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Curriculum Vitae

BRIAN MOONEY

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Full Name:	Brian David Mooney	Nationality:	British
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Brian is a customer-focused service transition manager, who has worked in several senior roles. Part of the team that developed the original ITIL set for the CCTA, he upgraded his ITIL Certificate in IT Service Management to ITIL v.3 ('ITIL Expert') in 2009.

A safe pair of hands, his background in quality management enables him to deliver results and keep demanding clients happy. He has worked for several central and local government clients and managed leading service providers.

Relevant Professional Experience

Freelance ITIL consultancy and other assignments, August 1991 to present:

* **Transport organisation,
  March 2009 to May 2013, Service Delivery Consultant**

  Captured requirements for moving support systems to a new platform using ITIL principles, Managed risks and technical issues; designed backup and contingency arrangements; ensured site and system security. Drew up job description and contract for the new service administrator. Transitioned service to meet deadlines. Reviewed and improved operational processes and data quality.

  Managed procurement, suppliers and legal compliance for a fund-raising initiative. Managed external communications, such as media requests. Set up delegation meetings with VIPs such as ministers and gave presentations. Developed organisational strategy. Took sabbatical for personal legal/technical research, January 2012 to April 2013.

* **Leading service provider, finance sector client,
  August 2010 to December 2010, Service Co-ordinator**

  Managed the set-up of compliance systems for a new outsourcing account. Liaised with senior management and internal compliance authorities to agree a reporting profile. Set up compliance databases against the clock and helped operational groups (including former client staff and offshore teams) to produce monthly compliance returns, covering data centre operations, disaster recovery, security, patching and networking.

  Agreed service introduction policies for 'Transition and Transformation projects', and supported managers in using service introduction and retirement checklists. Ensured knowledge transfer to a permanent member of staff taking over the compliance role.

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*   **Leading consultancy (agency client with non-disclosure agreement),
       February 2010 to March 2010, Service Process Designer**

       Reviewed capability of a multinational organisation to launch a new network service with
       particular emphasis on service levels and support processes.

*   **Leading service provider, finance sector client,
       January to April 2008, Service Management Consultant**

       Managed development of detailed data centre security and service introduction processes
       for a compliance project. Reviewed existing processes with subject matter experts and
       persuading stakeholders in-house and outsourced support groups in five countries to get
       involved. He then used initiative to overcome uncertainties and other blocks to progress,
       delivering a quality product.

*   **Leading service provider, communications sector client,
       November 2006 to August 2007, Operational Readiness and Acceptance Analyst**

       Effectively project manager for achieving operational readiness and meeting other
       acceptance criteria. Adapted a standard methodology with a comprehensive checklist
       based on a gated process for concurrent projects, which covered systems implementation,
       and rationalisation, IVR solutions and data centre migration.

       Ran project meetings; involving support groups over implementation and handover
       requirements. Liaised with business units in several functions, gaining their buy-in.
       Reviewed and produced documentation, such as implementation plans with non-
       functional requirements and operational acceptance criteria, service support models,
       supplier contracts for disaster recovery, SLAs, OLAs, volumetrics and costings.

       Advised management on project status and the approval of requests for change, including
       'go live', attaching special conditions to mitigate support risks. Enabled transition in a
       highly dynamic environment, under conditions of constant change.

*   **Local authority,
       January to April 2006, Service Manager**

       Managed a transition to new service management and account management
       arrangements, and the agreement of a corporate SLA. Provided gap analysis on existing
       SLAs and OLAs and developed high-level reporting specifications.

       Built internal customer confidence in greater reliance on the IT group, involving
       suppliers and other stakeholders in planning a challenging software upgrade. Provided
       technical QA on release notes and other documents to allow facilities to be accepted into
       service.

       Acted as Duty Service Manager for the group, co-ordinating incident response and
       communications with the Service Desk and technical teams.

*   **February 2004 to January 2006, career break,
       Executor for three deceased relatives' estates**

       Used professional experience to resolve complex matters and deliver a service.

*   **Leading service provider, telco sector client,**
        November 2003 to February 2004, Service Introduction Consultant

        Provided QA on a new outsourcing supplier's service delivery documents, including BAU processes for contract negotiations/CCNs, rollout planning, incident management. Supported integration of an insourced change management team. Co-ordinated the move of his department to a new location at short notice, securing working facilities.

*   **Local authority,**
        June 2003 to November 2003, Service Manager

        Developed a framework of ITIL-based processes for 'end to end service delivery', including requisitioning communications equipment and the development of management KPIs. Supported a pilot whereby change request administration was insourced, training service desk staff on process. Acted as interim Change Manager to improve service and ensure timely SAP Finance system changes.

        Co-ordinated planned downtime and emergency changes as another supplier cleared faults in a high profile parking control system. Provided QA on contract agreements and supplier CRM implementation plans, negotiating costings.

*   **Telco,**
        October 2002 to February 2003, Service Management Consultant

        Managed delivery under time pressure of a work package, based around a set of SLAs and OLAs for the client's international email service and network infrastructure. In determining achievable service levels, reviewed fault history, supplier contracts and site continuity arrangements. This required negotiation with a wide range of internal customers and support groups in four countries.

        Produced supporting documents including a user requirements survey, service costings and an availability reporting specification. (Visio used as process tool). Worked with client teams to develop ITIL-based processes for fault, change and capacity management and define helpdesk system standards to maximise data quality.

        Familiarised the Helpdesk Manager and Service Manager on the new regime and advised them on operating the SLA framework and service improvement. Maintained his own project plan in MS-Project and a register of risks & issues.

*   **Central government client,**
        April to June 2002, Service Management Consultant

        Provided consultancy on implementing a commercial service management regime and provided quality assurance on transition project activities. Managed the supplier to minimise service downtime for key users.

