

Personal :

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

languages :	Dutch: mother tongue	English: fluent
	French: fluent	German: basic

Education

1983 –'88	Modern Humaniora – ASO Science-Math; Sint-Jan Bergmanscollege Antwerpen - Merksem.
1989 –'93	Master in Engineering : Electro-Mechanics, option IT & CAD/CAM; Katholieke Industriële Hogeschool Antwerpen (KdG).
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, faculty of Applied Economics, division ICT management.
2009	Real Estate Energy Expert, type A residential, Vrije Universiteit Brussel.
2010	Bloso Sport Initiator, Vlaamse Trainers School (pedagogics & didactics)

Executive Summary :

Experienced CIO-CTO-COO, strategic alignment, governance, digital transformation, (re-)organizational change & turnaround manager, on a permanent and interim basis.

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 (service) architecture integration, Business Continuity & Disaster Recovery Planning to program & portfolio management, based on industry standards like COBIT, ITIL, Agile, Prince2, ISO 9k/27k/38k, SOA, TOGAF, Zachman, etc ...

Professional objectives : aiding companies achieve their business goals via ICT strategy, governance, management, processes, organization and enterprise service architecture that is not only effective, efficient and economic; but also qualitative, controlled and aligned on all levels (from board to operations). Overall strategic, tactical, operational, risk & control, resulting in information technology that is supporting, enabling and contributing to the business.

Work experience (resume):

2016.12-current	otium	
2016.01-2016.11	IGMC, Press-Play, FCG.eu	Project Management, RfP development, biz development & prospection
2015.06-2015.11	Eandis	IT Strategy & Governance Implementation Consultant
2014.11-2015.06	Telenet	Integration Program & Portfolio Manager and Deputy Director for business unit Hosting & Cloud (former Hostbasket)
2011.11-2014.11	Proximus	Program/Transition/Transformation Manager & Sr. Service Architect for Mergers & Acquisitions and large outsourcing projects (20-2000mio): CIO BeNeLux a.i.
2010.12-2011.06	B. BRAUN Medical	Transition Manager in/out-sourcing
2010	FAMHP-FAGG-AFMPS	interim COO & Reorganizational Change Manager
2007.07-2009.06	IBS Technology & Services	Interim Program Manager : outsourcing transition & DRP kickoff
2007.H1	MERCATOR (Baloise)	Managing director and vice-president of a youth sports club
2007 - current	MAOR.be	interim/crisis management as Initiative Project Leader DRP
2006.H2	EUROCLEAR	sr. executive: IT Manager (cio) & Facility Manager
1996.04-2006.03:	MARSH nv	After Sales Service & Support Engineer for the Apple Computer division
1995.04 – 1996.03	MAXIMA nv (Speed ² & Exell)	ICT management, contract & technical consultancy
1993 - current	#SME's	

Work experience (details):

2016.12-current otium

2016.01-2016.12 **IGMC, Press-Play, FCG.eu**

Project Management & RfP development:

- Datacenter Server Migration Ubuntu > Windows 2012
- R&D environment Migration towards Windows 2016 Server & Windows 10 clients
- Online Minecraft gaming platform & connectivity
- KMO setup: online retail store & backoffice infrastructure
- Design & Build network & security infrastructure for primary school
- Design & Build custom mobile DJ/PA set with acoustical control capability modules
- Design & Build custom home recording & playback studio
- Architectural & design consulting of stage & plenum acoustics for a ballroom renovation
- business development & prospection (EU & US)

2015.06-2015.11 **Eandis**

IT Strategy & Governance Implementation Consultant

- apply Cobit 5 governance processes:

- APO gap analysis of the as is & setup of the to be; based on light EDM strategic alignment + impact on BAI, DSS & ITILv3-2011 operational ITSM process stack & ISO38500
- APO process capability, process I&O's, workflows with touchpoints
- Proj mgmt. & coaching of participants & writers

- rework IT management policies & definitions about: business & ICT services (XaaS) / enterprise (service) architecture / Supplier Management & Integration / Security & Risk management & DRP audit / WorkPlace-as-a-Service / segregation of duties of process roles & activities

