



# Oareborough Consulting

Resolving disputes. Delivering Outcomes

**William Hooper**

## **Curriculum Vitae**

### **Expertise and Professional Specialisms**

I work as an expert witness, neutral advisor and expert determiner in IT and outsourced services. My areas of expertise are:

- Fitness for purpose in application, project and service management, code review and forensic analysis. I have particular experience in large-scale delivery (up to £250m a year), multi-vendor services, managing people through IT-supported change, Agile methods and professional competence;
- IT Project delay cause and quantification;
- Procurement of services and systems; and
- Intellectual Property review of algorithms, delivery methods and similarity of code.

I also practice as a consultant in the delivery of IT and outsourced services. I am advising a client on the delivery of a new web site and back-office platform. I am also developing a database application.

### **Qualifications, accreditation, training**

Master of Business Administration, London Business School. BSc(Eng) Imperial College, London.

Member, BCS The Chartered Institute for IT. Chartered IT Professional. Chartered Engineer. Chartered Management Accountant.

Service management (ITIL Foundation). Programme management (MSP foundation, practitioner). Certified ScrumMaster. I also attend IT Law events and training delivered by BCS The Chartered Institute for IT and the Society for Computers and Law.

### **Past and Present Positions**

2012 - Present	Director, Oareborough Consulting
2017 – 2018	Director, Finsbury Sourcing
2012	Principal Consultant, PA Consulting
2006-2012	Managing Consultant, Fujitsu Services Ltd.
1999-2006	Senior Advisor, Xerox Global Services

### **Other Professional Responsibilities**

I am currently a member of both the Council and Executive of the Academy of Experts. I have previously served as a regional Council member of the Chartered Institute of Management Accountants.

## Memberships of Professional Organisations

I became a member of BCS The Chartered Institute for IT in 2014. Member, the Society of Computers and Law and UK IT Service Management Federation 2013-2020. I have been a member of the Institution of Mechanical Engineers and the Chartered Institute of Management Accountants since 1991.

## Publications

I have published approximately 40 articles in either Outsource Magazine or Intelligent Sourcing. I have also been published in the Journal of CIMA, Finance Management and The Business Strategy Review.

I was an author of the "Service Integration and Management Professional Body of Knowledge" published by Van Haren 2017.

## Training, qualifications and Accreditation as an expert witness

I joined the Academy of Experts as a practicing associate in 2013, becoming a practicing member in 2018. Member, Expert Witness Institute since 2015.

I have attended the Academy of Experts courses "Foundation training", "Procedure Rules", "Law for Experts", "Into Court", "Expert Determination", "Report Writing Masterclass" all between 2013 and 2020.

## Experience – Sample Projects Undertaken

- Acted in a delayed applications development project. The claim was for £150m. Investigated IT project delivery to qualify and quantify the causes and attribution of delay. Advised on pleadings and preparation for cross-examination.
- Project managed the delivery, providing planning, issues management and reporting services of a major public-sector OOTB software application delivery. Managed 49 staff in seven work-streams. Successfully brought failing work-streams back on track.
- Reported upon the quality of a custom web site and e-commerce application in a dispute concerning the fitness for purpose of the application development. The site provided comparison services and was derived from an earlier delivery.
- Whilst working as interim head of IT for a client, identified serious PCI DSS non-compliance. Brought these to the attention of the leadership team and implemented remediation actions.
- Managed the transition into service and the associated exit of the retiring supplier for two public sector secure network outsource contracts valued at £1.4bn, serving 200,000 users in multiple countries. Services included WAN, LAN and wifi.
- Expert witness in a dispute concerning alleged breach of intellectual property rights between parties involved in a cycle share scheme. Examined the systems and reported on aspects of similarity and difference in the light of registered designs and other alleged infringements.
- Reported on a disputed e-commerce development between a UK digital agency and a Canadian customer on the fitness for purpose, quality of delivery and delay.
- Reported as single joint expert for a developer and customer of a web site. The project was significantly delayed and the customer thought the site unfit for purpose. Supported by the report, the parties settled on the court steps.
- Reported on the implications for email systems and authentication to applications as part of an intellectual property dispute between two allied organisations. This international dispute concerned 70,000 users in multiple countries and the organisations impact of brand presentation on each other.

