Alistair Taylor

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PERSONAL PROFILE:

An ITIL Foundation v3 certified and registered PRINCE2 Practitioner with over thirteen years commercial experience, predominantly within a leading global management consultancy DevOps function and a global UK bank.

Has solid experience of implementing Release and Environment Management frameworks and leading geographically distributed, diverse teams in a high-pressure, large-scale, global environment with a proven track record in delivering under tight schedules of project delivery. Exceptionally adaptable and able to intelligently assimilate disparate information with the ability to communicate with stakeholders at all levels.

Currently seeking a challenging Test Environment Management or Release Management contract role within a progressive organisation.

KEY TECHNICAL SKILLS:

IT PROFESSIONAL	**Specialities:** Release Management, Environment Management, Configuration Management, Stakeholder Management, Middleware, CI/CD and Project Management. **SDLC Methodologies:** Agile, DevOps, Kanban, Scrum and Waterfall. **LinkedIn:** https://www.linkedin.com/in/alistair-taylor-3b43434b/
LANGUAGES, PROTOCOLS, TECHNOLOGIES AND O/S	• Perl, Shell, Bash, SQL, XML, XSLT, Java, ASP.NET, VB.NET, C++ and SAS • LDAP/S, SSL, SSO, SOAP, FTP/S and API's • AWS, GCP, UNIX (Solaris/HP-UX), LINUX (RedHat/Ubuntu), Windows (Client/Server) and OS Virtualisation
DATABASES AND SOFTWARE	• Oracle RDBMS, SQL Server, Jenkins, Datadog, Oracle WebLogic Server, Business Objects XI, Tuxedo, Axway Synchrony Gateway XFB and Transfer CFT, IBM Tivoli Access Manager, Nagios, BladeLogic Server Automation and Nexus • Service First, Atlassian Jira/Confluence, Git, Trello, Agile Central, HP Quality Center, IBM Blueworks, IBM Rational (ClearCase/ClearQuest) and Microsoft Office, Visio and Project

IBM WEBSPHERE	• WAS v5 to v7 • WPS v6.2 and v7 • WBM v6.2 and v7	• WSRR v6.2 and v7 • MQ v6.0 and v7 • DataPower

CERTIFICATIONS	• PRINCE2 Practitioner (2014) • ISEB ITIL v3 Foundation • IBM WebSphere Application Server, Network Deployment v6.1, Core Administration • Sun Certified Programmer for the Java Platform, Standard Edition 5.0 • Axway Synchrony Gateway XFB Technical Certification

CAREER SUMMARY:

Autonomy Environment Manager (Contract)   Aug 2019 – May 2020
WICKES, *Vision House, 19 Colonial Way, Watford, England*

Contracted to support the technical separation as part of the Wickes de-merger from Travis Perkins (TP). Provisioned multiple E2E test environments supporting the numerous parallel programmes to migrate and re-platform the 150+ applications from the Travis Perkins Data Centre to predominantly the Wickes AWS landing zone. The de-merger was unfortunately paused as a result of the Coronavirus pandemic bringing a premature end to the contract.

PROGRAMME: Autonomy

RESPONSIBILITIES:
• Capture environment requirements from multiple programmes then work with TP, in-house and 3rd party teams to deliver E2E test environments consisting of multiple legacy applications.

- Lead environment defect Root Cause Analysis and implement permanent fixes with the respective teams to ensure high environment availability.
- Plan, schedule and co-ordinate environment config changes, instance repoints and application deployments with all impacted stakeholders.
- Work with TP to implement FortiGate and Palo Alto NextGen firewall rules and DNS config for network connectivity between TP data centre systems and the Wickes AWS landing zone.
- Manage contention between stakeholders caused by test environment changes.
- Track infrastructure and application versions and ensure the test environments are aligned with target production to validate testing and mitigate risk to production.
- Plan and co-ordinate production data refreshes into test instances and ensure sensitive data is redacted or obfuscated as per GDPR guidelines.

ACHIEVEMENTS:
- Extracted knowledge and upskilled myself on numerous Wickes and TP legacy applications in order to carry out support activities myself and remove dependencies on support teams.
- Defined and implemented an Environment as a Service engagement model and Wickes Autonomy test environment and classification approach.
- Worked with the Cloud Centre of Excellence (CCoE) and Autonomy development team to implement a CI/CD pipeline for the Order Manager application using AMI's, terraform and custom scripts.
- Collated environment support and service gaps across all Wickes IT streams and pitched the requirement for a Wickes central environment function to senior leadership.

EaaS Configuration Manager (Contract) Jan 2019 – May 2019
BARCLAYS, *1 Churchill Place*, *London, England*

Initially recruited as the interim onshore EaaS (Environments as a Service) Environment Support Lead and to progress EaaS 2018 strategic initiatives. An extension to the EaaS contract assignment materialised to undertake the role of defining and implementing an EaaS Configuration Management (CM) Service Offering in order to move EaaS into a position to fulfil its CM responsibilities.