- rework ICT organization and its collaboration-forum structure, based on process roles activities workload and client

2014.11-2015.06

Telenet

*Program & Portfolio Manager and Deputy Director business unit Hosting & Cloud (former **Hostbasket**)*

In preparation of business reorganization, balancing ongoing operational vs. commercial vs. strategic roadmap projects, regarding :

- Scope, Budget, Planning, priorities
- Quality, Risk, Control & Compliance w/ TN governance (ict dept., biz dept. & group security policies)
- Resource load & capabilities

Setup/review of service processes & steering:

- Strategic Roadmap & recurring budget & resource requirements analysis (bi-monthly steering)
- Program & Portfolio Management : raschi, decision criteria & dependencies (monthly steering)
- Change & Release management processes: internal, commercial, projects, CR's (weekly steering)
- Contract / Service Level Agreement
- Long-term service/product lifecycle management process
- integration of ITSM processes (w/ Cognizant)

2011.11-2014.11

Proximus (former Belgacom-Telindus – ICT)

Program/Transition/Transformation Manager & Sr. Service Architect for Mergers & Acquisitions and large outsourcing projects (20-2000mio):

- **Vlaamse Overheid** eIB w/ HP (+ gap analysis of process sets vs. ITILv3-2011 & ISO27k-IAM)
- **Belfius**-DTS w/ IBM
- **NATO-ANWI** w/ Cassidian-EADS / Lockheed-Martin / Serco (incl. HA datacenter & voice)
- **EuroControl** w/ Osatis
- **European Commission** (NUPS) w/ Getronics (incl. HA datacenter & remote ops)
- **BNP-Paribas-Fortis**, ...
- **FedICT**...

Design of MSI service company/organization/contracts, ITSM processes; aligned to strategic objectives and translate them into operational adaptations / TnT-programs from a client business requirements perspective and service provider P&L perspective; respecting post-transition quality, governance, process improvements, risk & security management (cobit & iso).

Service Capability audit, design, align and implement optimized internal outsourcing methodology & governance, service capability & delivery collaboration processes for MSI operations and tooling/reporting/billing process.

2010.12-2011.06	<u>B. BRAUN Medical</u> <i>CIO BeNeLux a.i.</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 business & ict service processes, re-integrate applications & bi/dwh, setup cloud infrastructure & migrate datacenters to HQ in Germany.
2010	<u>FAMHP-FAGG-AFMPS</u> <i>Transition Manager in/out-sourcing</i> 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, ITSM processes, reshaped organization and MSI 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 4-tier development environment (DIAP) - setting up service/process based operations, SLA/UC service management with suppliers, security & governance framework + KPI's (ITIL, Cobit, Prince2)
2007.07-2009.06	<u>IBS Technology & Services</u> <i>interim COO & Reorganizational Change Manager</i> for an international ERP (finance, manufacturing & warehousing) & iSeries solution and service provider, servicing the middle Europe client region UK-Poland e.g.: <i>Fedasil, AtlasCopco, MCS, 2XL, DeJond, Omya, Dehon, Proton, Herfurth-SDS, Engels, Artas, Lotus, Van de Velde, ...</i> <u>Operations Manager</u> of Infrastructure Services BeNeLux: reorganization of the IT-factory (35p) aligned to international restructuring plan, process & efficiency improvement, ITSM implementation (ITIL), security portfolio management (#clients, # sec. frameworks) <u>Business Development Mgr.</u>: strategy & cornerstones redefinition, marketing plan, sales process vs. support & delivery re-alignment, product & services portfolio review. <u>IT management Consulting</u> : redesign DRP & datacenter services portfolio (wintel, i-series, network & security), ITSM (service management games), bodyshopping, out/insourcing implementation & SLA/contract management.
2007.H1	<u>MERCATOR (Baloise) :</u> <i>Interim Program Manager</i> : 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)
2007 - current	<u>MAOR.be :</u> <i>Managing director and vice-president</i> of a youth sports club & holiday training camp provider
2006.H2	<u>EUROCLEAR :</u> <i>interim/crisis management</i> as Initiative Project Leader: regarding 'DRP 2+1 DataCenter Setup & Validation' of Mainframe-Tandem-Unix-Wintel-EMC-Cisco, network & security (iso) : - 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
1997.04-2006.03:	<u>MARSH nv :</u> sr. executive: <u>IT Manager (cio):</u> - Strategic : mergers & acquisitions, consolidation & integration, IT vision / business plan / long & short term budgeting, translation into ICT delivery & support plans plus enterprise architecture & security framework, global BCP/DRP program cultural change, business development of a middleware environment for commercial web services (<i>MarshSAT, PandI-online</i>) & client & partner collaboration services (implants), innovation management, sdlc/offshore outsourcing, mainframe ops in/outsourcing (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: security-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 workstation recovery time of 30 minutes with full remote support and a biz continuity recovery time 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 (ICT & facilities):

