Philip Owen

51 Matskell Drive, Bedford, MK41 0GJ

Mobile: 07787 425 409 & Home: 01234 585894  
email: [p.owen@hotmail.com](mailto:p.owen@hotmail.com)

Experienced professional in IT Service Delivery Management & Change Management committed and self motivated with high expectations with transferable skills in IT & Operations Management. Able to work on own initiative, methodological thinker and adaptable to change and is always looking at learning to improve personal and professional standards. I am currently reading *Prince2 Foundation* to progress my career in Project Management after Change Management.

**SKILLS AND EXPERIENCE:**

**Change Management**

Chairing, minute (CAB) & (ECAB) Change Control meetings, discussing any IT infrastructure changes that have a financial & commercial impact. Manage the IT change, release “Service Transition” and test schedules & Ensure that operational readiness and post implementation reviews are completed (RFC’s). Own, manage and maintain the weekly and monthly reporting statistics process and documentation via Remedy.

**Process Design, Incident and Problem Management**   
Service process design, successfully implemented and managed two Service Desks associated with major financial institutions with the involvement of service delivery including Incident, problem & change management. Chairing CAB meetings & designing Change process, designing outage/problem management reports with RFO’s. Monitoring, reporting and ensuring financial budgets are met. Assisting with the migration from ARS Remedy to HPSC Service Centre, BMC to Cherwell & USD *(Unicentre Service Desk).*

**Analytical and Problem Solving Skills**

Analysis of incident, problem & change management to ensure that risks are minimised with the inclusion of daily, weekly & monthly reports *(Service Reviews)* to senior management. Ensuring that KPI’s are met, implementing training and resources in order to maintain business continuity.

**Information Systems**  
Microsoft Office XP, MS Visio/Vista & Windows 7. GDS Systems including Apollo, Worldspan, Galliao, Sabre. Prep's and installation of numerous software packages to PC systems both OEM disks and Networks as well as basic programming skills such as Java and Microsoft SQL Server 7.0, Lotus Notes, SAP Crystal Reports, Citrix Xen App, Bloomberg, Thompson Reuters, ARS Remedy, IRMa, HPSC Service Centre, Cherwell, VMware,SDM12, USD6

**Communication and Organisational**   
Able to communicate at all levels including (*Directors, CEO’s*), Working with different business units improving communication, ensuring that process management is up to date. Develop and facilitate workshops and training courses, taking appraisals, chairing regular team meetings and presentations. The coordination and Quality Assurance of change related activities with specific emphasis on change related communications.

**Service Delivery Management**

Ensure SLA’s are achieved and client expectations are met (or exceeded). To provide reports to an agreed schedule (or on request), including management and account performance reports. Attend and chair client service review; areas covered that include performance reports, service improvements, quality and processes. Design and re-engineer OLA’s and SLA’s. Undertake proactive Problem Management, Incident Management and regular review of metrics.

**Project Management**

My project management experience is limited due to lack of opportunity; however, it is an avenue that I’d like to peruse given the chance. I have completed a Managing Risks in Projects. I am currently reading into Prince2 Foundation, with a desire to continue with Lean Six Sigma & Agile project management.

**Account Management & Vendor Management**

Attend customer facing meetings in the UK and Europe, presenting on-site service reviews Managing 3rd party suppliers to ensure SLA’s and services are being achieved in both Service Management and Change Management.

