

CURRICULUM VITAE - Dirk Philip Benneyworth

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Nationality: Dual British & South African

Education: Bachelor of Science Degree – Obtained 1996

(Computer Science, Information Systems & Mathematics)
University of Cape Town & University of South Africa

Post Grad: MSP Foundation (Managing Successful Programmes) – Obtained 2007

Skills and Experience Overview

Main Focus: Programme Change Management

Commercial and Change Management Experience	18 Years
Programme and Project Management (incl. MSP, PRINCE and OGC Process)	14 Years
Budgeting and Financial forecasting	14 Years
Senior Stakeholder and Supplier Management and Risk Management	11 Years
Hosting, Infrastructure and Network Implementations	10 Years
Skills Transfer and Mentoring	10 Years
Matrix Management and Management of Virtual Teams	10 Years
Consultancy – IT and Business Process Reengineering	7 Years
Software Development (incl Web. SQL, Oracle and API)	7 Years
Operational and Process Improvements (including Six Sigma)	5 Years

IT Hosting and Relocations

- ✓ IT Data Centre design, development, migrations and consolidations
- ✓ Data Centre RFQ/RFP and Vendor Selection
- ✓ Office Refurbishments and Office Moves and relocations
- ✓ Disaster Recovery, Dual Data Centre, BCP and Backup solutions

IT Infrastructure and Networks Improvements

- ✓ IT Infrastructure, Networks and VoIP upgrades
- ✓ Disaster Recovery and BCP process
- ✓ IT Server estate consolidations and virtualisation
- ✓ Decommissioning of old IT Infrastructure and Networks
- ✓ Test Bed Environment Design and Deployment

Strategic and Business Change

- ✓ Product Launches
- ✓ Process, People and Technology changes and improvements
- ✓ Organisational and Change Management Programmes
- ✓ Technology and Service Improvements including SLAs and KPIs
- ✓ Global Outsourced supplier management
- ✓ Business and IT Consolidation and Acquisitions
- ✓ Programme & Project Management Office Development

Application Development

- ✓ Enterprise-wide deployments, including Oracle Financials and OFA
- ✓ Web Development (.Net, Java, SharePoint – WSS and MOSS)
- ✓ Application development and O/S upgrades, including SaaS.
- ✓ Online Retail Deployment and supporting Infrastructure

DIRK BENNEYWORTH, Programme Manager

A delivery focused Programme Manager with over 18 years delivery of Project and Programme Strategies within a vast array of business sectors. I have developed both the strategy and executed the delivery of change and improvement programmes, with successful implementation of global programmes of up to £14mil with 45 concurrent matrix managed staff and strategic suppliers.

Over the past 18 years I have accumulated in-depth experience in delivering Strategy, and a proven track record of managing and delivering complex business change and technology-driven projects in a diverse, multi-disciplinary setting and have been instrumental in the improvements to Technology, People and Processes; often bridging business and technology together.

I am an excellent communicator with strong communication skills, have vast experience in the engagement and communication within a broad spectrum of people ranging from Technical staff through to CxO level and have presented at board level.

Over and above the successful delivery of the project and programmes detailed in my CV, I have skills in the following:

- ✓ Experience in developing structured plans across a range of complex activities and the delivery of progress towards strategic objectives.
- ✓ Bridging Technology and Business together with proven experience in interpreting business strategy and translating this into IT delivery.
- ✓ Well versed in Prince 2, MSP, ITIL and negotiation techniques.
- ✓ Forged and managed senior stakeholder relationships both within and outside of the organisation and instrumental in the development of business relationships with strategic suppliers and partners and vendor selection.
- ✓ I have mentored peers and project teams in best practise techniques and methodologies.
- ✓ Well versed in the ability to influence policy and experience in the completion of complex vendor contracts.

I have over 18 years of commercial experience within Technology and have managed delivery of Software Development, Systems Integrations, Hosting consolidations Data Centre development, Data Migrations, Networks and Infrastructure Improvements, Office relocations, separations and mergers, service improvements and product launches.

My CV covers the majority of my experiences and skills, however if further information to the specific technology or management methodology used is required, I can gladly provide this level of detail.

