

Boran Gögetap, flavour: ServiceManagement

customized curriculum vitae

see data-driven, interactive version at
<https://bogo.observablehq.cloud/1/cv>
for more details

1. Content Filter

selected CV elements:

School TUM EXIN Axelos

Skill ServiceManagement

Client ADP kubus LHS AOKS HNU BMWBank SSB



boran@goegetap.name

🇬🇧 English: fluent, professional

🇩🇪 German: native

🇫🇷 French, Italian, Spanish: basic

Sailor, Alpinist, Pilot 🎓

Knowledge Manager,
Product Owner,
Scrum Master,
ITIL V3 Expert 🎓


born 1969 (age 55)

2. Tabular View

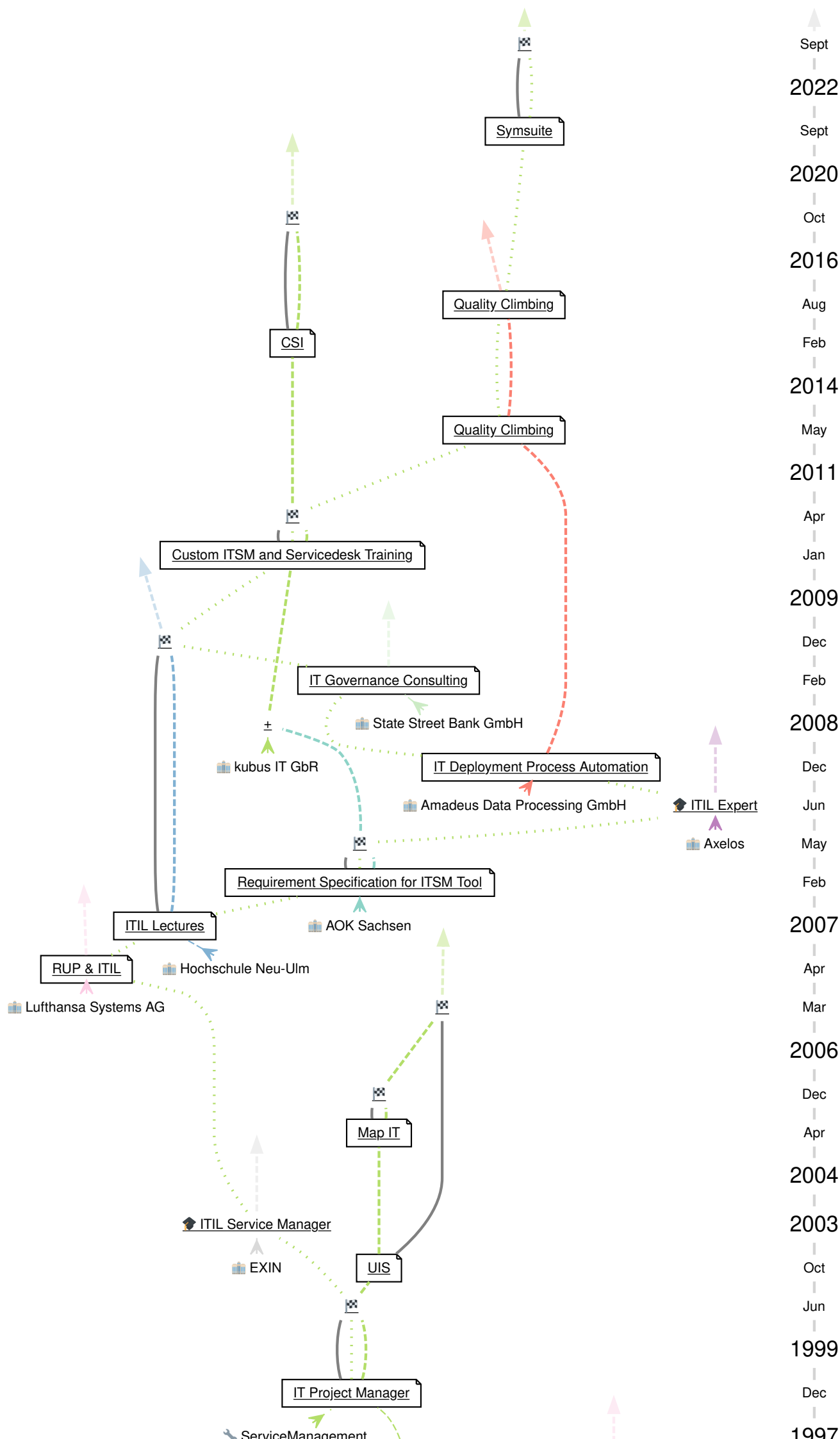
Client / School	Start	End	Project / Product	Description	Skills involved
Sym GmbH	2020	→ 2022	Symsuite	<p>creating an integrated platform to support the most vital business processes for any small or medium sized enterprise (SME)</p> <p>based on a multi-tenant Knowledge Graph;</p> <p>involves Enterprise Architecture, Process Design, IT Architecture and related implementations;</p> <p>using Jira as CMDB and agile process management tool, with KTS-bash as backend for automatic visualization, ad-hoc queries and complex government tasks such as validating strictly role-based authentication;</p> <p>Boran contributes Knowledge Management expertise and graph-related software implementation</p>	ConfigManagement, KnowledgeManagement, EnterpriseArchitecture, ServiceManagement, KTS, Jira
Amadeus Data Processing GmbH	2014		Quality Climbing	<p>Management Training with 50% practical exercises in a rock-climbing gym</p> <p>Climbing as a highly motivating example of Risk- , Incident- and Service Management with "skin in the game" and lots of fun.</p> <p>Boran contributes as autor and coach</p>	Coaching, ServiceManagement