PROGRAMME: Barclays International (BI) Technology

RESPONSIBILITIES:
- Define and implement an EaaS CM Strategy and Service Offering that supports meeting the banks compliance thresholds.
- Stand-up EaaS CM Service First (SF) MI reporting.
- Handover EaaS CM operational activities that form the EaaS CM Service Offerings.

ACHIEVEMENTS:
- Mitigated risk to the production estate by implementing a process to remediate incorrect SF IT Service Instance (ITSI) attribute values which cause PROD servers to be incorrectly patched alongside DEV.
- Mitigated risk to the production estate by defining and implementing an approach to segregate management of SF PROD and DEV ITSI's across 210 IT Business Services (ITBS).
- Stood up, implemented and documented CM operational activities which are provided as an EaaS Service Offering across 31 ITBS's.
- Stood up CM reporting by writing complex SQL scripts to extract CM data from the banks Service First Data Warehouse.

EaaS Environment Support Lead (Contract) Apr 2018 – Jan 2019
BARCLAYS, *1 Churchill Place*, *London, England*

PROGRAMME: Barclays International (BI) Technology

RESPONSIBILITIES:
- Support 20+ E2E Test Environments for multiple BI Technology programmes across 31 IT Business Services through environment defect triage and resolution, infrastructure alignment and batch execution.
- Progress the teams 2018 strategic initiatives by introducing environment improvements and processes to ensure maximum environment availability.
- Manage and prioritise the EaaS Environment Monitoring Teams workload.
- Assist with recruiting a permanent resource for the role by identifying and interviewing suitable candidates.

ACHIEVEMENTS:
- Drove the following activities for the EaaS Environment Monitoring Team:
  - Implement daily environment health checks using test automation scripts.

- Implement dynamic component date checks to ensure dependant component dates are aligned.
- Conducted demo's and subsequently onboarded environment monitoring for BI programmes.
- Conducted housekeeping to validate each programmes environment checks.
- Assisted with identifying and co-ordinating VM and DB optimisation/decommissioning across the BI test estate contributing to an annual save of £200k+.
- Assisted with generating a weekly Waste report for Senior Leadership outlining programme impact, cost to test and remediation plan total cost saving through remediation.
- Documented the EaaS Support functions Service Description and implemented Validation Controls.

SRP Test Environment & Release Manager (Contract)   Jul 2016 – Dec 2017
BARCLAYS, *1 Churchill Place, London, England*

Recruited to define and implement a Test Environment Command & Control framework for SRP (Structural Reform Programme). As per the Financial Services (Banking Reform) Act 2013, SRP entailed ring-fencing the Retail Bank from the riskier Corporate and Investment side by January 2019, which Barclays labelled one of the most challenging and complex deliveries in the history of the bank.

PROGRAMME: SRP (Structural Reform Programme)

RESPONSIBILITIES:
- Work with all SRP stakeholders to understand, validate and log test environment requirements to forward plan co-existing E2E environment usage.
- Define, implement and enforce a SRP Test Environment Command and Control framework.
- Run the SRP Test Release and Duty Management functions, consisting of three offshore and one onshore resource.
- Create mitigation plans to minimise impact to test for late environment delivery and E2E environment changes.
- Liaise with all test streams to maintain an E2E Environment Roadmap.
- Chair the daily Test Duty Management forums with all E2E Environment stakeholders in order to:
  - Log new E2E Environment change requests.
  - Process and schedule in raised change requests as per the RAPID matrix.
  - Resolve any contention as a result of raised change requests.
  - Make the final approval decision on raised change requests considering any adverse impact to SRP test.
  - Discuss status and impact of any priority 1 defects.
- Liaise with application teams to determine duration, outage and resource availability for raised E2E environment change requests.
- Co-ordinate scheduled E2E environment changes including application deployments, configuration changes, data refreshes and batches.
- Manage a SIT ready and expected go live roadmap for SRP scoped release changes.
- Facilitate and chair a fortnightly forum with all SRP stakeholders to report delivery status of SRP scoped releases and deployment readiness into the E2E Environment landscape.

ACHIEVEMENTS:
- Defined and implemented the SRP Test Environment Command & Control framework that ensured over 40 test streams successfully executed in parallel within a single E2E environment landscape, made up of over 160 integrated components.
- Implemented a centralised Environment Delivery Tracker to dynamically report delivery status for all CIO's across the SRP programme.
- Implemented an E2E Environment Roadmap documenting test execution, batch execution and test stream application dependencies.
- Built a successful team by working with SI partners to identify, interview and onboard resources to stand-up the SRP Test Release Management function.
- Defined communication channels and chaired weekly forums with the numerous CIO Test functions and SRP leadership to track environment demand and delivery, highlight environment hotspots with associated test impact to SRP and outline the path to green.
- Presented business cases to senior leadership to obtain spend approval on infrastructure and application new builds.
- Acted as an escalation point and expedited resolution of environment issues by liaising with the central Defect Management, Infrastructure, Middleware, Data and Application teams.