CONTRACTING HISTORY



VODAFONE GLOBAL

London, United Kingdom

Launch Programme Manager Unified Communications

Jun 09 – Current

Lead programme manager for the development and launch of the joint Vodafone-Microsoft programme to integrate Microsoft's Hosted BPOS Product into Vodafone's Unified Communication product offering.

Key Achievements: Responsible for the launch of Vodafone's Microsoft on-line BPOS solution, this included MS Office-online, Blackberry services and Voice Integration. Managing and steering teams from both Vodafone and Microsoft as well as teams from Germany, Spain and Italy, I managed the successful launch of this product.

Responsible for the development of the interlock Programme Plans and goals for Vodafone's Voice Integration service into Microsoft's Wave 14 platform and the governance between the Microsoft and Vodafone project teams.

Stakeholder management in Vodafone included Key Product Managers, senior managers in Technology, Marketing, Channel and Operating Companies. Stakeholder Management into Microsoft included key technical managers, Global Alliance Manager, Marketing and support specialist. Overall programme team size was a total of 25 matrix managed staff, stakeholders and partners across 5 countries.



SANOI PASTEUR MSD

Maidenhead, United Kingdom

Programme Consultant

Nov 08 – May 09

The development of a Project Management Office, including delivery of process improvements, definitions of roles and responsibilities and launch of PMO technologies. This included the creation of infrastructure and application portfolios. Consultancy advice for the move of their Data Centre during office refurbishment.

Key Achievements:

- ✓ PMO Development, process and governance structures (based on MSP, PRINCE2 and ITIL).
- ✓ Application and Infrastructure Portfolio establishment.
- ✓ Data Centre move



XCHANGING HOSTING SERVICES

London, United Kingdom

Infrastructure & Hosting Programme Manager

Jan 08 – Oct 08

Responsible for 2 Programmes:

1 – **Technology Improvements Programme:** Delivered the Strategic Proposal for the key Infrastructure improvements initiatives (Data Centre, Server platforms, Networks, DR, Backups and Storage) in support of their Insurance customers (Lloyds of London, Aon and others). This included the analysis into impacts to legal and commercial software, hosting and support arrangements and the development of mitigation strategies and the development of complex chargeback financial models.

2 – **Service Improvements Programme:** Strategy paper, related chargeback models and delivery of improvements to service provided to their outsourced client, The London Metal Exchange. Delivery focused on improvements in Customer Satisfaction, Contractual Arrangements, Infrastructure (Front End, Back Office and Settlements), Staffing, training and Operating Process including strategic changes to the operation of this client account. Customer focused position, working on site.

I regularly communicated into the Programme Strategy briefings sessions within Xchanging involving the CEO and CFO and the Head of Technology at The London Metal Exchange.

Key Achievements, overall budget responsibilities of £850K

- ✓ Blueprint and Roadmaps for the improvement to Technology, Hosting and Service offerings.
- ✓ Management of Technology and Service improvement workstreams and delivery teams

- ✓ Development of Data Centre Hosting Investment Business Cases and Financial Models.
- ✓ Presentation for Authority to Invest with Steering Committee, up to CEO level.
- ✓ Strategic improvements in Operational Excellence (managing ITIL and Six Sigma resources)



BG GROUP
Reading, United Kingdom

**Global Network & Hosting
Programme Manager**

May 06 – Dec 07

Development of various Infrastructure Improvement Blueprints and Roadmaps to deliver improvements and changes to BG-Group's global underlining Hosting, Network, Infrastructure and Storage environments; and accountability of the successful delivery of this Programme.

Development of the RFQ/RFP for a new European Data Centre and responsible for the selection of Data Centre vendor and the regulatory software licensing requirements as a result of systems consolidation.

I was instrumental in securing 35% savings in network management and a reduction of 40% of the global storage costs. I managed high calibre suppliers (Accenture, Orange, HP, Cisco, Schumberger) and was responsible for the delivery of Infrastructure and Network improvements into 15 different Global Assets.

