John Miles

Infrastructure Solutions Architect

## Career Summary

Motivated and highly professional Lead Architect with over 20 years of experience. A conscientious and hard-working team player with a proven track record of exceeding expectation and delivering on commitment.

Broad range of industry sector experience within utilities, pharmaceuticals, finance, BPO, health, central government, local authority, retail, general insurance, telco and transport at best of breed organisations such as Medicines and Healthcare Products Regulatory Agency, DST Systems, John Lewis Partnership, Capita, British Telecom, Aviva, Lloyd’s of London, Willis Towers Watson and London Underground.

Stakeholder engagement and management of requirements validation and business expectations. Building relationships in both technical and business domains whilst contributing to IT strategy, assessing business requirements and outcomes to technology solutions.

Leadership of technical and solution architecture, design, and governance to ensure business goals are met. Commercially aware and experienced in working within organisations that have adopted the ITIL framework, Prince2, AGILE and TOGAF to govern their working practices.

Collaboration with subject matter experts, software developers and vendors alike to isolate concerns and determine appropriate integration and deployment models. Assessing current state and target state architectures with the enterprise, redefining principles, policies, standards and patterns where necessary.

Ownership of architectures and design work that use a cross-mixture of traditional and new technologies, incorporating cloud, Wintel and Linux, together with storage, service integration and database layers, underpinned with networking technologies in switching, firewalling, load balancing, systems monitoring and event correlation.

## Core Skills

**Soft Skills:** Stakeholder Management, engagement with vendors and subject matter experts, equally comfortable leading, working in a team, across multiple teams, in isolation, or any mixture thereof.

**Documentation:** Solution Awareness, Solution Options, Architecture Building Block (ABB), Architecture Description (AD), Solution Building Block (SBB), High-Level Design (HLD), Low-Level Design (LLD), Migration Strategy, Step Plan, Build Documentation.

**Security Criteria:** Good Practice Guides (GPG), Security Policy Framework (SPF), Government Protective Marking Scheme (GPMS), Public Services Network (PSN), Code of Connection (CoCo), and General Data Protection Regulation (GDPR).

**Technical Areas:** Cloud (IaaS, PaaS, SaaS, IaC, ARM), Hybrid-Cloud, Infrastructure, Datacentre Migration, Authentication, Robotic Process Automation (RPA), Government Security, Virtualisation, Backup/Disaster/Recovery, Storage, Messaging.

**Operating Systems:** Windows, Linux, Solaris, AIX.

**Database:** SQL Server, MySQL, DB2, Oracle.

**Networks:** Perimeter, DMZ, Core, LAN, WAN, VPN, MPLS, DCI, VPC, WLAN, Encryption, Security, Segregation, VoIP, IPT, Routing, Switching, Firewalling.

## Career History

**2018-12 – Present SSE (Scottish and Southern Energy)**

The SSE group of companies caters for much of the Critical National Infrastructure (CNI). Following the results of an independent review ordered by MI6 across systems, processes and practices within the organisation a series of programmes have emerged to tackle an ageing platform capability of diverse applications and uncontrolled organic growth to deliver a new environment of secure systems and modern architectures that are more resilient to security compromise and terrorist attack. SSE is monitored by Ofgem who are authorised to impose substantial fines into the £millions for failures in the areas being addressed.

Platform Architect

In this role I have been involved in the discovery, architecture and design of geographically positioned application platforms to control high voltage power management and control systems that adopt today’s integration and interfacing architectures and secure communications that will afford SSE a positive level of agility in developing a new technology landscape for the future.

I am currently leading the architecture and design on two of SSE five largest programmes over the next 5 years, the dispersed power management control solution, and secondly a hybrid on-prem and Azure cloud solution to enable industry partners and field engineers to view and update data pertaining to geospatial industry related assets using a mix of SSE mobile devices and unmanaged 3rd party endpoints.

