

IT Evaluation Ltd – Martin Tate BA MBCS CITP ACMI

IT Service Management Process Consultant – September 2004

Major Skills & Values

- Distilling plans from messy situations, including tackling political issues.
 - Integrating IT service management and technology procurement processes.
 - Contract negotiation (twice negotiating a discount 4x my fee and once 11x).
 - Process, service management and SLA reviews.
 - Consultancy and speaking on IT service management best practice.
 - Ethical, impartial, professional – taking long-term view of projects & client relations.
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Main IT Service Management Projects Within IT Evaluation

April 2004.....Department for Work and Pensions Lytham, Newcastle

Extend in-house IT management process/method for COTS packages

- Authoring for commercial off-the-shelf package evaluation & procurement standards.
- Σ *Achievements: Rapid integration into new team of 9 within DWP culture.*
- Σ *Principal liaison with External Supply Group to ensure legality of process.*

November 2003Pearson..... London, Hellaby

Infrastructure and IT service management improvement initiatives

- Facilitate improvements across IT support and development using *ITIL* best practise.
- Σ *Achievements: quickly added novel approach to reactivate stalled programme.*

September 2001.....Lancashire Fire & Rescue Service Lancashire-Wide

IT Service Management Development

- Development of IT processes, including selecting management methods.
- Σ *Researched off-the shelf IT management process to fit culture and budget.*

May 2001Ansatech.....Manchester

Processes & Integration For ERP With Digital Rights Management Systems

- Process design and technical feasibility for Web storefront with B2B ‘digital assets’.
- Σ *Integration of standard packages on tiny budget to yield pioneering processes.*
- Σ *Persuaded IT vendors to start development at own R&D cost.*
- Σ *When seed capital was consumed, client settled bill with *personal* cheques.*

1997–1998Turtle Wax.....Belgium, France, Netherlands, UK, US

IT Review, Process Design & Service Negotiation After European Acquisitions

IT strategy for major expansion into direct distribution and European subsidiaries.

- Σ *Became part of management team with initial role expanded to 19 assignments, including Board level programme management and supplier renegotiations to expand system into new European subsidiaries.*

1997Business Link..... Lancashire Consortium

Review Service Levels & SLA By Interview & Questionnaire

- Research perceptions of IT service at provider and multiple customers.
- Σ *Identify and formalise differences in perception. Identify blockages and recommend corrective action. Revise SLA.*

1996LEGO Wrexham

IT management processes, including project approval system.

- Review IT service management system.
 - Σ *Design, agree and document process to sanction new system development projects.*
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IT Service Management Speaking Engagements

1996.....LAWTEC/Business Link..... Lancashire Consortium

Mediator and broker during SLA contact negotiation

- Study needs, compile agenda and chair negotiation meetings to agree SLA.
- Σ Create professional & balanced IT services contact both sides could agree upon.

May 2004Service Management Symposium CEC Europe, Daventry

Implementing Best Practice – A Different Approach (Joint with Martin Duff, Edexcel)

- Σ Novel approach to service management improvements if hit difficulties.

November 2003Annual ConferenceitSMF, Brighton

Linking ICT Procurement To IT Service Management

- Σ Insight on links between ITIL objects and ICT acquisition.

October 2003Is It Safe? (Security Management).....itSMF, London

Method for acquiring security management tools

- Σ Formal ITC acquisition process applied to procuring security tools.

May 2003Take Your Partner..... itSMF, Bristol

Formal scoping, evaluation & selection processes for procuring service desk systems

- Σ Formal ITC acquisition process applied to procuring HD & SD packages.

1992–2004Management School..... Lancaster University

Guest lecturer in IT & E-Business – LUMS is rated in UK top 3 management schools

- Guest lecturing on IT processes for MBA, MSc and executive programmes.
 - Σ Record scores – commissioned to guest lecture every year (31 programmes).
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Other Example Assignments 1992–date