Product Release Coordinator (Contract)   Mar 2016 – Jul 2016
MYOB, *167 Cremorne Street, Richmond, Melbourne, Australia*

MYOB is an innovative Australian technology corporation that provides tax and accounting software and services to 1.2 million business owners across Australia and New Zealand. Voted Australia's Most Innovative Large Company 2015, MYOB continued its steady growth posting a turnover of $328 million EOFY 2016.

RESPONSIBILITIES:
- Define and agree Release and Deployment Management plans with customers and stakeholders, including Business Operations, Marketing and Sales, to ensure go to market readiness.
- Incorporate Agile working as part of the Release process through weekly and daily stand-ups using Kanban walls.
- Collate acceptance criteria and coordinate "Go/No-Go" activities with executives in line with defined risk profiles.
- Assist Incident and Problem Management functions to ensure release activities are coordinated with software maintenance processes.
- Facilitate weekly cross functional meetings to provide release status to all stakeholders in multiple locations.

ACHIEVEMENTS:
- Documented the Release Management framework process flow.
- Delivered DIFMO Ph2 to market, a key deliverable within the organisations 3-year 'Stratosphere' strategy plan.
- Implemented deployment runbook dependencies in order to easily gauge the impact of delayed activities.
- Introduced an ARI (Assumptions, Risks and Issues) log to ensure risks associated with a release were clearly articulated, agreed and tracked during the release process.
- Coordinated SIT, PVT and UAT testing as part of the DIFMO Ph2 delivery.

Career Break (Travelling)   May 2015 – Feb 2016
Asia & Australasia

PCB EaaS UK Release Lead (Permanent)   Feb 2013 – Apr 2015
BARCLAYS, *1 Churchill Place, London, England*

Initially brought in to support Release Management for multiple, parallel programmes in the Corporate Global Payments test estate progressing to lead the UK PCB Release Management Function.

PROGRAMME: PCB (Personal and Corporate Banking), Corporate Global Payments

RESPONSIBILITIES:
- Running the PCB EaaS (Environments as a Service) Release function supporting over 20 E2E development/test environments, each containing 60 plus components on shared infrastructure, for the various programmes and test phases including ST, SIT, NFT, FoF, UAT and OAT.
- Delegating work items and reporting team status.
- Working to define and implement a consistent Release Management (RM) approach across all business areas within PCB for digital simplification and mass automation.
- Orchestrating end to end application deployments from vendor release delivery to environment handover within the Payments Landscape.
- Effective stakeholder management through various tasks including:
    - Contention due to shared infrastructure.
    - Working with Vendors, Test, Programme Management, Build, Data and Landscape teams to schedule and orchestrate deployments through to completion.
    - Liaising with Vendors and Defect Management during defect triage and resolution, orchestrating release re-delivery and re-deployment when necessary as part of end to end deployments.
    - Supporting the QA team through SIT entry gates.
- Assisting with EDC (Environment Delivery Capability) recruitment by interviewing candidates and liaising with HR for on-boarding.
- Running the EDC team in the absence of the EDC lead, attending Leadership Team meetings, assisting in 2015 environment provisioning discussions and running the weekly status call.

ACHIEVEMENTS:
- Defined a RM framework to document, automate and streamline processes and delivery within the Corporate Global Payments Test Landscape, which entailed:
    - Implementing and enforcing a RM work request model to all stakeholders, using templates in Service Now, replacing requests via email.
    - Component version tracking and alignment on all environments to ensure validity of final regression testing before go-live.
    - Generating weekly deployment volume, duration and cost to test metrics within leadership status decks.

- Implementing a consolidated programme Release Calendar to keep stakeholders aware of previous/upcoming deployments and release deliveries.
- Compiling Technical Implementation Plan (TIP) templates to use as a base for every application deployment.
- Maintaining the release notes repository, including a list of defect fixes contained within each release, on SharePoint and distributing to stakeholders.
- Putting together and maintaining deliverables such as Deployment Process Flow diagrams and BladeLogic deployment documentation.
- Assisting the Strategic Enhancement function to implement an automated dynamic version tracking dashboard of the core payments components for a real-time versions view.

