**Scott Kennedy**

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**Extensive Programme, Project, Transformation, Transition and Solution Architecture experience within, the Private and Public sectors. PRINCE2, ITILv3 certified, Business Analysis Diploma, TOGAF certified, working towards SCRUM exam. Resident in Woking area.**

**Strong solution design and design authority experience, with proven delivery of cost effective and transformational projects in application and infrastructure. Leading solution development and delivering complex proposals and their introduction into service. Proven delivery of Service Governance, SLA & Performance Regimes, Risk Management, Service Acceptance, Service Readiness, Service Handover and preparing solutions for service within regulated and high security environments**

# Achievements:

* Solution Architect successfully implemented service change project delivering £450K savings, acting as both PM and business analyst with teams to perform technical workshops, customer meetings and personally model financial scenarios and calculate savings, along with obtaining executive governance approval to implement the change programme into service
* Solution Architect and Project Manager for releasing a new fully managed secure Windows and Mac service for 5000 users across 18 European and American sites in 10 countries using SCCM, Parallels, Sophos Encryption, Microsoft technologies. Production of high/low level designs, workshops/meetings, project plans, user documentation, security accreditations. Successfully recovered and delivered the service into live operations
* Solution Architect and business analyst successfully led the SLA renegotiation across 65 SLAs to reduce the €600K of penalties being incurred. Implemented technical rectifications to eliminated failures, SLA process improvements and renegotiation of SLA measurements. Reduced penalty by €450K
* Solution Architect responsible for the assurance and integration of the IT service for Fiona Stanley Hospital (Perth Australia). Successfully identified improvements and efficiencies contributing to £120m savings and integration between IT, non-clinical and clinical services ensuring end to end service
* Solution Architect designed service organisations and SLA/OLA regimes to deliver solutions within customer cost expectations. Organisations designed in line with SFIA, technical competence matrices, SLAs and expected volumes to ensure team size and competence will support the service and their transition. Successfully responsible for solutions securing €140m of contracts and further £200m
* Transition Manager responsible for all programme activities; HR, technical, service, commercial and financial, for handover of services to new providers. Negotiated milestone deliverable plan and successfully collected €7.5m in exit success criteria revenues and delivered on time and within budget
* Solution Manager responsible for the transition of IT services for FERA from UK Defra into Capita IT Services, assessment of the financial plan and assurance of the financial and payroll system to a new SAP based system. Successfully transitioned services in tight timescales within timescale and budget
* Transition Architect successfully implemented the service transition methodology within an Agile / DevOps environment to transfer support for 10 investment banking trading applications from the development teams into a new dedicated support organisation to improve the cost effectiveness
* Transition Architect developed the integrated Service Acceptance and Readiness methods and criteria across multiple providers in a high security regulated SIAM environment. Successfully established 150 agreed operational scenario tests which focused provider activity and integration across the SIAM teams, resulting in a successful transition to live service of a new UK Border protection system
* Solution Manager developed the technical strategy for transitioning 22 UK local council Revenue & Benefits systems from 250+ dedicated server solution to new VCE based cloud platform and preparation of the associated financial and service proposal for client approval and payment
* Solution Architect performed IT service performance audit for the Council of the European Union to benchmark service, identify areas of improvement and provide action plan. Successfully delivered audit to customer satisfaction and hand-over of action plan to the operational team for implementation
* Successfully worked in complex project environments across multiple organisational governance regimes simultaneously, requiring effective stakeholder management, managing organisational cultural differences, and managing the quality and financial risks. Proven experience to problem manage and maintain delivery momentum to produce deliverables within time, cost and quality expectations

# Skills and Experience:

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| * Stakeholder Management; both internally and externally. Negotiation with vendors, 3rd parties and customers * Service Level, KPI and Operational Agreements: Definition, calibration, negotiation and implementation * Programme Management; multiple, simultaneous and complex projects * Requirements analysis, through to design and implementation into service * Team management; coaching and management * High/low designs for applications, infrastructures and networking * Leading workshops/meetings/presentations | * Solution/service pricing & cost modelling for business cases and operational P&Ls * Continual Service Improvement; identification, qualification and implementation * Standards management; documentation, compliance, roadmaps * SDLC process and Agile development * Service/solution/systems integration across multiple organisations, both internal and across suppliers * Building effective relationships between project implementation and service operations teams * Shared services business cases & development * Design Authority for complex solution proposals and tenders |

# Career Experience:

## ASKCOM Group: May 2015 – Present

* Solution Architect responding to RFQ, RFI, RFP, BAFO tenders for complex public and private organisations covering European and Global geographies. End to end ownership of the solution for transition, transformation and ongoing operations. Managing both customer expectation and optimal solution to compelling proposition and desired margins. Solutions from €2m to €100m
* Programme/Transition/Project Manager/Business Analyst delivering projects to introduce new services and hand-over services to alternative providers. Responsibility included; stakeholder & financial management, assurance, governance, performance reporting