Client / School	Start	End	Project / Product	Description	Skills involved
kubus IT GbR	2014	→ 2016	CSI	<p>Configuration Management subproject of CSI (= Configuration-Management, Service-Level-Management and Servicedesk)</p> <p>analyzing service models between Business Processes and supporting IT Infrastructure;</p> <p>designing data model for federated CMDB between IBM Maximo and various data providers such as VM-Ware, HP-SIM, Enteo, Stablenet...</p> <p>designing standard IT Architectures and blueprints;</p> <p>developing Conviz (based on KTS) to visualize complex configuration models automatically;</p> <p>reviewing ITSM processes according to COBIT framework;</p> <p>Boran contributes as Configuration Management expert</p>	ConfigManagement, Visualization, KTS
Amadeus Data Processing GmbH	2011		Quality Climbing	<p>Management Training with 50% practical exercises in a rock-climbing gym</p> <p>Climbing as a highly motivating example of Risk- , Incident- and Service Management with "skin in the game" and lots of fun.</p> <p>Boran contributes as autor and coach</p>	Coaching, ServiceManagement
kubus IT GbR	2009		Custom ITSM and Servicedesk Training	<p>creating training concept to deliver knowledge about custom ITSM process implementation and underlying tool support to 650 staff members;</p> <p>conduct pilot trainings; train additional trainers</p> <p>Boran contributes as Author, Trainer / Coach</p>	ServiceManagement
State Street Bank GmbH	2008		IT Governance Consulting	<p>analysing training needs for Information Security department;</p> <p>conducting training workshops based on CobiT; moderating self-assessment workshops based on CMMI and CobiT concepts of process maturity;</p> <p>reviewing IT architecture from a Governance perspective</p> <p>Boran contributes as Consultant, Trainer / Coach</p>	ServiceManagement
kubus IT GbR,AOK PLUS,AOK Sachsen,AOK Thüringen	2008		+	AOK Sachsen and AOK Thüringen merging into AOK PLUS and together with AOK Bayern founding kubus IT	
Amadeus Data Processing GmbH	2007		IT Deployment Process Automation	<p>identify potential for automating SW Deployment in complex datacenter operations (50+ tasks in 10+ teams for every single deployment)</p> <p>prototyping implementations to orchestrate many linked tasks and gradually automate simple tasks based on jBPM and ALBPM workflow engines</p>	ServiceManagement, SwEngineering

Client / School	Start	End	Project / Product	Description	Skills involved
				with interfaces to internal ticket system	
Axelos	2007		 ITIL Expert	ITIL (v3) Expert certificate issued by Axelos, UK	ServiceManagement
AOK Sachsen	2007		Requirement Specification for ITSM Tool	analysing tool requirements based on process workflow models; documenting generic and specific requirements for a tool or tool suite. Boran contributes as Process Consultant and Requirements Engineer	ConfigManagement, ServiceManagement
Hochschule Neu-Ulm	2007 → 2008		ITIL Lectures	teaching Service Management practices, based on ITIL and ISO 20.000, as part of an MBA study 'Strategisches Informationsmanagement' Boran serves as Lecturer	ServiceManagement
Lufthansa Systems AG	2006		RUP & ITIL	develop and conduct custom integrated training course "Rational Unified Process (RUP) and ITIL Application Management" including ITIL Foundation certification	ServiceManagement
BMW Bank GmbH	2004		Map IT	IT Governance / CMDB Solution for modelling Business Processes (BP) and supporting IT Assets (application systems, databases, infrastructure) of BMW Financial Services worldwide within ARIS; developing scripts for queries, automated import from external data sources and automated analyses: Application Map (Bebauungsplan), Fault Tree / CFIA for Business Continuity Management (BCM); Writing process manuals and training material; Conducting train-the-trainer sessions for Configuration Analysts who rolled out the solution to BMW FS subsidiaries worldwide. nominated for the Process Excellence Award by IDS Scheer Boran contributes as Solution Architect	EnterpriseArchitecture, Visualization, ARIS
EXIN	2003		 ITIL Service Manager	ITIL (v2) Service Manager certificate issued by EXIN, NL	ServiceManagement
BMW Bank GmbH	1999 → 2006		UIS	Universal Internet Services middleware services for clusters of Microsoft Internet Application Servers analysing requirements of web applications which execute on a clustered farm of IIS servers; designing a solution for centralised middleware services to manage session state and serve content which is 'localized' in different languages but also for different geographical regions and for different brands (BMW, Rover, Mini...) calculating all financial services (lease, loan...) based on Gillardon's FinanceCore component	SwEngineering, JavaEE

