

Curriculum Vitae

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PROFIL

Business development

I have in many of my assignments and positions worked with business development. I see the operation of continuous improvement as part of every mission. Over the past 15 years, I have focused on processes, and developed activities towards process-management instead of line-management. This contributes to increased customer focus and my work contributes to a more efficient operation.

System Maintenance and work process efficiency

I have genuine experience of Maintaining IT systems as well as infrastructure.

I am ITIL V3 Lifecycle Service Operation certified and I have initiated and run the introduction of ITIL in two large organisations.

With me as responsible for system maintenance in a large application area the cost was reduced with 15-20% per year, three years in a row.

With excellence I have organised the transition of the system maintenance of a large application area.

I have also been deeply involved in outsourcing of infrastructure and I have excellent skills around contractual matters. My skills for handling suppliers in a professional way are well recognised. They should describe me as dedicated with strong focus on customer benefits and acting with high integrity.

Leadership

I have managed teams with 5 to 50 persons. My management is built on clarity, delegation and presence. I develop my people by making demands and distribute powers.

My personnel should describe me as "engaged, demanding and working closely to them".

As leader I have had both recruitment and redundancy responsibilities.

Strukturera IT	Owner	September 2001-
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Appointments within IT operations, Application Maintenance, Manager to hire and outsourcing/decommissioning.

I could also support within recruitment in the IS/IT area.

Head of IT Operation at Scandi Standard

2018-09 to 2020-02

The assignment was to create processes (ITIL) for the Scandi Standard IT department with the purpose to form a unified way of working in the IT department in all the subsidiaries in Sweden, Denmark, Norway, Finland and Ireland.

Above this I got the role as Interim Operation Manager with responsibility for the daily operation which has been taken care of and secured in a diverse and complex 24/7 environment for food production.

Responsible for staff in Sweden, Denmark and Finland.

Consultant Manager at Axians ICT

2018-03 to 2018-12

Interim Consultant Manager with responsibility for personnel and existing customers.

Budgeting, monitoring, salary setting and recruitment as the department had a clear plan and expectation to grow.

Security Incident Manager at AstraZeneca

2017-08 to 2018-06

Security Incident Manager for the 24x7 IT Security team divided into local teams located in three different time zones.

Service Manager at Essity (former SCA Hygiene)

2017-01 to 2017-12

Service Manager to support Solutions Owners in their cooperation with outsourcing partners.

The mission was to streamline the work processes in the team and make them more uniform.

Business development at Swedish Marine and Water Authority

2016-10 to 2017-06

Step two in the mission above for further improvement of the processes (ITIL) implementation from step one and defining new processes for further development of the IT quality.

Service Manager for Integration Center at Volvo Cars

2015-11 to 2016-09

The mission was to ensure the right quality from the suppliers to the Integration Center and its customers.

The appointment included developing both clients and delivery to the customer so that both the quality and efficiency increased.

Business development at Swedish Marine and Water Authority

2015-10 to 2016-02

The appointment was to develop processes, according to the ITIL-framework, and roles to improve quality and customer satisfaction in the IT delivery.

The mission included the development of decision support for the purchase of a case management system.

The mission was the first step in a longer plan where the second step will begin in autumn 2016.

Investigation and business transformation at Älvstranden Utveckling

2014-06 to 2015-06

Conducted an AS-IS analysis ahead of a planned outsourcing of IT operations to define the requirements that must be set against the future supplier.

During the relocation of IT operations, I was the customer's project, which among other things meant contact with all system owners and supplier to ensure the right quality without unnecessary disruption to end users.

Business Development at the Swedish Transport Agency**2014-02 to 2015-06**

The appointment was to develop processes, according to the ITIL framework, and new roles to increase the quality of IT delivery and clearly link the delivery to customer value within the organization. The mission was carried out for an upcoming Outsourcing to ensure the coming business change when going from own delivery to delivery through a contractor.

AstraZeneca AB

December 2001 – June 2013

Infrastructure Manager for Site closing projects (Montreal & Södertälje) April 2012 – June 2013

I worked as subproject manager, with the responsibility to decommissioning all no longer needed IT infrastructure in Montreal (total closure) and in Södertälje (partly closure).

