Bernard John Hawkes

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PROFILE

With over 30 years' experience, a business process specialist with proven ability to introduce management systems, processes and enabling IT into complex environments.

Has extensive expertise in the practical application of process design, documentation, implementation and optimisation. This is supported by well-developed skills in project management, consultancy and stakeholder management coupled with the ability to communicate and facilitate at all levels.

Through process management, has added value to major organisations including: BG Group, Zurich UK Life, Legal and General, Tesco Property Services, Electrolux and Logica.

KEY SKILLS AND EXPERIENCE

Business process specialist

Proven ability to elicit and map as-is, and drive the definition and implementation of to-be, processes. Experience covers the full process lifecycle including requirements elicitation, workshops, training, measurement and improvement. Demonstrable experience of developing processes in a wide variety of business areas including ITIL service management, project and programme management, account management, finance and HR. Managed the UK roll-out of a global SDLC and Project Management Framework at Zurich UK Life; designed and developed comprehensive process-based management systems for Logica, NatWest's smartcard development team and Electrolux IT.

Service management and outsourcing practitioner

Practical experience of implementing and improving ITIL service management processes and transitioning services to on- and off-shore service providers. Designed and implemented cross-organisational operating models for outsourced services. Transition Manager for outsourcing applications management to Accenture at BG Group; process lead for outsourcing applications management to TCL at Legal and General; Managed the process streams for outsourcing desktop management to IBM and applications management to HCL at Electrolux;

Proficient business analyst

Strong process and data modelling skills with full lifecycle experience, from defining functional and non-functional requirements to specifying and performing user acceptance testing. Business/process analyst for hydrocarbons programme and portfolio management project at BG Group. Senior Business Analyst for capital management project at Tesco Property. Project Manager/Business Analyst on Tesco's "My Property" programme.

Experienced functional and project manager

Established and managed the QA team in Logica Defence and Civil Government and managed contractor teams at Electrolux. Managed projects in the public sector (Ombudsman's Office and PITO) and private sector (NatWest, Electrolux and Tesco Property). Delivered project management training to over 150 Logica staff worldwide.

Quality management professional

Member of the Chartered Quality Institute. Practical knowledge of all aspects of quality management, Obtained and retained ISO 9001 with TickIT certification for Logica's Defence and Civil Government subsidiary. Designed and gained Board approval for Logica's 3rd generation process-based Quality Management System, and championed its global implementation.

Well developed communication and stakeholder management skills

Effective communicator, influencer and negotiator with proven experience of facilitating workshops and meetings. Well-developed writing and documentation skills. Have managed a range of stakeholders at all levels, including users, business owners and sponsors, IT departments and suppliers.

EMPLOYMENT HISTORY

BG Group

Transition Manager - Applications Outsourcing   Oct 2010 – Mar 2011

BG Transition Manager, working with the Accenture mobilisation team. Planned and delivered applications management outsourcing for BG's business information and intelligence applications to achieve savings of $25 million.

- Designed and developed the applications outsourcing operating model, operations manual and supporting processes, in line with ITIL v3.
- Reviewed and approved project plans, deliverables and milestones on behalf of BG Group.
- Worked with the existing outsourced service desk provider to agree end-to-end processes and supporting tool changes.
- Monitored knowledge transfer activities, including initial planning and final approval of satisfactory completion.
- Defined BG Group requirements for service reporting.

Process Manager - Business Information & Intelligence   Mar 2010 - Oct 2010

Process manager in the service management team:

- Developed and improved BI&I's process framework including business engagement, project management, solution development lifecycle and service management processes.
- Designed and developed a quality manual for BI&I.
- Designed and populated service level agreements between BI&I and business customers.
- Advised on the design of service models for new developments.

Business/process analyst on the Hydrocarbon Programme and Portfolio Management project:

- Elicited and document requirements and processes for all areas of the business involved with the management of the hydrocarbons portfolio.

Zurich UK Life

Process Manager - IT & Business Change   Nov 2008 - Mar 2010

Roll-out manager for the UK Life implementation of Zurich's global Solution Development Lifecycle (SDLC). Member of development team for the Zurich Project Management Framework (ZPMF).

- Advised on the further development and improvement of SDLC and ZPMF.
- Defined the strategy for implementing SDLC/ZPMF.
- Integrated the SDLC/ZPMF into UK Life's existing project delivery process framework.
- Implemented major improvements in several areas, including configuration management.
- Designed and delivered UK Life-specific training and guidance material.
- Provided support and mentoring for pilot projects and early adopters.

Legal and General Assurance Society Ltd

Process Analyst - Business Information Systems   Feb 2008 - Oct 2008

Process specialist on the Development Operating Model (DOM) project team. The team managed the outsourcing of L&G's applications support and development to a Managed Service Provider (MSP) - Tata Consulting Services.

- Worked with L&G staff and the MSP to document as-is processes and run workshops to develop to-be processes to support the outsourcing in line with ITIL v3.
- Introduced the use of Business Process Modelling Notation (BPMN) swim-lane diagrams, supported by Visio.
- Designed the service level management process and associated new service and service improvement processes.
- Facilitated the establishment of the service management function.
- Performed a survey to identify existing internal services and assisted with defining and developing a service catalogue.
- Developed a work request process based on the use of ITSM 7 service requests, allowing the MSP to request service catalogue items from L&G.
- Developed project workload management processes for the PMO to support the implementation of a new end-to-end project lifecycle. Specified and tested functionality to implement these processes within ITSM 7.
- Designed and implemented a Sharepoint site for managing process documents.