- Led the delivery of cloud brokering services for a large organisation. This was moving from a long period of outsourced service use (15 years, 6000 services, £150m a year infrastructure expenditure) to establish in-house service management of multiple cloud providers.
- Investigated a series of major service failures for a supplier delivering to a government department. Satisfied the client that the root cause had been identified. Provided actions to recover performance to the CIO and business. Implemented a service transformation programme throughout the £250m annual value service operation. it reduced average incident duration and workstation hours lost by 37% whilst reducing operating costs and directly resolving customer issues.
- Transition and Project managed teams implementing content management and scanning in parallel with re-engineering for SAP ERP for a multi-national manufacturer and sales organisation. Delivery involved coordination with country managers. Managed the PMO.
- Investigated the IT service performance and transition delivered to a utility company. The company had recently de-merged from a larger parent and experienced significant service performance issues from its four major suppliers. Reported on service performance (including contact centre, data centre, networks, End User Computing) and recommended actions to drive improvement in governance, ITIL and the operating model that included multiple suppliers. These were accepted and successfully delivered by the client to the benefit of user experience.
- Managed the design of delivery and deployment of Oracle Financials to an international business services group.

## Experience - Vertical Markets

During my career, I have worked in a variety of sectors including:

Government, health, police and local authorities
Business Services
Financial Services
Not for Profit
Manufacturing
Utilities
Pharmaceuticals
Retail

## Technologies and Services

I have worked in and with the following:

ERP	Oracle Financials SAP
Document Management, Workflow, CRM, Case management	Sharepoint Microsoft Dynamics Documentum Docushare DocuPlex

	eiStream Metastorm Kofax
Cloud Services	Azure Amazon Web Services Office 365 SalesForce
Operating Systems	Linux (Debian, Ubuntu) Unix VMX Windows (10, 8, 7, Vista, XP, NT, 3.1) zOS
Databases	Oracle MS SQL
Middleware	BizTalk
Payment Systems	POS Card Processing IntelliQ anti-fraud
Electronic Patient Records	iSoft Cerner TPP
Computing Languages	Java Javascript Fortran Pascal Basic 6502 Assembler
Email systems	Microsoft Office 365
Web content management	Drupal Wordpress Fuel CMS CodeIgniter
Programme Management and Development suites	Clarity Rational VersionOne

IT Outsourcing (ITO)	DevOps Cloud broking and provisioning Hosting / Infrastructure / Cloud Data Centre End-User Computing (EUC) / Desktop / Contact Centre Networks, telecommunications Applications Delivery & Management (ADM) Applications Maintenance (AMS) Systems Integration (SI) Service Integration and Management (SIAM)
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	<ul style="list-style-type: none"> <li>Service Transition</li> <li>Security, Information Governance and Cyber</li> <li>Project Management, Programme Management</li> <li>Applications Portfolio Management</li> <li>Governance</li> <li>Service Management</li> <li>Contract Management</li> <li>IT Strategy</li> <li>DevOps</li> <li>Testing</li> </ul>
Business Process Outsourcing (BPO)	<ul style="list-style-type: none"> <li>Finance &amp; Accounting</li> <li>Procurement</li> <li>Mortgage Services</li> </ul>
Legal Process Outsourcing (LPO)	<ul style="list-style-type: none"> <li>Discovery services</li> </ul>
Document services	<ul style="list-style-type: none"> <li>Translation</li> <li>SGML tagging</li> <li>Scanning, Indexing</li> <li>Transactional print and mail</li> <li>Managed print services</li> </ul>
Project and Programme Management methods	<ul style="list-style-type: none"> <li>Agile / Scrum</li> <li>Waterfall (Prince 2, PMI)</li> <li>Managing Successful Programmes (MSP)</li> </ul>