The work was, in both cases, organised together with a number of outsourcing partners.

I have earlier participated, in other roles, in the closure of other AstraZeneca sites.

Application Manager for Outsourced Applications September 2011 – June 2013

Working as Application Manager for a number of Chemistry systems with accountability for the total support and maintenance delivery via our outsourcing partners. Responsible for challenge supplier processes and monitoring their deliveries. Responsible for maintaining delivery efficiency in order to balance cost and business requirements. Acting as Contract Manager in my department. Taking care of risk management and continues improvement, as part of the ITIL Continues Service Improvement Process (CSIP).

Working with projects specifically focused on closing down outsourced environments both application wise and infrastructure wise.

Senior Project Architect and Line Manager April 2009 – September 2011

Responsible for planning and development of new systems for several System Areas in the Governance organization, which was accountable for our delivery from our outsourcing partner to our customers. Responsible for transfer to production environment.

Applications Manager/Delivery Manager September 2006 – March 2009

Responsible for the co-ordination of all systems in one System Area. The work was driven via the System Deliver Managers for each separate system. Accountable for monitoring and delivering according to agreed SLAs.

Managed to lower the cost, for maintaining the systems, with 20% each year.

Accountable for the total delivery to the business for one of the largest systems within AstraZeneca, Automatic Compound Management System, ACMS. The system has users and installations in three regions, SE, UK and US. The work was conducted in accordance with DevOps even though that word was not used then.

During the last six months I organized and run the transition work to our new outsourcing partner for the whole system area and sat up the new working processes between us.

Operation Manager January 2002 – August 2006

Accountable for a group of as most about 50 people (employees and contractors). The group was responsible for the support for all application servers at the AstraZeneca Mölndal site. Users were located all over the world. Included were, operation planning, governance for outsourced operation, purchasing, recruitment, EHS, budget, salary, competence improvement.

During 2005 I implemented ITIL-processes on a regional base to get a more efficient and controlled IT-operation.

All IT-operation was outsourced in the end of the period.

Cap Gemini Ernst & Young AB

September 1994-August 2001

Consultant Manager

April 1999 – April 2001

Responsible for a team of 15 IT-consultants. This includes recruitment, salary negotiations, budget planning and competence development. Deeply involved in the implementation of Cap Gemini's maintenance concept.

Participated in Cap Gemini's training for Coaches and for Nordic Managers. Member in the "Core team" within CapGemini Project Manager Network. The "Core team" had the responsibility to develop the Project Manager role within the company.

Project Manager

March 1998 – August 2001

An implementation project for Göteborg Energi, GE, (Power Supply Company). The goal was to define, buy and implement a computer-based system to handle all customer keys (about 20.000). All personnel in the project were from GE. A lot of the work was to handle the internal organization and suppliers, purchasing the new system and plan for new supply depots. Included was also to set up of new routines and educate all personnel.

Service Manager Finance Application

1994 - 2000

An Application Management support project for a finance application with seven customers around Sweden. The mission was to phase out the product and transfer to new systems, with no incidents for the customers, which was achieved.

VTs transportation Systems AB

1986 -1994

Product Manager for area Goods transports.

Datema ASEA Processdata AB

1982 -1986

System Developer

Education

2014	IT Procurement 7,5p	Mitthögskolan
2013	IT Law, 7.5p	Högskolan Väst
2011	ITIL V 3 Lifecycle Service Operation Certified ITIL V 3 Foundation Certified	Materna
2009	TOGAF Certified	
2005	UGL (Development Team & Leadership)	Kommunikationsutveckling AB
2004	ITIL V 2 Certified	HewlettPackard
2000 - 2001	Nordic Management Training	Cap Gemini E & Ys management training.
1997 - 1998	Nordic Project Manager Training	Cap Gemini E & Ys training for Project Managers with experience of large projects.
1978 - 1982	M. Sc. in Computer Science and Technology Linköping Institute of Technology	

Other

Swedish Driving licence B

Chairman of Grimmereds by Community (Samfällighetsförening) 2012 - 2020