

## Derek Thomas

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**Date of Birth:** 03/02/1966

**Marital Status:** Married

### Profile

An ITIL Manager (Red Badge), Prince2 practitioner and Service Delivery Manager having over 15 years experience in service management in both the public and private sector, effective in the development of service delivery teams, ITIL processes, service portfolios, supplier management, service level management, the effective management of the service lifecycle and transition of services into the live environment.

Experienced in the evaluation and design of service solutions, evaluation and re-engineering of ITIL processes and producing service improvement recommendations. Experienced in managing departmental and process change to improve service, process effectiveness and efficiency, managed the ongoing development and growth of service management functions and technical teams of over 50 individuals. A service level manager having many years experience in the negotiating of both supplier and customer contracts and associated service level agreements. Commercially competent having managed budgets and P&L accounts.

An experienced project manager effective in the implementation of service and process improvements specifically involving the adoption of ITIL based processes and service management tools. Managed the implementation of two incident management systems; the gathering of relevant configuration items and implementation of ITIL change processes to ensure continued accuracy and integrity of data.

As part of an in-source initiative designed and implemented a service solution including service desk, ITIL incident, problem, change and release processes to support all UK schools and colleges, realised significant cost savings and improved efficiency within a solutions integrator through a review of the service processes and contracts.

### Qualifications

ITIL Managers (Red Badge), Prince2 Practitioner, HNC Electronic Engineering. HNC in Engineering Management

## Employment History

### **ProProcess Ltd (own company) – Interim management solutions**

Since January 2009 I have been utilising my skills and experiences to provide interim management solutions in both the public and private sector. Recent long term assignments have included:

#### **Redstone Converged Solutions – 9 Months – Solutions Integrator – [www.redstone.co.uk](http://www.redstone.co.uk)**

As a service delivery consultant reporting to the board with the objective to review and restructure the organizations service proposition in line with customer requirements and the competitive offerings; review the sparing solutions in place, identify service deficiencies and potential cost savings.

#### **Service proposition**

- Redefined and restructured the service proposition to meet customer requirements, to combat competitor offerings, and exploiting the existing skills and expertise within the organisation. Conducted a customer requirements exercise, produced a GAP analysis, documented and presented proposals to the board.
- Worked with technical experts to define specific deliverables for each technology solution, marketing to produce sales and customer marketing collateral and with operational management to implement processes, procedures and a team restructure to deliver the new services.
- Implemented changes to quoting tools, processes and the configuration databases to accommodate the new services; ensured sufficient training and process monitoring in place. Documented the service portfolio, placed under change control and ensured regular review of services to ensure that the services continue grow to meet growing and changing customer requirements.
- Launched the new services to sales, provided support through training, sales literature, direct coaching and mentoring on specific bids.

### **Spares and Logistics analysis**

- Project managed the data cleansing exercise of the configuration management database, required to be able to start this exercise, and restructured the change processes to ensure the continued accuracy and integrity of the configuration database. Conducted data analysis, produced a GAP analysis and a business case with full cost projections, benefits and risks.
- Project managed the implementation of board approved recommendations, through supplier contract negotiation, customer contract, and SLA re-engineering, managed the effective transition of services, stakeholder communication and coordination of changes to configuration item records. Providing a final solution that gave greater flexibility, accountability, and accuracy at a reduced cost with mitigated risks.
- Conducted a review of major supplier contracts against business requirements, restructured contracts and revised processes to realise annual savings in excess of £500k.

### **BECTA – 16 Months - Public Sector Education (Government organisation) – [www.becta.org.uk](http://www.becta.org.uk)**

As a Service Delivery Manager, with the objective to review and improve the performance of the service management function for the online Self-review framework, supporting all UK schools and colleges. Ensure services meet business requirements, and managing the eventual migration of user data and accounts to a new application.

- Analysed the business requirements, produced a GAP analysis, and created a business case for the in-source of the service management function, giving the required flexibility, control, availability and reliability.
- Negotiated and gained business and stakeholder approval to migrate the application and hosted infrastructure. Undertook supplier selection, negotiated underpinning contracts and service level agreements. Project managed the migration of the online application with negligible interruption to service availability.
- Implemented service management tools, managed the population of all configuration items. Defined and implemented ITIL processes for Incident, Problem, Change, and Release management. Created a virtual service desk and undertook the responsibilities for the ongoing operation of the service function. Acting as the change and release manager, authorising approved changes and managing suppliers to ensure the effective release of application changes. Managed ongoing relationships with stakeholders and suppliers and negotiated service level agreements with the business to ensure alignment with business objectives.
- Specified and implemented application reporting tools, providing the business with valuable statistical measurements to be able to further improve services and focus marketing efforts.
- Successfully planned and implemented the data mapping and migration onto the new Self-review application, ensuring accuracy and integrity of data, mitigating any risks, maximising availability and ensuring effective communication to all stakeholders and customers.