## Fujitsu Europe: May 2018 – Present (Architect – Contract)

* Accountable for costed Digital Transformation service solutions for Global and European client companies covering; Service Desk, End User Computing, Hybrid IT, Communications, Service Delivery Management & SIAM, with 10k to 40k users and IT value of over €50 million
* Development and presentation of transformation business cases and financials to realise digital service delivery with 20% to 40% efficiency improvements using automation, machine learning, analytics, cloud device management, infrastructure & cloud orchestration, intelligent field engineering
* Definition and negotiation of Service Level and Key Performance Indicator structures, including incorporation of cloud provider SLAs, for clients to measure service performance and implementation of Net Promoter or Satisfaction mechanisms for user focused service delivery
* Design and costing Agile service delivery, SIAM and tower based governance organisation structures to deliver digital services and use of in-house, cloud and outsourced services
* Designed User Persona based solutions fit for user journeys to eliminate manual interventions, improve user experience and optimise IT delivery for the benefit of the users

## Serco Europe: May 2015 – May 2018 (Service Transition Manager and Solution Manager – Contract)

Service Transition Manager

* Accountable for programme to service transition services from incumbent provider to three new providers covering; end user computing, backend infrastructure and network services, with responsibility for defining and approving the project CCN schedule across stakeholders, definition of the milestones and deliverables, planning and scheduling the milestone deliverable plan, agreeing deliverable definitions and project success criterion
* Programme and Service Transition Manager for design, transition and operational readiness of SIAM ‘Workplace’ Services transformation at European Space Agency encompassing 5000 user base with sites in France, Holland, Germany, Italy and Spain, Washington, Moscow, Star City (Kazakhstan), Redu (Belgium), Harwell, Cologne, Toulouse and French Guiana.
* The project encompassed managing the; technical project team, operational stakeholders and managing interfaces with internal and external SIAM governance structures. Responsible for recovering the project and delivering the Workplace Mac & Windows Platform services through the services lifecycle and their transition into live operations across all sites

Solution Manager / Subject Matter Expert

* Solution Manager for redefining and negotiating across 65 Service Level Agreements with the Client and Service Integrator for SIAM ‘Workplace’ Services transformation at the European Space Agency
* The project encompassed managing the technical team analysing the SLA operational performances and removing technical issues causing non-compliance. Responsibility for establishing the organisation’s negotiating position for changing the SLA targets and working with Client and Service Integrator stakeholders to obtain agreement and its incorporation into the contract baseline. The new agreements successfully mitigated the organisation’s risk of incurring SLA penalty payments
* Solution Manager for defining the technical and service solution along with financial cost model to consolidate two operational teams into a single back office technical organisation servicing multiple customers across Europe. Responsibility for; analysis of team skills/competencies, costs, location, product/technical roadmaps, solution definition, operational stakeholder buy-in and governance approval by senior/executive stakeholders

Improvement Consultancy

* Consultancy for assessing the service delivery at the Council of the European Union to identify measures to increase User Satisfaction. Assessment of the; team organisation & governance, ticket SLA performance, toolset (BMC Magic) & reporting capabilities. Assessment report to Client stakeholders with key recommendations, conclusions and supporting data

## Capita IT Enterprise Services: October 2014 – May 2015

* Solution Manager for defining and managing client bids and projects with accountability for the overall solution and financial cost model. Responsibility for managing a team of technical architects, challenging technical proposals and management of solutions with the client and through the governance process to obtain approvals
* Project encompassing the technical management, planning and cost accounting for transitioning 22 local government Revenue & Benefits systems onto a new cloud platform, along with client negotiation of contract schedules and new Service Level Agreements
* Project encompassing the solution management during client dialogue for Central London Community Health bid with solution and financial proposition responsibility. Development of business cases, responses to Q&A and obtain internal governance approvals
* Transition project encompassing solution review and contract schedule negotiation, along with technical transition management of IT Services into FERA (formally DEFRA)

## Serco Europe and Serco UK Limited: January 2010 – October 2014

Solution Manager / Transition SME

* Solution Manager for defining, managing and implementing client bids and projects with accountability for the overall solution and financial cost model. Responsibility for managing a team of technical architects, challenging technical proposals and management of solutions with the client and through the governance process to obtain approvals
* Project encompassing the design, costing, team structure, documenting and client BAFO submission for €30m Workplace managed service supporting over 5000 users across 18 international locations. Responsibility to cost model all components, work with finance & commercial, manage the technical architect inputs and drive solution development through customer dialogue sessions leading to a winning BAFO submission
* Projects compassing bid submissions to EU Institutions and Agencies with €10-20m contract value, with €140m contract wins. Solution lead working with Bid Director and financial lead to define solution proposition and costs, and managing partners submissions

