

# Accomplished projects

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**2019 – 2024, SENIOR PRODUCT OWNER CLOUD, DXC TECHNOLOGY**

## **MANAGED MULTICLOUD CORE**

Development of a managed multicloud multi-tenant cloud offering in collaboration with VMware and their IaC solution, VMware Cloud Foundation.

### **Automation of Control Plane Deployment**

#### **Objective:**

To reduce costs and expedite the delivery of the solution to our clients, the deployment of the control plan has been fully automated where human intervention is not necessary. However, the configuration of IP ranges for the network, internet proxy, domain name, server names, etc., must still be manually entered, as they are defined by the architecture to be implemented on the client site to meet specific needs and are part of the integration activities preceding the physical deployment.

### **Consolidation of Automation Engines and Workflows**

#### **Objective:**

As VMware's automation and orchestration solutions evolved, we leveraged them to cover our entire automation needs. Consequently, we refactored everything around the VMware engine to unify our engineers' expertise, streamline the solution, enhance robustness by eliminating multiple points of failure, and accelerate the pace of new solution development.

### **CB/CI fully automated framework**

#### **Objective:**

Accelerate the delivery of new versions of open-source applications.

The components of our offering, running in Kubernetes containers, have an automated container build and integration framework (CB/CI). This fully automated framework detects new updates of open-source software from vendors, downloads these new versions, rebuilds the containers, sequentially deploys and tests the containers across development, pre-release, and release environments. Once all tests are successful, the containers are made available to clients via JFrog Artifactory.

## **MM API Gateway**

### **Objective:**

Development of an API gateway (MMAPIGW) enabling seamless and cost-effective integration with multiple back-ends, while enhancing security by concentrating network communications on a single secure component. This gateway is currently used by several organizations and accounts within DXC Technology.

## **Elaboration of a multi-tenant delivery model for the ServiceNow CMDB**

### **Objective:**

Our multi-tenant offering necessitated a comprehensive redesign of the ServiceNow CMDB model for DXC Platform X, the back-end supporting all customer servers managed by DXC. Our ServiceNow experts collaborated closely with us to develop this new model, which will be implemented company-wide and in new ServiceNow-dependent offerings.

## **Automation of managed services deployment on client servers and their integration via API with various possible Back-ends**

### **Objective:**

The deployment of IaaS, PaaS, XaaS, and managed services is fully automated. Our clients order through a ServiceNow catalog that is part of the DXC back-end, and APIs interact with the VMware Area Automation engine to deploy these services in the selected clouds.

## **QUALITY ASSURANCE AUTOMATED TESTS**

### **Objective:**

Automated Testing and Certification

QAAT stands for Quality Assurance Automated Tests. These tests are executed daily to validate our new code and certify new components (base OS images, backup agents, monitoring agents, back-end flows such as ticketing, monitoring, system creation in CMDBs, etc.), which may have been updated and delivered by other organizations, all in an automated manner. Everything is logged in VMware Aria Operations for Logs, an analytical tool that helps identify the sources, causes, and impacts of all components consumed by our cloud solution.

## **MANAGED MULTICLOUD CORE INTEGRATIONS**

### **Objective:**

Integrations with Services Offered by Other DXC Technologies Organizations

Our offering does not develop everything in-house; we also consume services developed within the company. To consume these services, we develop automation

workflows and secure integration APIs, with all parameters stored in our CMDB and retrieved “on the fly” by the automation workflows during execution. The integrations developed include:

- DXC Platform X ServiceNow (CMDB, ticketing, catalog),
- DXC Platform X Micro Focus (uCMDB + CI discovery and monitoring),
- DXC Platform X Dynatrace (CMDB + CI discovery and monitoring),
- DXC Platform X ESL, DXC proprietary CMDB, (> 10 millions of CIs),
- DXC backup,
- DXC patching,

...

#### **2017 – 2019, Product Owner Cloud, DXC Technology**

#### **2015 – 2017, ITSM Chief Engineer Cloud, Hewlett-Packard Enterprise**

#### **2011 – 2015, ITSM Chief Engineer Cloud, Hewlett-Packard**

- Global deployment of the 28 virtual private cloud data centers.
- Collaborating closely with architects, particularly in service management (monitoring, reporting, ticketing, etc.), to develop, design, and deploy solutions meeting ITSM needs.
- Planning and participating in major update deployment activities.
- Training and coaching production and deployment engineers for the 28 data centers. The engineers involved in the VPC are primarily based in China, India, Slovakia, and the United States.

#### **2008 – 2011, Production Engineer, IT Outsourcing, Hewlett-Packard**

- Participated in the definition and implementation of the monitoring for [Sir Paul McCartney's website](#), which included numerous servers and applications. It was a very advanced website configuration at the time.

#### **2007 – 2008, ITSM delivery Lead, Electronic Data Systems**

- As a Delivery Lead, I outsourced operational monitoring activities to offshore capabilities in Bratislava. Development and customer support remain in Switzerland.

#### **2005 – 2007, OSS IT Team Leader, Orange Communications**

- Development of BAAS (Business Application Availability Status). BAAS is an internally developed solution that provides a near real-time visual dashboard of the status of applications and data flows. It also measures SLAs and integrates with ticket management tools. This dashboard is one of the most used by IT management and is utilized 24/7 by the IT and Telco monitoring center.

#### **2000 – 2002, Freelance for Hewlett-Packard at Orange Communications**

- I resolved a critical issue at Orange by separating the HP OpenView monitoring tool from the HP OmniBack backup tool, placing them on separate servers within just two weeks, despite initial doubts. This separation reduced alarms from 75,000 to fewer than 2,000 per day.
- The OmniBack activities were transferred to the storage and backup team. I then optimized and stabilized the monitoring tool, extending its coverage to all IT domains and some Telco domains.



Despite several attempts to replace it after the outsourcing of operations to tech giants, the solution I implemented remained in use at Orange, proving its effectiveness and robustness.

#### **1999 – 2000, Freelance consultant for various local and international enterprises**

- Successfully migrated over 500 PCs for an international SME from Windows 95 to Windows NT, with complete transfer of applications and data, using parallel deployment of system images via the network with Norton Ghost.

#### **1998 – 1999, Freelance for Hewlett-Packard at Givaudan-Roure**

- Supervised worldwide monitoring and backup deployment, ensuring scalability, efficiency, and reliability.

#### **1998 – 20..., Create Jan Affolter, ITS (CHE-104.801.264)**

- Founded Jan Affolter, ITS

#### **1997 – 1998, Swiss IT Manager, Photronics SA**

- Designed robust IT infrastructure for new site operations.
- Certified IT equipment and software for Y2K compliance.

#### **1996 – 1996, UNIX lecturer, Ecole d'ingénieur de St-Imier**

- Created UNIX course materials and exams for a post-graduate engineering program.

#### **1994 – 2007, Create AD Networks Sàrl, Associate director and co-owner**

- Founded AD Networks Sàrl