management, inhouse.
- "Agile Project Management", Prof.dr.Guido Dedene, SAI.
- "MBA in 1 day", Drs. Ben Tiggelaar, Kursaal Oostende
- "Workshop ITIL v3", Ms. Sharon Taylor, SAI.
- Workshop CobiT user guide & ITIL mapping for Service Managers, Isaca-Itsmf
- Workshop CobiT5.x roadmap, UAMS/Boost-IT
- Pyramid Principle (communication)
- Six Thinking Hats (negotiation, conflict resolution)

Publications :

'93: "Computer Aided Design for Acoustical Mapping - Sound 3D cartography software programming in Autocad database", thesis at KIHA & AIB-Vinçotte.

'95: "Case study of the traffic induced noise impact in the community of Erpe-Mere", thesis at VUB.

'96: "Case study of a Court expertise for end of lease, Insurance expertise fire damage, Disposition expertise", thesis at CMO.

2008 : "Using COBIT 4.1 as an assessment & facilitator tool for Reorganizational Change Management", thesis at UAMS ([link](#))

References :

- mr. F. Del'hay, project & account manager, SIMAC nv, Kortenberg +32 475 691931
- mr. P. Bruyland, COO, Marsh nv/sa, Antwerp-Brussels +32 475 424621
- mr. J. Vanhoutte, CEO, IBS nv, Sint-Martens-Latem +32 475 798081
- dr. P. Vankeerberghen, assessor & head developments & projects, FAGG-AFMPS, Bxl +32 479 950 426

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