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SUMMARY

Clear communication and professional services in project management and service delivery to help your organisation realise the full benefit of its IT investments.

PROFILE

Bill has been a successful independent consultant for over 10 years providing professional services in IT Project Management and IT Service Delivery. From his beginnings as an accountant in industry Bill's career path saw him migrate into both operational and project IT management via systems accountancy. In addition to ensuring his financial and accountancy credentials this has resulted in him delivering IT services from a business rather than technical standpoint. By bridging the communication gap he has consistently strengthened relationships between IT and the business at all levels up to and including board directors.

Bill always welcomes the chance to learn something new and to assist in achieving an objective which will have a positive lasting impact on the client's business.

PERSONAL SPECIALISMS

Information & Computing Systems: Project Management, Service Management, IT/IS Strategy, Facilities Management/Outsourcing, IT Infrastructure Library (ITIL), Service Level Agreements, Change Control, Security/Risk/Disaster Recovery, Data Communications, Networking/Internet/Intranets, Electronic Data Capture, System Selection & Implementation.

Business Strategy & Planning: Benchmarking, Business Change Management, Business Reviews/Appraisals, Cost/Benefit Analysis.

Finance & Accounting: Budget Planning and Management, Computerised Accounting, Feasibility Studies, Investment Appraisal, Management Systems.

ADVISORY ROLE(S)

Consultant, Coach/Facilitator, Project Manager.

INDUSTRY EXPERIENCE

FMCG, Paper and Board, Packaging, Manufacturing, IT.

ORGANISATION SIZE EXPERIENCE

The consultant has worked with businesses ranging from small manufacturing units to national and multinational companies with turnover in excess of £2.5 billion.

QUALIFICATIONS & TRAINING

- University of Stirling 1972-1976: BA Hons (Econ) including studies in Economics, Accountancy, Business Law, and Computing Science.
- GEC Management College, Dunchurch: Paper Industry Level II Management Course 1997/98. (NVQ Level 5)
- Various training courses including IT Project Management (*Infomatics*), Microsoft Project, and Time Management (*Time Manager International*).
- Continuing CPD via Business Consultancy Network, third parties, and self-tuition.

OVERSEAS EXPERIENCE

Responsibility for IT developments in France, Germany and Holland. Business visits to USA for presentations, research, and negotiation with software suppliers.

CAREER SUMMARY

1. Plan Dynamics Ltd - Principal Consultant

Established 1998.

Typical Achievements to date:

- Premier Foods (Service Delivery) 2008-2009: Creation of Support Model for major SAP implementation ensuring that both internal and external teams were fully equipped to support this mission critical roll-out. Included liaison with Atos Origin and creation and negotiation of internal SLAs and KPIs between the business and the client's IT function.
- RHM (Project Management) 2006-2007: Project management of upgrade of complex partitioned IBM iSeries environment including prerequisite HA proving/failovers, supplier management (Capgemini, hardware vendors), and capacity/performance management.
- RHM (Project Management) 2005: Core Infrastructure Transition project, involving: SMTP/Spam Filtering; Web Proxy/Filtering; BlackBerry Server/Client; Notes mail platform migration; iSeries upgrade to partitioned i550 machine; AD Upgrade; LAN Upgrades; Intel Server Resilience/Consolidation (physical servers moved to VM).
- RHM Head Office (Service Delivery) 2005: Preparation and agreement of IT Policy Document as part of RHM's IT consolidation. Document in use across Premier Foods.
- RHM Bread Bakeries (Service Delivery) 2004: Interim Management of IT Service Desk maintaining standards, performance and motivation pending closure/transfer of service.
- RHM Bread Bakeries (Project Management) 2004: Hands-on management of VIP BlackBerry roll-out (BES, Domino) including migration from Novell to Microsoft networking, installation documentation, troubleshooting guide, and handover to operations.
- Management of high visibility project to upgrade client's 250 local and remote Head Office personnel from cc:Mail to Lotus Notes as the initial activity in a major transition programme, representing client's contractual interests in dealings with major consultancy.
- 'Hands on' management of project to implement 'thin client' (MS NT-TSE/Metaframe) computing at major UK FMCG manufacturer in order to reduce computing costs and pave way for improved wide area communications and information accessibility.
- Introduction and set-up of Service Level Agreements for household name client in order to improve internal service levels and facilitate outsourcing negotiations.

2. BPB Paperboard, Northwich (1991-1998)

1997-1998 : Business Systems Manager

Senior IT manager in this £200m turnover company. Responsible for business improvement, development activities, operational service levels, and internal consultancy services.

Key Achievements:

- Management of programme to achieve Year 2000 compliance for corporate systems.
- Management of project to achieve basic euro compliance of corporate SOP systems.

1994-1996 : IT Project Manager

Responsible for management of strategic projects.

Key Achievements:

- Management of £1m+ project to implement Infinium Financials, Purchasing, and HR across 30+ sites in the UK, France, Holland, Germany and the US.
- Initiated and managed programme of work to establish technical architecture to support business activity across BPB Paperboard's heterogeneous DEC and IBM network.

1991-1993 : IT Strategy Manager

Responsible for strategic analysis, innovation, internal consultancy and project management.

Key Achievements:

- Management of technical component of centralisation of company's UK Sales function.
- Set-up of company's first private voice and data network.
- Design and implementation of EDI and complementary bar coding systems to enhance accuracy of stock systems and quality and timeliness of shipment data.

3. Davidson Radcliffe / Davidsons Ltd, Aberdeen (1986-1990)

1988-1990 IT Manager

1986-1987 Computer Co-ordinator

4. Abertay Paper Sacks, Aberdeen (1977-1985)

1984-1985 Systems Accountant

1981-1983 Assistant Accountant