

# Dennis Robert Adams

## Summary

Dennis Adams has over 25 years experience in IT Operations and Infrastructure. Since 2004 he has contracted as an IT Production Consultant, Infrastructure Architect and interim IT Operations Manager. He has significant achievements in both Implementation and day-to-day management of:

- Service Delivery, Service Support and Service Operations.
- Incident and Problem Management
- Release and Change Management, Service Transition,
- Production Deployment and Implementation.
- Capacity Planning, Service Level Management,
- Business Continuity, Service Continuity, DR, Availability Management
- Project Office, PMO, some Financial Management
- Project Governance and Project Methodology
- Process Implementation, Service Introduction and Continuous Process Improvement

He has the following qualifications and background knowledge:

- ITIL foundation (V2), currently studying V3.
- Six-Sigma Green Belt.
- PRINCE2 foundation.
- General understanding of Zachmann, TOGAF, RUP, OGC Gateway.
- Ability to work in a matrix management structure with multi-disciplinary diverse teams
- Resource management, client relationship and stakeholder management skills.
- Written and Verbal Communication, Influencing and Consensus building skills.

He has a good infrastructure understanding of all aspects of mid-range IT systems, including:

- OS: Unix (incl. Solaris, HP-UX, AIX), Windows, Linux
- Database: Oracle, Ingres, Sybase, SQL Server, MySQL
- Storage: EMC, Netapp,
- Connectivity: Clustering technologies incl. ServiceGuard, Veritas
- Messaging: MQseries, SMB, FTP, SOA (Webservices), SOAP (XML)
- Application: Websphere, Weblogic, JBOSS, Tomcat,
- Web: Apache, IIS,
- Security: F5, Squid, Cisco, use of PKI certificates
- Applications: SAP

## Contact Details

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## Career History and Achievements

<b>Taylor &amp; Francis</b> <b>[Online Publishing]</b> <b>May 2009 - Sep 2009</b> <i>Infrastructure Architect and Process Consultant</i>	<ul style="list-style-type: none"><li>• Ongoing Architecture Consultancy for implementation of new Infrastructure project.</li><li>• Consultancy Advice and Implementation of processes involving Project Governance, Change and Configuration Management, Capacity Management.</li></ul>
<b>Hubwoo.com</b> <b>[Software as a Service Hosting]</b> <b>Aug 2008 – Mar 2009</b> <i>Interim VP, IT Operations</i>	<ul style="list-style-type: none"><li>• Responsible for all IT Operations Infrastructure Projects Governance and Process Management.</li><li>• Architecture Strategy for data centre consolidation, including DR (EMC storage), virtualisation (VMWare),</li><li>• IT Operations Strategy for a multi-location international</li></ul>