**EMPLOYMENT HISTORY**

**25th June 2012 - 30th May 2014 - Senior Change Manager - Atos Origin IT Services UK Limited *(Redundancy)***

* Managing a high volume of changes for 3 Scottish Government accounts.
* Managing a high volume of changes for Atos’s Largest Account – Siemens UK and Global
* Designing RFC *(request for change)* templates and improving the evolving change management process
* Standardising change management across all accounts
* Ensuring all releases must have an approved Validation and Testing Plan and a Release Implementation Plan (includes a back out plan) in the form of a Change Implementation Plan
* Liaising with technical towers *(Application, Server, Telephony, Network, Data Centre)* and Project Managers to ensure changes are delivered on time and adhering to the change management process.
* Implementing and managing a breached change process
* Training and guidance of the change management process from start to finish.
* Stakeholder engagement ensuring governance is followed by all involved in the change management process.
* Monitor and control the progress of all changes *(Minor, Standard, Significant, Major, Emergency & Retrospective changes)*
* Using a RACI model throughout the complete change management process.
* To provide consultation and training for all parties involved in the change process.
* Validation of RFC templates to ensure the relevant change process is adhered too.
* Liaising with Project Managers and scheduling changes that have a Major customer impact
* Scheduling and chairing a CAB, Major CAB, ECAB and virtual CAB meetings via conference call 3 times a week.
* Creating a culture of change management where there is a zero tolerance for unauthorised changes.
* Aligning the service change management process with the business, project and stakeholder change management processes.
* Providing adhoc change statistical change reports when required
* Assessing risk, impact, criticality, probability of all raised changes.
* Ensuring that the correct levels of approval are obtained before allowing implementation of any changes.
* Articulate, own and drive the Change Management process forward ensuring that cross functional IT *(Technical Support, Networks, Telephony, Server, and Applications)* departments adhere to the correct process.
* Analyse Requests for Change and monitor process, making recommendations for improvements to the process and promoting continual improvement.

**01st December 2011 – 25th June 2012 –** Looking after my newly born child.

**31st July 2011 – 30th November 2011- Robert Walters PLC – Change Manager & Interim EMEAA Regional Service Desk Manager *3 Month Contract Role)***

* Managing a team of 8 Service Desk Technicians supporting an EMEAA Region.
* Implementation of a basic Change Control process within clients IT Infrastructures.
* Ensuring 3rd party partners are aware and adhere to the RW change management policy
* Implementing service improvements addressing Incident Management and customer responsiveness.
* Daily auditing to ensure service improvements are maintained.
* Working with Asia Pac to on a migration from BMC to Cherwell.

**09th August 2010 – 08th June 2011 – Matsco Solutions – Hedge Fund IT Solutions Provider – Global Service Desk Manager/ Service Delivery manager *(Maternity Cover)***

* Managing two teams, 24 hours Helpdesk team of 11 supporting London, New York, Hong Kong & Singapore 24/7, and 365 days a year. *(2nd line support)* & a Field Engineer team of 15+.
* Regular client visits addressing IT related issues that are fed back to the business to rectify.
* An annual Budget Responsibility (direct) of 200K for Service Desk Resources.
* Managing both Helpdesk & Field Engineer resource levels daily ensuring coverage was delivered for 2011.
* Implement and facilitate workshops and training courses
* Implementing an ACD Telephone system & producing required report**s**.
* Build and maintain client relationships of approximately 300 hedge fund clients.
* Manage the performance of services to clients as per agreed contract and ensure that Service Levels are achieved.
* Liaising with 3rd parties such as Labs (*Symantec Hosted Service*),spitfire to provide solution support services to clients.
* Promote and champion the benefits of ITIL within Matsco Solutions.
* Manage ISP & Telephony vendors who are supplying services.
* Produce management performance reports to an agreed schedule or upon request
* Attend client service review meetings covering performance, service improvements, quality and processes H
* Looking at modification to Helpdesk Logging tools and implementing a change in culture within the organisation.
* Implementing ways of improving the current software tools to improve efficiency.
* Carrying out staff Appraisals and Service Improvement Plans to raise the Helpdesk skill levels.

**25th June 2007 – 06th August** **2010 – SCC/ING Bank, 60 London Wall, London, WC2 – Change Manager /Service Delivery Account Manager**