Service Architect / Transition SME

* Architect for multiple client engagements with responsibility for designing, defining and implementing ITIL based organisations to deliver IT managed services in accordance with the contract and Service Level Agreements
* Project encompassing IT service solution ownership for £180m IT service within AS$2bn outsourced hospital for Western Australia Health. Responsibility for negotiation with IT subcontractor for service solution including; scope, SLAs/OLAs, business interdependencies, application SDLC & integration, implementation and transition plans. Achieved savings of £40m
* Project encompassing IT service solution ownership for 10 year Shop Direct outsourcing of Contact Centres and Sales Support functions. Responsibility for the; final contract negotiations, contract schedule and SLA/OLA definition

## Serco/ Raytheon/ Home Office Border Agency: April 2008 – January 2011

Head of Service Architecture and Service Architect

* Head of Service Architecture for £650m new UK border control service. Programme responsibility for end-to-end business and SIAM IT service capabilities. Design Authority and governance board responsibilities across consortium partners; Raytheon, Serco, Accenture, Cap Gemini and Detica. Accountable for deliverables; Service Control Framework, Data Backup Strategy, Technology Refresh Plan, Evolution Plan, and Service Map
* Lead Service Architect for managing the transition of new £650m green-field IT, application and network services for UK Border Agency from SIAM consortium providers into a new support organisation. Responsibility for readiness of service processes, tooling (BMC Remedy), applications (border controls) network connectivity, and people (staff training & readiness testing)

# Other Experience: May 1998 – April 2008

* 10/07 – 04/08 – Consultant – Merrill Lynch Investment Bank (Contract)
* 05/07 – 10/07 - Consultant- DELL Managed Services - Contract
* 07/06 – 05/07 - Consultant - Alfred McAlpine – IT Services (Capita IT Services) - Contract
* 09/04 – 07/06 - Senior Service Management Consultant – Computacenter
* 11/00 – 09/04 - Senior Consultant – Ivanti (formally Touchpaper Software / royalblue)
* 09/00 – 11/00 - Service Manager – (AERO Project) - IBM GLOBAL SERVICES – Contract
* 06/99 – 08/00 - Computing Support Specialist - Computing Service University of Glasgow
* 05/98 – 06/99 - Business Development - Financial Retail Services Ltd

# Qualifications:

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| * TOGAF 9.1 Certified (Part 1 & 2) * ServiceNow Foundations Course * ISEB Business Analysis Diploma * ISEB Systems Development Essentials * ISEB Business Analysis Essentials * ISEB Requirements Engineering * ISEB Organisational Context * EXIN ITILv3 Expert | * Bennu Group Certified Process Professional * ISEB ITILv2 Managers Certificate * APMG PRINCE 2 Certification * Microsoft MOF and MSF * ISEB Certificate in Consultancy Practice * 2:1 BA (Hons) Business Studies * A-Levels in Business Studies, Political Studies and Graphical Design |

# Technology Competencies / Experience

* ITSM Toolsets: ServiceNow, BMC Remedy, Ivanti/Touchpaper, HappySignals
* End User: SCCM, Intune, JAMF, SNOW, SightCall, Vending/Lockers, LakeSide, Aternity
* Cloud Infrastructure; Azure, AWS, ServiceNow ITOM
* Converged Infrastructure: VCE VBlock, Cisco NetApp FlexPod
* Application/Infrastructure Monitoring: BMC BPPM/TMART, CA
* Networking & Telecoms; WAN/LAN, IL2/IL3 networks, BT, VirginMedia, Vodafone/Cable & Wireless, Orange (OBS) transitions & projects
* Reporting / Analytics: Business Objects, PowerBI, Excel
* Productivity: Office, Project, Visio, Teamwork, Basecamp, Trello, SharePoint, Alfresco

# Security Clearance:

* SC clearance with Serco Limited, valid till 04/08/2022, Case ID available upon request
* SC clearance with Methods, valid until 26/03/2023, Case ID available upon request

# Interests:

* Rowing: training and competing in sprint and head river races in 4 and 8 boats
* Cycling: road cycling with friends in the UK and Spain
* Gym: group classes and swimming to maintain fitness

# Client Engagements:

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| * Capita IT Enterprise Services * British American Tobacco (BAT) * Scottish Enterprise * European Commission * Merrill Lynch Investment Bank * Northamptonshire Constabulary * Council of the European Union * Western Australia Health Board * Central London Community Health * Mayer Brown Rawe & Maw LLP * Freshfields Bruckhaus Deringer * LloydsTSB HRIS * UK Border Agency * Shop Direct * City of London Corporation * Fujitsu Europe * Securitas (Sweden) * OP Group (Finland) * ARM | * European Parliament * UK Border Agency * Serco & Serco Europe * Land Securities * Vodafone UK * Dell Managed Services * Unilever * BAE Systems * The Audit Commission * European Space Agency * UK Home Office * UK DEFRA & FERA * European External Action Service * SUREVINE Cyber Security * European Banking Authority * Norsk Hydro * BP Forecourts * Centrica * EU Agencies (EFSA, EBA, EIOPA) |