	<p>team, responsible for datacentres in Europe and the US.</p> <ul style="list-style-type: none"> <li>• Delivery of Projects to save hosting costs through consolidation of global data centres and standardisation, standardisation of architecture and processes.</li> <li>• Re-organisation of IT Operations team, introduction of Project and Resource Governance.</li> <li>• Improvement of SLA and IT Operations Support through pro-active processes.</li> <li>• Introduction of formalised Datacentre Change and Capacity management.</li> <li>• Off-shoring initiative for IT Operations management.</li> <li>• Working alongside service desk teams to implement appropriate change process, major incident management, and quality improvement.</li> <li>• Managing the relationship between development and IT Operations teams, ensuring smooth delivery of application change, deployment of additional infrastructure to ensure future growth.</li> <li>• Responsible for ensuring high levels of SLA of all IT Production Infrastructure</li> <li>• Ensuring production-readiness criteria for new software developments before deployment.</li> <li>• Quality assurance and governance of change.</li> </ul>
<p><b>Taylor &amp; Francis</b>  <b>[Online Publishing]</b>  <b>Jan 2008 - Mar 2008</b>  <i>Infrastructure Architecture and Design Consultant</i></p>	<ul style="list-style-type: none"> <li>• Design of Global Data Centre hosting strategy including active-active disaster recovery provision, using storage and database replication.</li> <li>• Led the design of the electronic publishing web infrastructure to be deployed over three continents, to ensure operational supportability, reliability and resilience.</li> <li>• Helped client define the High Strategy future roadmap, taking into account business strategy, current and future technologies (including virtualisation) and supportability requirements.</li> </ul>
<p><b>Land Securities</b>  <b>[Property Management]</b>  <b>Jun 2007 – Jan 2008</b>  <i>Interim IT Service Support Manager - Service Transition &amp; Problem Management Consultant</i></p>	<ul style="list-style-type: none"> <li>• Definition of new Projects Governance and Process Management.</li> <li>• Implemented Forward Schedule of Change, Change Management processes, Pro-Active Problem Management, CMDB.</li> <li>• Involved with Software tools strategy for service support</li> <li>• Defining “Production Ready” requirements in project methodology.</li> </ul>
<p><b>Barclays Bank CIO Office</b>  <b>[Banking Infrastructure]</b>  <b>Sep 2006 – Jun 2007</b>  <i>Infrastructure Solutions Architecture and Design Consultant</i></p>	<ul style="list-style-type: none"> <li>• Architecture Design of Data Centre Migration approach for Barclays Wealth division.</li> <li>• Design of IT Production Insourcing/Outsourcing approach and design of new infrastructure configuration.</li> <li>• Infrastructure Design of highly resilient large-scale transactional Internet site for Banking.</li> <li>• Contributed to processes for infrastructure design within projects, and introduction of Software Design tools.</li> </ul>
<p><b>Xchanging</b>  <b>[Outsourcing Services]</b>  <b>Dec 2005 – Jul 2006</b>  <i>Technical Architecture and Configuration Manager</i></p>	<ul style="list-style-type: none"> <li>• Established Global IT Infrastructure Standards and standards compliance approach.</li> <li>• Established “Production Worthiness” criteria processes to validate all new Projects for Operational acceptance.</li> <li>• Design of enterprise-wide multi-site DR and Storage strategy and contribution to medium- and long-term roadmap for multiple web-based applications.</li> </ul>

	<ul style="list-style-type: none"> <li>• Creation of a Configuration Management Database (CMDB) for input to Change, Release and Configuration management processes.</li> <li>• Sponsored deployment of automatic Discovery tools to identify hardware configurations.</li> <li>• Input to Datacentre Migration project.</li> </ul>
<b>Allianz Cornhill</b> <b>[General Insurance]</b> <b>Jan 2005 – Aug 2005</b> <i>Senior IT infrastructure Consultant</i>	<ul style="list-style-type: none"> <li>• Part of a team of Consultants assisting the company to migrate IT development from a Mainframe environment to J2EE Websphere and MQ, within a Service Oriented Architecture (SOA).</li> <li>• Assessing proposed n-tier J2EE design against Operational Suitability criteria, and feedback to development.</li> <li>• Including implementation of IBM Rational tools, processes and procedures, and architecture validation for production worthiness.</li> </ul>
<b>BNP Paribas</b> <b>[Investment Banking]</b> <b>Mar 2002 – Aug 2004</b> <i>Business Delivery Services for IT Production</i>	<ul style="list-style-type: none"> <li>• Facilitated the coordination of IT Production technical activity between London and Paris Production teams, and ensured a common approach to technical issues, both for new Projects and Live Production.</li> <li>• Promoted Best Practice for Project Management, particularly Project Initiation and validation of Technical choice, and formal Project Closure.</li> </ul>
<b>BNP Paribas</b> <b>[Investment Banking]</b> <b>Dec 1999 – Feb 2002</b> <i>IT Production Technical Strategy &amp; Architecture Manager</i>	<ul style="list-style-type: none"> <li>• Created, Recruited and Managed the first IT Production Technical Strategy and Architecture team.</li> <li>• Defined and published the UK Infrastructure Standards and Strategy to meet future requirements.</li> <li>• Contributed to Establishing Global Standards for Technology and building consensus between different teams within the organisation. Frequent travel between London &amp; Paris to act as liaison on Standards and Practice.</li> <li>• Managed the publication and implementation of “White Papers” on technical trends (Linux, Wide-area Storage, Middleware, merger of Compaq-HP etc.) with Strategy recommendations.</li> <li>• Storage Area Networking and Datacentre Strategies.</li> <li>• Input to Server Consolidation Strategy &amp; Approach and e-Commerce Infrastructure.</li> </ul>
<b>Banque Paribas Capital Markets</b> <b>[Investment Banking]</b> <b>Mar 1998 – Nov 1999</b> <i>Database Administrator, Systems Monitoring and Capacity Planner.</i>	<ul style="list-style-type: none"> <li>• Contributed to Pro-Active Capacity Planning and Sizing recommendations for new Projects and existing Infrastructure growth.</li> <li>• Member of multi-disciplinary team providing Infrastructure expertise to developers to ensure that solutions addressed business needs.</li> </ul>
<b>Common Sense Computing / Quest Software</b> <b>[Infrastructure Management Software]</b> <b>1994 - 1998</b> <i>UK Business Manager &amp; Technical Support Consultancy Manager</i>	<ul style="list-style-type: none"> <li>• Provided Strategic technical direction for the UK Company, based on Customer feedback, and technical analysis.</li> <li>• Assisted in the specification and development of IT solutions for Infrastructure management and monitoring.</li> <li>• Hands-on Consultancy on the companies database management tools, processes, and implementation.</li> </ul>
<b>Barclays Commercial</b>	<ul style="list-style-type: none"> <li>• “Lifeboat” Project manager for project migrating from VMS</li> </ul>