* Learn the Change, Release Management procedure to understand how a change influences IT services.
* Act a hands on ambassador to drive Change Management forward within the EMEAA region.
* Communication with cross functional IT Teams *(Technical Support, Networks, Telephony, Server, Application)* to co ordinate change management across the EMEA region.
* Communication with Corporate Finance, Retail Banking, Wealth Management, Capital Markets, Securities, asset management, legal teams with reference to availability management.
* Design & chair, minute (CAB) & (ECAB) Change Control meetings, discussing any IT infrastructure changes that have a financial risk and impact to the business.
* Manage the IT change, release “Service Transition” and test schedules & Ensure that operational readiness and post implementation reviews are completed.
* Approve, postpone & decline changes if incorrect planning, communication and testing are not complete.
* Liaise IT Infrastructure and project teams to maintain the schedules and ensure appropriate impact analysis is incorporated into all change, release and test activities.
* Using a SARCI model to ensure responsibility, accountability, consultation, communication process is adhered too.
* Designing a RFC to ensure that business relevant business justification, sign offs, roll backs are fully documented.
* Ensure that after changes has seen a ROI *(return on investment)* by producing a before and after analysis of all changes.
* Analyse Requests for Change and monitor process, making recommendations for improvements to the process and promoting continual improvement.
* Participate in 6 monthly SOX testing to ensure Change Controls and compliance is adhered too.
* Using GANTT Charts to show “Minor, Standard, Significant, Major and Emergency Changes”.
* Own, manage and maintain the weekly and monthly reporting statistics process and documentation.
* Manage the relationship with vendors to ensure they are aware of Change Management and to ensure the correct process is adhered too.
* Using the “Lean Six Sigma” methodology “Cause and Effects, Change Plot Template, FMEA, Gap Analysis, Improvement Plan, Open Issue List, Plan Do Check Act, Project plans, SWOT Analysis” to ensure changes are planned, scheduled and released efficient
* Updating the business Service Catalogue for all updated changes and implementing a change management knowledge base for all planned, successful and failed changes.
* Providing training material for all changes to ensure that a smooth transition has been fully implemented.
* Implementation of an ITIL V3 Service Desk ***“Service Operation”*** functions focusing on Incident Management at ING Investment Bank.
* Managing a Service Desk with a capacity of average 4000 / 4500 calls per month for an approx 1200 users.
* Manage the relationship with the service desk and vendors for incidents, problems that require change management.
* Act as a SPOC for escalated issues for Incident Management with quick resolution.
* To produce management, Incident, Problem metrics and monitoring the key performance indicators as defined within the SLA provided to ING Investment Bank.
* Owning the operational relationship between internal and client organisations, acting as the SPOC for escalated issues.
* Designing SOW & Service Catalogue based on IT Services required by ING Investment Bank ***“Service Strategy & Service Design”***
* Owning the operational relationship between internal, external vendors.
* Charing Monthly Service Reviews meetings acting as ambassador for SCC at ING Investment Bank.
* Participating in the migration from ARS Remedy to HP Service Centre & the structure of Configuration, Incident, Problem, Change and Security Management within ING Investment Bank.
* Assisted in renegotiation the ING contract for SCC Managed Services for an additional 3 years by restructuring the IT Service Desk & improving the relationship with the client.
* Implementation of new IT Services supported by the Service Desk for ING ***“Service Transition”***, such as Bloomberg, Reuters & Fidessa.

**29th March 2007 – 5th June 2007 – Transport Coordinator (Temp Position with Adecco in Feltham)**

**26th December 2006 – 10th March 2007 – Travelling around Europe**

**27th August 2002 – 25th December 2006 – THAMES WATER - Operations Resource Manager**

**OCT 2001 – APR 2002 RMS (RETAIL MARKETING SERVICES LIMITED), WATFORD Computer Analyst   
(6 Month Contract)**

**EDUCATION:**

2011 – Prince2 Foundation (Currently Reading)

2012 – ITIL Expert - Service Transition & Service Design

2011 – 2012 – MCSE – 70-680 – Configuring Windows 7

2011 – ITIL Intermediate - Control, Release & Validation

2011 – ITIL Intermediate - Service Offerings and Agreements

2011 – WMware vSphere ESX/ESXi Virtualisation

2009 – ITIL Foundation v3  
2006 – 2007 – Beginners, Intermediate & Advanced French Language & Literature

1999 – 2002 – Thames Valley University – BSc (Hons) Inform Systems, Multi Media & Business Minor (2-1)  
1992 – 1995 – Harrow Weald College, Harrow, Middlesex BTEC First/BTEC GNVQ Advanced in Leisure and

Tourism, Equivalent to 3 A-Levels

1987 – 1992 – Hatch End High School, Harrow, Middlesex - 5 GCSE’s

**PERSONAL INTERESTS:**  
YMCA qualified fitness instructor including First Aid.  
I enjoy learning to speak foreign languages & enjoy travelling to European Cities.

I have started flying lessons in an aim to fly small passenger planes across the UK and Europe and playing Golf.