- Significantly reduced environment outage during quarterly environment baselines saving test over £7k per baseline.
- Removed deployment dependencies on the build team by setting up capability for the RM function to download, transfer and deploy releases if necessary.
- Collated a landscape component census to summarise the support model of the wider landscape teams for gap analysis and presenting to senior leadership.
- Chaired a forum within PCB EaaS for process, procedure and automated tooling inputs for a consolidated Environment and Release Management approach across PCB that satisfies the PCB Transformation Goals.
- Worked beyond the scope of RM by assisting the Environments, Build and Automation teams with Oracle upgrades, server filesystem size and memory increases, environment defect resolution, component re-points, configuring BladeLogic jobs for newly stood up environments and integrating Nexus with BladeLogic.

Integration Environments Lead (Permanent)
ACCENTURE, *30 Fenchurch Street, London, England*

Aug 2011 – Feb 2013

Accenture is the world's largest management consultancy, operating in 120 countries, employing over 330,000 people providing services to more than three quarters of the Fortune Global 500. Joining on the graduate scheme, worked within the UK delivery centres DevOps function for five years progressing to supervising 7 onshore and 9 offshore resources as a middleware Team Lead.

PROGRAMME: PTP/ESA/CAMLite/SOA/ASD/CPS/UC, Department for Work and Pensions (DWP)

RESPONSIBILITIES:
- Reported team status to leadership, prioritised and delegated work.
- Supported multiple, parallel programmes test phases consisting of 70 dev/test environments and the production estate.
- Worked with the client and third-party vendor to schedule complex multi-stream releases for multiple applications.
- Managed the rollout of version upgrades from dev/test into production.
- Managed training and development of the team by delivering a Knowledge Transfer plan, including spending 3 weeks in Mumbai with the offshore team, to ensure there are no knowledge gaps and single points of failure.
- Worked with IBM software services consultants to implement new deployment processes and review technical designs.
- Provided impacts for Technical Change Requests (TCR's) and general Integration Environments work items.

ACHIEVEMENTS:
- Re-built the team after experienced members rolled off, interviewing candidates to ensure they're suitable for the role.
- A supportive line manager providing full pastoral care to all team members, setting challenging yet attainable bi-yearly objectives.
- Represented the team during performance management reviews and delivered constructive performance feedback.
- As the IB SME, was part of the technical delivery team sent to the production estate vendor's site to implement ASD into OAT and Production, reporting status to senior management and the client.
- Covered as a programme Service Relationship Manager (SRM), managing the relationship between stakeholders and prioritising work items.
- A member of the 'Accenture University Action Team' attending numerous events and speaking to potential graduate candidates about the firm and working experiences.

BPM Technical Specialist (Permanent)
ACCENTURE, *30 Fenchurch Street, London, England*

Jan 2010 – Aug 2011

PROGRAMME: BPM/CAMLite/ASD, Department for Work and Pensions (DWP)

RESPONSIBILITIES:
- Worked with IBM and the client, on client site in Blackpool for three months, to gather BPM licensing requirements, procure hardware and assist in architecting the solution to integrate existing components in the application stack.
- Installed and configured the WebSphere Dynamic Process Edition (WDPE), standing up development and test environments for all dev/test phases.
- Compiled over 600 pages of BPM build documentation that was used to stand up the production estate.

ACHIEVEMENTS:
- Presented the BPM architecture at a DWP comms session to senior management and the client.
- Assisted the infrastructure team to put together SAN requirements, failover, disaster recovery and start-up and shutdown procedure deliverables.
- Assisted the third-party vendor, who manage the DWP production estate, to stand up the BPM production environment.

Environment Management Team Member (Permanent)   Jan 2008 – Jan 2010
ACCENTURE, *30 Fenchurch Street, London, England*

PROGRAMME: PTP/ESA/CAMLite/ASD/CPS, Department for Work and Pensions (DWP)

RESPONSIBILITIES:
- Creating, transitioning and upgrading development/test environments.
- Maintain high environment availability and manage deployment processes.
- Upgrade server components, implement new architectures across the dev/test estate and support the Production estate.

ACHIEVEMENTS:
- Implemented a number of continuous improvement tools which consolidated and streamlined project processes thus saving time and making the team more efficient.
- Took ownership of issues by carrying out problem diagnosis, resolution and root cause analysis through excellent problem solving.
- Member of the team that won the Accenture UK Oscars 'Best Team' award in 2008 and 2009.

EDUCATION:

2002 – 2006	**BSC (Hons) Computing (Visualisation) – First Class Honours** Sheffield Hallam University, *Sheffield, England*

INTERESTS:

A keen sportsman who enjoys playing team sports such as football, rugby and cricket. Has previously represented 'Accenture UK' at the annual 'Accenture Euro Soccer Tournament' in Stockholm and Rome. Other interests include motorsport, skiing, golf, travelling, setting up home media centres and retro gaming consoles using Raspberry Pi's and spending time with his wife, daughter and English Bulldog.

REFERENCES:

Available upon request