- 1997 Antwerp office relocation (greenfield for building & ICT)
- 1998 **Johnson & Higgins** merger relocation & integration project
co-development & testing of **Assurnet (Portima)** multi-user server environment v1.0
- 1999-'00 **Sedgwick** merger relocation & integration, standardization program, datacenter integration
- 2001 Roeselare office relocation (greenfield for building & ICT)
- 2001 post-WTC crash full BCP & DRP program (2.5yrs) w/ new Active-Active datacenters geocluster (wintel, network, security)
- 2002 testing, evaluation & pilot of **Assurnet** multi-user & M2M integrated server environment v2.0
- 2003 Liège datacenter & infrastructure modernization
- 2005 Bxl triple office relocation to adjacent building with 3rd mini-datacenter

Client facing projects:

- 1998 **DAF-Olen**: B2B consultancy for casualty management software implementation
- 1999 **KPN-Orange** : B2B consultancy regarding M2M integration with back-office (Informix) & ERP systems, call center claims handling script and logistics.
- 2000-'03 **Cargill, GE-AVIS Lease, and Aquafin** : implants, process & M2M EDI consultancy (ERP, et al)
Coca-Cola, KBC : *webservices* , B2B EDI, M2M integration
- 2004 **Renault Finance** (RCI) : implants & B2B EDI consultancy

1996.04 – 1997.03 **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 in the SMB market.

1993 - current ICT management, contract & technical consultancy :

- real estate broker De Meester,
- insurance broker Jan Valgaeren,
- sports clubs KBSC, MAOR
- several medical practices, schools & retail stores
- pre-press company Polygon,
- expertise office De Wispeleir,
- retail startup TouteNadine.com

Skills & knowledge:

ict : familiar with : mainframe, unix/linux, AS/400, Wintel, Apple/Mac-OS, storage & virtualization, networking & firewalls, SOA-EAI-BPM-ESB, DWH-BI-CRM, document management, ERP, printing, telecom, user/network/application/AD security, BYOD, licensing, hosting & cloud, IoT.

hobbies : - hi-end HiFi & AV, cars & motorbikes, RC & scale models, shooting & hunting, swimming, cycling.
- BLOSO certified youth sports monitor/instructor

Additional training:

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

'97 - 2016 : *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.
- CobiT 4.x, UAMS
- 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)
- New BTW/VAT invoicing legislation, Practicali
- Cash is King (corporate financial KPI & cashflow analysis), IFBD
- Windows 10 IoT, Koning & Hartman

Publications :

- '93: "Computer Aided Design for Acoustical Mapping - Sound 3D cartography software programming in Autocad database", thesis at KIIHA & 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 & water damage, Dispossession expertise", thesis at CMO.
- 2008 : "Using COBIT 4.1 as an assessment & facilitator tool for Reorganizational Change Management", thesis at UAMS
- 2015 : ICT Policy, Governance and Management reference Books of Knowledge on
 "Services & Enterprise Service Architecture",
 "Multi-Sourcing & Supplier Management" &
 "Knowledge Management",
 based on Cobit5 and ITIL v3-2011 , @EANDIS.

References :

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