Client / School	Start	End	Project / Product	Description	Skills involved
				implementing all services in Java (2) Enterprise Edition (EJB) with COM proxies	
				Boran manages project on supplier's side and contributes as solution architect	
BMW Bank GmbH	1997	→ 1999	IT Project Manager	delivering projects for middleware and web applications	ServiceManagement, SwEngineering
				analysing and documenting requirements; selecting and leading partners; reviewing detailed software design; managing test cases and product quality	
				Boran manages projects on customer's side	
TU München	1989	→ 1993	 Computer Science	study with major in "Informatik" and minor in Psychology; dropped out without diploma	SwEngineering

3. Diagram View



Appendix

▼ How to read this CV Diagram

Like street maps, a CV diagram can be **large**. That's why it works best with a larger screen (pc / laptop). The diagram may tell a story of *epic* dimension, so it takes some time to read.

All **Lines** in this diagram represent a section of the life of an **entity** (person, company, project), as a chain of **events** over **time**. We could call each entity's timeline its *biography* or *story*. Similar to a novel, a Timeline diagram may contain a single storyline or it may contain several related stories.

This particular diagram's central story is Boran's curriculum vitae (CV) with an emphasis on 'professional' events

Time flows from bottom to top. On the diagram's left edge there is a rough indicator of calendar time. Not all events in the diagram are precisely aligned with a calendar date, and the time axis is certainly not proportional.

An entity's timeline typically begins with the **entity's name** and ends in a dotted line with an **ending arrow**. People's timelines always begin with the name in a rounded box. Other entities may carry a type icon in front of their name (like 🇩🇪 for the country of Denmark or 🚢 for a sailing vessel).

A CV diagram shows 4 different types of information:

- People
- Client Organizations and Schools (with an office building icon 🏢 in front)
- Skills (be it in methods or products, may have specific icons like 🛠️, 🍷 ... in front of them)
- Projects

People and **Organizations** (clients, schools) are shown as dashed timelines, with **Events** along their way.

Skills are shown as dotted timelines (because they can be dormant between events of activation / use).

Projects are presented as a textbox (description) near the start date, and a solid dark-grey line leading to a finish-flag 🏁, near the end date. If the project was relatively short (a month or less) then it may have no separate end date. It will only show up with its descriptive text box.

Project descriptions can be shortened to the project title with the "☐ summary only" checkbox. This is useful to get an overview in complex CVs.

Entity timelines are assigned random colors. Each timeline is interactive: clicking on it will highlight the whole timeline and each event on its path.

Events

An event is always part of at least one Timeline. It may intersect several Timelines. This happens when people meet people, people join organizations (perhaps temporarily), when people or organizations initiate or terminate a project, when people apply skills (because projects require skills).

An event may happen at a specific or unspecified time. If the the event has a specific date, then this date will be part of the vertical timescale (right-hand side of the diagram). Clicking an event will also display its date. Vice versa: clicking a date in the timescale will display all events that occur on this date.

Underlined events show a "tooltip" with more explanation when hovering with your mouse (*not available on smartphones or other touch devices without a mouse*).

Interaction

Timeline diagrams are **interactive** (unless you are looking at a PDF version, which is mostly static). You can hover with your mouse cursor (on a pc) over any ***entity name***, ***ending arrow***, ***connecting lines*** or some ***events*** (no mouse-click needed). Hovering will highlight exactly this one entity's timeline. The console box (typically in the diagram's lower left corner, or detached) will show the entity's name.

In addition, you can click on the active elements to make the highlight more permanent. This way, you can click on more than one entity and explore those events which are shared by these entities.

Hovering is not available on touch devices (lacking a pointing device such as a mouse), but you can always click (brief touch) on those devices.

Another form of interaction is to reduce or extend the CV diagram by selecting less or more (skills / products / organizations) in the ***Show Entities (lines)*** section. Chances are that you have received a link (or PDF) which already contained an initial selection of entities. From there, you can further customize the CV to show more or less details (except in PDF). Some potentially interesting presets are listed on top of the diagram, in the sections ***visual styles*** and ***skill-based profiles***.

Generative

Timeline diagrams are automatically generated (in this case by KTS). This is needed for interactive features. Generating the diagram from structured data simplifies editing and extending large diagrams.