- 2003 Bacup Shoe – radical ERP selection to integrate design, import & distribution.
- 2003 Corporate Credit – project manage lease calculator system to capture customers.
- 2002/3 Svenska Cellulosa Aktiebolaget – confidence via formal strategy decisions.
- 2002 Devil’s Guide – rapid scoping, requirements, selection & negotiation to procure Web CSCW – our candidate proven better but **90%** cheaper than client’s first choice.
- 2002 Bombardier Transportation – global resource management for skills, allocations & costs (24 countries, 6,000 engineers) – endorsed internal system, saving over £250k – to date, one of 26 assignments for Bombardier group, by internal referrals.
- 2001 Bombardier Transportation – requirements for EAI linking PDM to ERP.
- 2000 DaimlerChrysler – global requirements & vendor selection for Web storefront to sell spares & services – specify smart Web aggregator to link *multiple* legacy systems.
- 2000 Barkland – IT-led organisational change to Web-enable contract cleaning across 700 sites – took project scope from mystery to clarity within two weeks.
- 1999 Nottingham City Council & Gateshead MBC – package selection training.
- 1999 DaimlerChrysler – review and gap analysis of HR system across 30 sites.
- 1998–1999 Adtranz – UK-wide system selection for ID card, time & attendance and access control – 6,500 employees – met Millennium deadline.
- 1998 Adtranz – engineering CAD selection – steered delicate project through diverse commercial drivers and stakeholders on high-cost, high-risk project.
- 1998 Adtranz – feasibility study for Property Services Intranet.
- 1997 Blackpool Hotel & Guest House Association – specify hotel matching system.
- 1996 M6 Paper Group – accounts, MRP and supply chain system selection.
- 1995-98 RNIB & Galloway's Society For The Blind – mass-market IT for charities.
- 1995 East Lancashire Careers Service – technology for IT-enabled Action Planning.
- 1994/5 LAWTEC/Business Link – selection/implementation of two CRM systems.
- 1994 ELTEC – defined business rules – immovable deadline on new legislation.
- 1993 Halo Retail – chosen new sales package allowed *doubled* turnover with same staff, yet was **90%** cheaper per seat than runner-up.
- 1992 Castrol – system expert on implementing *Prism* ERP planning module.

Prior Employment History

1988–1992LBMSBristol, Edinburgh, Houston, London, Manchester

Consultant & Trainer – CASE Tools & Structured IT Methods Including SSADM

- Σ **Demanding consultancy environment – sound career progression towards lecturing, course development and solo consultancy.**
- 1992 – Castrol – MRP package selection propelled in six months from hesitation to best solution and 50%, £200K discount equalling four times professional fee.
- Σ **Castrol later committed to new pan-European system, but UK management unconvinced, as it was less capable than the IT system we picked 11 years ago.**
- 1991 – Education & Training – method/tool course delivery and development.
- Σ **Became acknowledged expert on two course types, developing new approaches.**
- 1990 – NatWest Bank – project management of mortgage lending package.
- Σ **Without formal authority, heavily influenced development team of 25.**
- 1989 – VSEL – led team of 3 during structured analysis for shopfloor system.
- Σ **Redefined project brief with client to avoid misdirected development.**

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1988.....Walkersteelstock (British Steel) Blackburn, Wednesbury

Project Leader – Steel Stockholding & Services

- Across 6 Tube Division companies, agreed extensions to new corporate systems.
- Σ Fitted divisional processes into UK system not originally designed to support them.

1984–1987ERG (Granada Consumer Brown Goods)..... Preston, Crawley

Analyst/Programmer to Project Leader – Visionhire Central Stores

- Progressively senior roles tailoring or specifying upgrades to supply chain package, ensuring continuity of supply to 800 branches, shipping goods worth £4m pa.
- Σ Computerised corporate stationery control – to budget and *exactly* on time.

1982–1983Bentwood Brothers Clothing Manchester, Leighton Buzzard

Manufacturing Manager – 100% Marks & Spencer Supplier

- Training programme included work and method study. Later, managed 4 supervisors and 60 highly-unionised pieceworkers running one-third of jacket factory.
- Σ Released factory potential to production levels unseen in 25 years.

1980–1981Ranks Hovis McDougall Foods..... Middleton, London, Cardiff

Graduate Production Management Trainee

- Management development by experiencing all office/factory functions and systems.
- Σ Adapting rapidly led to supervision of shopfloor workers in groups of 4–18.

Education & Other Professional Achievements

- Jun 2002 Certificate In IT Service Management ISEB
- Dec 1999 Published article: How To Select Your New E-Commerce System PSI
- Jan 1991 SSADM Certificate of Proficiency (CoP) ISEB
- May 1990 [MBCS & CITP](#) British Computer Society
- Nov 1985 ACMI Chartered Management Institute
- Jun 1984 Certificate of System Analysis NCC
- Jun 1980 BA Hons Geography – 2:1 Durham University

Personal Details

- Date of Birth: 5 February 1958. Married with one son and one daughter.
- Nationality: British. Interests: badminton, gliding, concert-going.