Job Searching   Oct 2007 - Jan 2008

During this time, I studied for and passed the Prince II foundation examination.

Tesco Property Services

Senior Process Consultant - "My Property" Programme   Feb 2005 - Sep 2007

"My Property" was a programme to develop a web-based knowledge and programme management system. The My Property system had over 5,000 users, including 4,000 external specialists and suppliers. It was used by Tesco to manage their £1.2bn property development programme.

- Project manager/business analyst for the successful delivery of bespoke enhancements to "My Property", including: Property Development Programme; Project Timelines; Initiatives; Supplier Performance Measurement; Design Standards and Approvals and Accident Reporting.
- Senior Business Analyst for My Property Capital, a project to design a system to support cost estimation and tracking of Tesco's £1.2b capital property development programme.
- Designed and implemented processes for managing the "My Property" service, providing a common way of working for the project team, solution provider and Tesco IT.
- Elicited and documented the drawing management process, in consultation with Tesco planners and external specialists.
- Defined the "My Property" Service Management role and responsibilities, in consultation with the solution provider, Tesco IT and the business, and trained the designated permanent job holder.
- Managed the "My Property" service during transition to business as usual and successfully handed over at the end of the contract.

Electrolux IT Solutions (ITS)

Head of Process Development   Mar 2000 - Jan 2005

Appointed head of processes, after an initial consultancy assignment, reporting to the ITS president. Managed the definition, development and implementation of a process-based management system for all of Electrolux ITS's service delivery and service management activities, covering all areas of ITIL.

- Working with the relevant business owners, designed, developed and implemented processes in all areas of the business, including: service management; application development and maintenance; project and programme management; account management; finance and HR.
- IT process adviser to Electrolux's global Sarbanes Oxley project. Provided mapping and gap analysis to the COBIT framework control objectives.
- Managed the process streams in Electrolux's global desktop and applications management outsourcing projects.
- Managed a project to implement applications service level measurement and reporting.
- Supported the development of a product costing model and supporting processes and was instrumental in communicating these to customers.
- Developed a work request management process and advised on re-structuring the Changepoint professional services management tool. This facilitated significant improvements in workload management.

Logica   Sep 1986 - Mar 2000

Principal Consultant - Enterprise Performance Practice   Jan 1998 - Mar 2000

Undertook a range of senior consultancy assignments in business process design, measurement and improvement with major clients. Assignments included:

- Police Information Technology Organisation (PITO) - Facilitated the development of a conceptual model of PITO's development process and recommended methods and tools to support the model.
- Office of the Parliamentary Commissioner for Administration and the Health Services Commissioners (the Ombudsman's Office) - Managed a project to recommend how to automate their Case Management system. This led to a major implementation project.
- NatWest Development Team - Advised and supported the Quality Manager. Designed, developed and implemented a process-based quality and operations management system.

Process Consultant - Technical Directorate   Jul 1994 - Dec 1997

As the process and quality management system expert in this specialist team, designed and developed the next generation of Logica's quality management system, known as Cortex.

- Gained board-level approval of the Cortex design and architecture, which was subsequently rolled out worldwide.
- Achieved certification of Cortex to ISO 9001 with TickIT.

Quality Assurance Manager - Defence and Civil Government　　　　**Jul 1989 - Jun 1994**

Responsible for all QA activities within Logica's Defence and Civil Government subsidary, which comprised some 600 staff. Reported to the Quality Director and the subsidiary's Managing Director and managed a team of three QA consultants.

- Attained Defence and Civil Government's initial TickIT registration to ISO 9001.
- Successfully managed quality in the subsidiary to achieve excellent results from customer audits and re-certification to ISO9001 at the end of the initial 3 year period.

QA Consultant - Communications and Electronic Systems　　　　**Sep 1986 - Jun 1989**

Carried out QA activities including audit, support and training. Reported to the QA Manger and the subsidiary's Commercial Manager.

ROCC Computers Ltd　　　　　　　　　　　　　　　　　Jul 1983 - Sep 1986

Verification Analyst / Verification Section Leader

National Coal Board Statistics Department　　　　　　Nov 1978 - Jun 1983

Programmer / Head of Administration / National Computer Liaison Officer

GEC Marconi Avionics　　　　　　　　　　　　　　　Sep 1977 - Oct 1978

Test Programmer

QUALIFICATIONS

- BSc Eng (Hons) Electrical and Electronic Engineering (2.2) - University College London (1974 to 1977)
- Member of the Chartered Quality Institute (MCQI)
- IQA A3 certificate in Quality Management
- ITIL Foundation Certificate in Service Management
- Prince 2 Foundation Certificate

SUPPLEMENTARY INFORMATION

Familiarity with specific hardware, software, techniques and methodologies

MS Office, MS Project, MS Visio, iGrafx Flowcharter, MS Sharepoint, BMC ITSM 7 (Remedy), Tivoli, Changepoint, ISO 9001, TickIT, CMMi, EFQM, COBIT, ITIL Service Management, Prince 2, BPMN, as-is, to-be, swimlanes.

Personal details

Full Name:	Bernard John Hawkes	**Nationality:**	British
Date of Birth:	8th May 1956	**Marital Status:**	Married