2017-10 – 2018-07 Willis Towers Watson

Post-acquisition technology rationalisation and integration programme for the adoption of Gras Savoye business systems into the Willis Towers Watson environment and rebranding of the acquired business spanning 98 offices in 46 countries. Ensuring architectural principles and governance were maintained in extending corporate services, processes and standards into existing international offices. This was at a time where the Willis and Towers Watson businesses had begun a joint-merger, technical resources were constrained, and maturity levels were being improved around data and security controls technology roadmap.

**Mergers & Acquisitions Architect**

Development of the M&A technical strategy that included the importance of discovering the current state, application security, development standards, support and maintenance models, review of vendors, rationalisation of business applications, data location options for country owned information and determine data protection strategies.

I worked with security teams to propose credible user/admin access paths into applications and data, and where using cloud resources or reuse of existing datacentres were not viable options, a widely accepted proposal to centralise applications and data into new mini-datacentres (hub sites) based on application ecosystems, data sovereignty, user numbers and data volumes. Despite an ever-changing landscape I created high and low-level design artefacts to describe key incremental architectures in bringing country offices to an acceptable level of technology, integration standard, licensing and data control.

* Validation of AS IS landscapes of International hub sites and branch offices
* Data sovereignty considerations for EU and African countries
* Active Directory rework to extend authentication services to all new offices
* Application platform refresh, technology remediation and office relocations
* Design and socialisation of integration proposal artefacts
* Migration strategies for North, East and West African offices using a mixture of native and Quest tools

2016-05 – 2017-11 MHRA (Medicines and Healthcare Products Regulatory Agency)

Government Digital Service (GDS) driving change through the MHRA to provide joined up, cross-government services whilst removing organisational boundaries, adopting a cloud first approach.

**Programme Architect**

Architecture lead across the digital services transformation programme

Design and socialisation of multiple platform capabilities, such as:

* + - Appian case management system (CMS) and workflow platform (AWS aPaaS)
    - MuleSoft integration layer (AWS SaaS)
    - Drupal web content management system (Web CMS) (AWS PaaS)
    - Extending on-premise Active Directory identities to Azure AD
    - Tactical Single Sign-on (SSO) for CMS and Web CMS platforms
    - Strategic Identity and Access Management (IAM) for the above platforms
    - Blue Prism robotic process automation (RPA) (Azure PaaS)

Provisioned and configured Azure DevOps for the programme, for code deployment from Git source repositories. Azure Resource Manager (ARM) Template authoring for Azure Infrastructure as Code (IaC) to deliver multiple and repeatable environments

Produced connectivity patterns and design artefacts for numerous scenarios, including API-led architectures, point to point, hybrid cloud, VPC/VNETs, peering, cloud gateways and VPN tunnel interconnectivity

Provided technical leadership and consultancy at initiation and design stages within projects and other changes which affect the infrastructure

Produced clear and concise documentation, consistent with the MHRA’s design principles

Worked with project managers to ensure that project deliverables, such as Project Initiation Documents, Project Briefs, resource forecasts and plans were realistic and achievable

Provided integration skills and experience to ensure the interoperability of new and existing systems

Worked alongside the technology owners to consult on MHRA technical roadmaps providing guidance on short, medium and long-term objectives

Played an active role in the MHRA Architecture team by participating in peer reviews

Provided guidance and support to internal and federated Solution Architects to ensure compliance to expected technical and quality standards

Validated the technology components of IT projects and highlight risks where components deviate from technology standards

Provided a technical escalation point for third/fourth line support where appropriate and manage the escalation of unresolved infrastructure issues to appropriate third party support suppliers

**Enterprise Technology Architect**

Enrichment of assets to a recently formed and otherwise immature EA landscape

Development of key EA and Technology principles, supporting the organisational vision that will remain at the core to guide downstream efforts

Development of the application and technology strategy and roadmap to illustrate target state architectures and business level objectives

Contribution to the first phase of policies and standards reference material

2015-02 – 2016-05 DST Systems (Financial Services)

**Enterprise Technology Architect**

Promoter of robotic process automation (RPA) within IFDS

Senior lead for multi-tier, high-availability enterprise wide technology architectures