<b>Services</b> <b>[Corporate Finance]</b> <b>1990 - 1994</b> <i>Technical Project Consultant</i>	flat files to relational database. Took project from user resistance to full user acceptance. <ul style="list-style-type: none"> <li>Defined IT Production deployment requirements for new applications. Initiated processes and procedures for software version control and data schema version control.</li> </ul>
<b>Empire Paper Mill</b> <b>[Paper Manufacturing]</b> <b>1989 – 1990</b> <i>Computer Systems Manager</i>	<ul style="list-style-type: none"> <li>Migration of Sales Admin system from old parent company site to a new datacentre created from scratch. Full P&amp;L responsibility for Project including the datacentre, hardware and software, delivered on time on budget.</li> </ul>
<b>Arbuthnot Factors</b> <b>[Finance]</b> <b>1983 – 1989</b> <i>VMS Systems Manager, Infrastructure Systems Analyst &amp; Programmer</i>	<ul style="list-style-type: none"> <li>Responsible for implementation of one of the earliest VMS-Clusters in the South-East of England.</li> </ul>
<b>Midland Bank plc</b> <b>[Branch Banking]</b> <b>1979 – 1983</b> <i>Graduate Trainee Manager, Head of Security</i>	<ul style="list-style-type: none"> <li>Analysis of P&amp;L, Balance Sheet and Cash Flow, Corporate lending assessments.</li> </ul>

### **Professional Membership**

- Chartered IT Professional Member of the British Computer Society, “ELITE” member.
- Associate of the Chartered Quality Institute.
- Member of the IT SMF.
- Member of the HP Users Group (including running one-day Training Seminar).
- Member of the UK Oracle Users Group (frequent speaker on management topics).

### **Educational and other Details**

#### **IT and other Courses**

- Technology: J2EE Fundamentals. Rational ClearCase UCM. Rational Requisite Pro. Niku Administration, Sybase DBA. Open-Ingres features. Ingres DBA. VMS Systems Management. VMS Security. VMS Performance Tuning. VMS Internals, Excel.
- Process: ITIL Foundation, Prince 2 Foundation. PKI Security Principles. Developing Performance Applications. Professional Programming. Preparing for Six-Sigma, Six-Sigma Green Belt.
- Banking: Accountancy, International Trade, and Management Theory.
- Languages: Business French (CFP & DELF access)

#### **Academic Qualifications: University of Keele (1976-79)**

- BSc. 1st Class Hons. in Maths, Economics, Computer Science & Greek Studies.

#### **Background**

Aged 53, Dennis is based in Harrow (North West London), married with two teenage children. He is a regular dingy racer and RYA-qualified Assistant Instructor (currently working on full Dinghy Instructor qualification).