### **Corporate Communications Ltd Head of Service Delivery - Sep 2005 – Sept 2006 (London)**

Reporting to the Managing Director; responsible for the services department of this solutions integrator providing 24x7 outsourcing solutions and transition of managed services to a pan-European customer base. Responsible for project management, service desk, service support and service delivery; managing strategic carrier and engineering partnerships at senior levels, ensuring a single point of contact for the client for all their communications needs.

#### **Achievements.**

- Improved service effectiveness, flexibility and efficiency through implementation of governance, processes adoption, controls and the restructured the service desk. Managed the professional development and mentoring of the services team to improve customer perception and effectiveness of incident and change management.
- Project managed the in-sourcing of the network management service providing 50% reduction in cost, increased flexibility and availability.
- Produced standard contracts and service level agreement frameworks, negotiating variations as required.
- Implemented a PRINCE2 based project management methodology and processes.

### **Redstone Communications Ltd**

#### **Head of Technical Support – Oct 2003 – Sep 2005 (Bramley, Hampshire)**

Responsible for the budget, P&L and management of 50+ staff providing exceptional levels of service support of Redstone's extensive and varied product portfolio into a diverse customer base, achieving aggressive fix service levels on business critical networks and systems and the effective handling of incidences, problem and change requests. Ensured the efficient transition of services, smooth internal flow of information, and continued customer

excellence through every touch point with the customer. Responsible for the service portfolio, supplier and service level management was heavily involved in the bid process and in the negotiation of service level agreements.

#### **Achievements.**

- Consistently achieved service levels and customer satisfaction in excess of SLA targets, continued with a program of continual performance review and improvement.
- Managed the integration of 3 separate technology helpdesks into a single service desk function adopting ITIL best practice to standardise operational processes and improve effectiveness.
- Restructured the spares and logistics solution providing 40% cost reduction with increased effectiveness.

#### **Head of Operations (ISP Division) – Aug 2002 – Sep 2005 (Birmingham)**

Responsible for the integration of an acquired ISP into the Redstone group; the development of the teams and services, and ongoing management of the ISP service and finance operations ensuring business objectives were met. Restructured and integrated the ISP service portfolio with other Redstone services enabling complete managed communications solutions to be provided to the groups customer base, responsible for all customer and supplier contracts service level agreements and relationships.

#### **Achievements.**

- Managed the business restructure and change, implementing service level targets, measurement and reporting, through adoption of best practice and teamwork dramatically reduced incidences, increased reliability and availability of services, increased revenue, reduced debtor days and created a cohesive team able to grow with business expansion.
- Managed the introduction of a new service desk tool, ensuring the accuracy and continued integrity of the configuration items, ensured accuracy on logs through training and process implementation.
- Managed the effective service release of the new Webex online web results service supporting over 60% of all UK exam results processing.

#### **KPNQwest / Ebone / GTS / Netcom Internet Limited (continuous employment)**

##### **Senior Project Manager – Mar 2002 – June 2002 (Brussels)**

Senior Project Manager for the operational integration of 11 independent ISPs thought Europe to central processes, systems and support. Matrix management of various teams of varying nationalities to ensure minimal revenue impact, maximum cost benefits and continued customer satisfaction while optimising operations. Implemented cost reduction and network rationalisation strategies within the regional ISPs, instigated the migration of support for 1 regional ISP before KPNQwest entered administration

##### **Senior Manager Systems Operations – 1996 – 2002 (Bracknell)**

Responsible for the day-to-day running of the regional operations centre with associated staff, covering the administration and support of all Internet systems and UK data centres for Netcom and Ebone maintaining high availability and reliability through a period of high growth. Managed the building of the Netcom data centre, backbone network and inbound services, developed the service support tools and operational teams to deliver exceptional service 24x7. Project managed the migration of customer support operations to Brussels and the data centre to Thurock after the acquisition of Netcom by GTS/Ebone.

#### **Interactive Media Services Ltd / Voice Processing Co Ltd (continuous employment)**

##### **Operations Manager - 1991 - 1996**

Managed the operations of this service provider; managing service contracts, suppliers, service level agreements, customer support and high service availability. Project managed the operational integration of the Reed Telemedia and Voice processing Co Ltd businesses into Interactive Media Services as a result of the acquisition of both organisations, restructured services to double capacity with only 20% increase in cost.

#### **Royal Navy (SC Cleared)**

##### **Chief Petty Officer Artificer (Senior Maintainer) 1982 – 1990**