Ownership of financial projects delivering both transition and the end state architectures that align with the target architectural landscape

Designed and delivered Blue Prism RPA solution into the secure financial datacentres

Mentoring more junior Architects, giving clear architectural and design direction

Enforcement of the IT Governance process to ensure adherence to principles, process and standards

2014-04 – 2015-01 John Lewis Partnership

**Solutions Architect**

Engagement at both the idea and shaping stages of new projects. Translation of tactical and strategic ideas into solutions and assessing line of service effort and ROM costs

Delivery of digital transformation capabilities through webMethods integration layer and DataPower security layer to position the partnership for development of native mobile device apps fronted by Apigee cloud service, enabling mobile apps to consume existing SOAP/XML interfaces as REST and JSON.

Lead technology Architect for data quality (DQ) product information management (PIM) solution. A key enabler for JLP to reduce new product time-to-sale from 25 days down to 5 days, whilst improving the quality of business data

2014-03 - 2014-04 Zensar Technologies

**Solutions Architect**

Advisor on UK Government security, compliance and governance controls

Writing security and technology documents for an IT Managed Services bid for HM Treasury.

2013-10 - 2014-01 Capita Secure Managed Services

**Consulting Architect**

Leadership of two distinct project streams, liaising with security teams for PSN compliance and SPF, feeding back to stakeholders and identifying further business opportunity

Storage solution lead for migration from two Local Authority centres to a Tier-3 datacentre, delivering data centralisation and improving resilience.

Lead role in the re-architecting Local Authority networks using best practice for defence in depth.

2009-11 - 2013-10 Capita IT Services

**Consulting Infrastructure Architect**

Consultancy lead engagements with a mix of internal Capita towers and external facing customers. My primary role varies dependant on engagement, this typically could be Lead Infrastructure or Solution Architecture consultancy based on the TCV of the opportunity. Typical opportunities varied between £5mn to £50mn

Customer and stakeholder management across multiple simultaneous programmes and projects, providing technical leadership and maintaining governance. Pivotal in bringing fit for purpose enterprise level SIEM into the datacentre through building strong vendor relationships

Responsible for the design and delivery of a multi-tenant Government environment accredited to UK RESTRICTED in the Government Protective Marking Scheme (GPMS) with further development of the solution to integrate with the DWP Government Connect gateway and deliver protective monitoring. Secure use of shared IT resources afforded 15% savings and was the principle vehicle to expedite a migration process of additional Government contract wins into the datacentre

Solution lead for high profile datacentre migration of infrastructure and extensive database volumes with data content of PCI and PII. Integration between multiple financial and reporting systems and security domains the result has been a 30% increase in SQL Server performance and 8% increase within the Robotic processing farm which was the enabler to allow business growth and operate with scalability in processing headroom

Solution management within the business transformation programme to solution and deliver business capability to mobilise the workforce which facilitated the closure of 75% of office space and property across West Sussex. Savings of £1.1m per annum were achieved with improvements in service performance and further agreement signed with a TCV of £400m. The remaining in-house IT services translating to an additional saving of £1.2m for the Council

## Historical Roles

2009-06 - 2009-11 NHS Primary Care Trust Network Solution Architect

2008-04 - 2009-04 Capgemini Wintel Implementation Lead

2007-08 - 2008-04 BT Global Services Voice Platform Lead

2007-05 - 2007-08 Aviva Group Workforce Mobilisation

2007-01 - 2007-05 Nursing & Midwifery Council Technical Assurance

2004-08 - 2006-09 Aviva Group FSA Remediation

2004-02 - 2004-08 London Underground Infrastructure Specialist

2000-06 - 2004-02 Flovate Technologies Lead Infrastructure Architect

1999-12 - 2000-05 Forest Heath District Council Systems & Network Engineer

1999-09 - 1999-12 Lloyd’s of London Messaging and Remote Access Engineer

1999-04 - 1999-09 Willis Towers Watson 3rd Line Support Engineer

1999-01 - 1999-03 BT Global Services Exchange Migration Engineer

## Contact Details

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