        Reviewed development programme plans and advised on how to address service management and support requirements. Involved his staff (three groups) in forecasting likely patterns of support. Suggested improvements to the supplier's processes; including call handling, asset management and service availability measurement.

*   **Leading service provider, telco and other clients,
    July 2001 to February 2002, ITIL Consultant**

    Developed a process and policy framework to enable the client to achieve the industry-standard SunTone accreditation (ITIL Best Practice used as standard).

    Helped a telco client to set up an Internet application hosting centre. His integrated set of documents covered change management processes, Interface Agreements and metrics for the groups involved. Developed a service continuity plan for another client's data centres and updated processes, enabling SunTone accreditation.

*   **Transport organisation,
    March 2001 to May 2001, Service Management Consultant**

    Developed the client's service catalogue covering two major service providers. Developed ITIL-based management documents, and related 'end to end' processes for service delivery, reviews, improvement and changes. Gave presentations to users up to Director level on the benefits of a formalised approach and the roles of the parties involved.

*   **Utility and telco,
    July 2000 to December 2000, ITIL Consultant**

    Developed parts of a new ITIL-based process model for 'World Class' service delivery. Designed processes for supplier management. Ran workshops for business representatives, compiled RACI role matrices.

    Conducted studies on vendor capability, also on linking internal and supplier change management systems and helped implement practical recommendations.

*   **Utility,
    June 1998 to September 1999, IT Process Consultant**

    Managed development of a detailed process model that was effectively a precursor to ITIL v.3; integrating service management, and development activities with PRINCE2 project controls. Developed a consistent model for testing covering different suppliers' practices, and a comprehensive companion set of checklists for testing and acceptance into service.

    Retained to extend the model to include operations group processes and assist with implementation. Captured workgroups' disaster recovery requirements in detail. Advised on service improvement and preparation for ISO9002 audits, all of which were passed. Managed another consultant in developing procedures and a training programme.

*   **Central government client,
    September 1992 to September 1993, IT/Relocation Project Manager**

    Managed several concurrent PRINCE projects covering 1,000 staff. They typically involved relocation or rolling out the new departmental office system to workgroups. Managed suppliers within contract framework, provided quality assurance on installations. All the projects were achieved on time, within budget and with minimum disruption to service.

*   For conciseness, this CV excludes several other assignments (e.g. procurement, short term contracts) and time spent in gaining qualifications.

<u>Previous Employment</u>

*   **Leading consultancy,
    February 1989 to July 1991, Senior Consultant**

    Provided consultancy to clients in a variety of sectors, mainly:

Central and Local Government	Utilities	Finance
Public Administration	Health	Energy

    Developed ISO9001-compliant procedures for managing local computing systems and networks, including advising CCTA on developing their award winning ITIL.

    Worked on concurrent projects in a matrix-managed organisation. Managed projects; advised on the selection and implementation of new systems.

*   **Telco,
    November 1986 to February 1989, Office Systems Manager**

    Proactively led a team of twelve staff developing and managing IT systems for a District business unit with an annual turnover of hundreds of millions of pounds. Transformed service to a customer base of 1,000 staff in 50 locations.

    Installed and supported a large base of desktop systems and networks, clearing faults and preventing recurrences. Ensured support capability through identifying user proficiency needs, adopting consistent build standards and keeping sound asset records.

    Rationalised maintenance arrangements, enabling large cost savings. Redesigned the IT procurement process/business case for user-friendliness.

    When a centrally-proposed works management system failed to meet local needs, his team reviewed working practices. They developed a replacement system that saved slippage estimated at £5m and duly became nationally-adopted.

    Implemented Total Quality Management (TQM) system within his team, helping the District gain certification under ISO9001. Became local 'preferred supplier'. (Achievements recognised through two successive High Performance bonuses).

*   **Telco,
    February 1983 to October 1986, Office Systems Consultant**

    Managed provision of support to users of an internal office system in various UK offices. Controlled configuration items and the installation of software releases; administered systems used by senior management, managed suppliers.

*   **Telco,
    January 1980 to February 1983, Analyst/Programmer**

    Supported users of local computing and data-communications systems.

*   **Various temporary positions (non-IT)
    June 1978 to January 1980**

Education and Qualifications

Vocational

2009	Passed ITIL V.3 Manager's Bridge exam, qualifying for 'ITIL Expert' status.
2006	Obtained PRINCE2 Practitioner qualification (APM Group; also PRINCE2 Foundation Certificate on the same course).
1994	Obtained an ITIL Certificate in IT Service Management (Infrastructure Management).
1993	Completed a foundation course in public speaking and communication, earning a Certificate of Competence.
1992	Passed British Computer Society (master's degree-level) qualifying exams, through submission of a thesis on IT Investment Appraisal.
	Passed Institute of Quality Assurance qualifying exam ("Quality Assurance Management", at minimum NVQ4 level for graduate entry requirement) with a Distinction.
1991	AMTAC Labs - "How to Assess and Audit Quality Systems" course. (Certificate of competence as ISO9001 Lead Assessor was obtained)

Higher Education

1985-7	BCS Exams (Part I) via South Bank University course (Passes: General Papers I and II, Options: DP Management, Analysis and Design of Information Processing Systems)
1977-8	University of Manchester Institute of Science and Technology Completed 1st Year, B.Sc. Hons in Computation

Secondary Education

1970-7	St. Benedict's, Ealing.

GCE 'A' Level

1977	Chemistry (A), Biology (C), Pure and Applied Mathematics (A)

GCE 'O' Level

1974-6	Twelve obtained, with quality grades.
General	Member of British Computer Society (MBCS CITP); also an Associate member of the Chartered Quality Institute (CQI). Former member of IT Service Management Foundation.