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Objective

ICT Governance Manager

Provide added value to my clients in various ICT domains: general ICT management, best practices, information security...

Profile

Broad experience in managing ICT departments in various industries (sales, telecom & financial services) and international environments, with a speciality in IT Governance, best practices and Information Security.

- ICT, budget and people management
- Information Security policies and procedures (ISO 27001/27002, PCI DSS)
- Best practices and frameworks: ITIL, CobiT, Standards of Good Practice (Information security Forum)
- IT risk management (CRAMM, EBIOS, CVSS)
- Business Contingency / Disaster Recovery (BS 25999)
- Vulnerability assessments (infrastructure & applications), ethical hacking
- Internal information security pre-audit (in view of SOX and SAS70 audits)
- Committed to reach agreed objectives
- Committed to deliver high quality results
- Careful for details, methodical and systematic
- Good organiser, can lead teams and delegate efficiently, capable to listen
- Eager to learn and open minded

Education

- | | | |
|---|-------------|------|
| • Computer Science | Paul Lambin | 1983 |
| • Computer Science and Human Resources | ULB | 2007 |
| • ITIL Foundation Certification | Istya | 2007 |
| • Prince2, CobiT, ISO 17799/27001, BS 25999 | Self study | 2006 |

Languages

- French (mother language), Dutch and English (fluent)

Professional experience (summary)

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|--|---|---------------|
| • Service Delivery Manager | Electrabel | 01/09-current |
| • SOX & Audit Consultant | Axa Tech | 10/08-12/08 |
| • Security Officer | Atos Origin | 05/08-08/08 |
| • Senior Security Architect | Dexia Technology Services | 04/07-04/08 |
| • ICT and Security Management | Web and Co | 12/05-current |
| • ICT Manager | Stater Belgium | 09/04-12/06 |
| • IT Manager | ADT Security Services | 11/02-09/04 |
| • ICT Manager | GRH Management | 11/00-11/02 |
| • IS Operations Team Leader | Mobistar | 01/00-11/00 |
| • IT Manager | Aritech Europe/ SLC Technologies/Interlogix | 03/95-01/00 |
| • MIS Manager | Aritech Europe | 04/91-03/95 |
| • MIS Manager Assistant | Aritech Europe | 11/90-04/91 |
| • Analyst-programmer, then IT Manager | Absalon-Thijs | 03/85-11/90 |

Professional experience (achievements)

Service Delivery manager – Electrabel 01/09-current

- SPOC for the internal and external partners to the Operations
- Follow up and reporting on SLAs and OLAs (capacity and quality)
- Set up and follow up of the capacity planning
- Follow up of production incidents
- Continuous improvement of the service

SOX & Audit Consultant – Axa Tech 08/08-12/08

- Understand the requirements issued by the audit team
- Double check the validity of the corrective actions described
- Organize follow-up and information meetings with involved parties
- Establish planning of implementation with all involved parties
- Help the technical teams to provide the required evidences to close the opened recommendations
- Maintain a global tracking status of the ongoing actions
- Follow-up of the expiry dates and trigger preventive actions when planning is at risk
- Monthly reporting towards the internal auditor

Security Officer – Atos Origin 05/08-08/08

- Development of a Security Plan.
- Risk assessments (along with systems/application/data owners).
- Risk gap analysis (security plan vs. risk assessment).
- Definition and implementation of the security measures.
- Definition and execution of monitoring and review procedures.
- Participation to the Security Council.

Senior Security Architect - Dexia Technology Services 04/07-04/08

- Final approval responsibility (go / no go) for projects going in production
 - risk and impact assessment
 - planning and integration in the global change planning (IS or P week-ends)
- Project management of corporate projects (delivering projects within budget, scope and resources)
- Technical account management: support of the Account Management during the pre sales process
- Design infrastructure requirements for corporate wide projects
- Validate business requests in relation with the supported platforms

ICT Governance Management – Web and Co (own company) 12/05-current

- Set up of a repository for the documentation of cross references between best practices frameworks (CobIT, ISO27001, ISO27002, PCI DSS, SoGP, BS25999)
- Developed numerous standard ICT policies
- Documented a questionnaire for implementing IT security based on Cobit 4
- Ran numerous vulnerability assessments against customer's remote/local network infrastructures,

ICT Manager – Stater Belgium 09/04-12/06

- Ran a large infrastructure project (standardisation, migration, documentation and virtualisation) from a senior management point of view
- Managed approx. 4M EUR budget
- Headed the Change Advisory Board (final responsibility for systems availability)
- Streamlined the existing (but informal) ITIL processes: change, release, SLA, incident, problem, service desk configuration, capacity and continuity management (audited by Deloitte)
- Succeeded in resisting to 2 penetration tests (validated by Deloitte)
- Succeeded in 2 BCP testing (back to normal in 54 hours, validated by Ernst&Young)
- Obtained SAS70 Type I & II certification (validated by Ernst&Young)
- Supervised the relocation of the computer room
- Supervised 32 people (4 direct reports)

IT Manager – ADT Security Services 11/02-09/04

- Integrated the systems of 7 subsidiaries in the centralised Oracle package
- Set up the BCP plan
- Designed, documented and implemented the IT processes (asset mgmt, support, development, security, ...)

- Succeeded in the Sarbanes Oxley certification
- Supervised 8 direct reports

IT Manager - GRH Management 11/00-11/02

- Developed and implemented the IT strategy in order to support the expected business growth
- Implemented a VPN infrastructure (Luxemburg, Antwerpen, Paris, Brussels) and validated the security
- Implemented a document management solution (DocShare – Iris B2B)
- Managed the relocation of the computer room

IS Operations Team Leader - Mobistar 01/00-11/00

- Managed people during the integration of the 3 supervision rooms (Charleroi/Brussels)
- Implemented a release management process
- Supervision of 10 direct reports

IT Manager - Aritech Europe/SLC Technologies/Interlogix (GE) 03/95-01/00

- Migrated the existing mini systems to an European wide ERP (Tetra CS/3) in 15 sites
 - Defined the requirements
 - Managed budget, expenses and project
 - Evaluated several packages (Tetra, SAP, Baan, Triton, Chess, ...)
 - Designed the network infrastructure, and security
- Implemented a new logistical approach (back to back, drop shipments, stock replenishments)
- Designed an European Sales DB
- Implemented a financial consolidation system (Hyperion)
- Designed and implemented a helpdesk structure (processes, people and tools)
- Evaluated data warehouse solutions (Cognos, Powerplay & SQL)
- Managed the relocation of the computer room
- Supervised up to 20 people (7 direct reports)

MIS Manager– Aritech Europe 04/91-03/95

- Implemented two packages (sales and accounting) in six countries across Europe (BE, FR, IT, SP, UK, GE)

MIS Manager Assistant – Aritech Europe 11/90-04/91

- Provided technical support to HP3000 systems

Analyst-programmer, then IT Manager – Absalon-Thijs 03/85-11/90

- Developed miscellaneous COBOL applications
- Analysed several distribution related applications : stock, purchase order, sales order entry