Key Achievements, overall budget responsibilities of £14Mil

- ✓ Global WAN and LAN standardisation within 20 of BG Group's Global Assets
- ✓ Implementation of Layer3 network solution at BG Head Office Campus in Reading, UK.
- ✓ Global Storage Design and Implementation across the 20 Assets
- ✓ Deployment of Infrastructure BG Group's Head Office Campus, including Trading Platforms.
- ✓ HQ Office Relocation; including Networks, Infrastructure, Telephony and Desktop for 800 seats
- ✓ Implementation of campus-wide VoIP services and Print Strategy.
- ✓ Office moves for BG Group's Reading, Canada, Nigeria and India Assets.
- ✓ RFQ, RFP and regulatory requirements for a new Dual Operating Data Centre in the UK.
- ✓ Matrix Management of a global team across all BG Assets and outsourced partners
- ✓ International Stakeholder management up to Regional Managers and Global CIO



TRAVELPORT & GALILEO
Langley, United Kingdom

**Infrastructure & Network
Programme Manager**

Feb 05 – Mar 06

Responsible for the technology integration of ebookers.com operation into the Galileo business, the deployment of its new Head Office and the migration of Data Centres. The deployment of the Galileo Travel Booking Engine in the UK. Management of 5 technology and operational worksteams, consisting of teams from London and Denver US.

The consolidation from 4 to 2 Mission Critical Data Centres including (1) sourcing of new data centre, RFQ/RFP and vendor selection, (2) design and construction of the new Data Centre (infrastructure, networks, operational process) and (3) alignment of all software contracts and regulatory requirement.

Key Achievements, overall budget responsibilities of \$7.2Mil

- ✓ Supplier RFQ/RFP and negotiation of a new data centre for ebookers.com
- ✓ Design and deployment of a High Density Data Centre for ebookers.com.
- ✓ Successful Data Centre migration whilst maintaining Business Continuity
- ✓ Decommissioning of the old IT Infrastructure.
- ✓ Wintel and Linux server consolidation and implementation of new Web, App and Storage platforms.
- ✓ Data Centre Consolidation from 4 Centres into 2 Dual Operated Data Centres
- ✓ HQ Office Relocation; including VoIP, Networks, Infrastructure, Telephony and Desktop for 1000 seats.
- ✓ The development of operational process aligned to the above changes (using Six Sigma and ITIL)
- ✓ Successful deployment of Galileo Booking Engine into the UK
- ✓ High calibre Stakeholder Management



Responsible for the implementation of KPMG's Hosting and Infrastructure improvements strategy, including Data Centre construction, consolidation and Infrastructure vitalisation. This included costs savings realisation in IT processing, storage, software, networks and hosting.







Designed and deployed their UK and Global Practice Greenfield Data Centre, was instrumental in the negotiations of a second Disaster Recovery Data Centre and managed the successful kit-out of this site. I was responsible for the consolidation and virtualisation of KPMG's Infrastructure and Storage estates and managed the migration of UK and European Data Centres (locations in Holland, UK and USA), reporting into director/Partner and Snr Management.

I provided a strategic review of their Programme and Project Management process and supported the delivery of a new methodology within their ICT function and as such was requested to mentor and support their UK Project Managers in adherence to the new methodology.

Key Achievements, overall budget responsibilities of £7Mil

- ✓ Responsible for the design and deployment of KPMG's Greenfield Global Data Centre in the UK. This included Data Centre Migration, Facilities design, Core Network and Infrastructure Design, Data Storage Migration, and the implementation of Backend Infrastructure. Budget £1,2Mil.
- ✓ Responsible for the RFQ/RFP and vendor selection for KPMG's Disaster Recovery and Dual Data Centre. Responsible for the strategy and scope for merging Data Centres, including the coordination of all Facility, network and infrastructure and replication solution. £850K Budget.
- ✓ The relocation of KPMG's Data Centre and decommissioning of the old Data Centre whilst maintaining 100% operational continuity. Budget £890K.
- ✓ The consolidation and virtualisation of KPMG estate using VMWare ESX and the migration of KPMG's back-end Data to Network Appliance Data Filers across 33 UK locations. Budget £4.0Mil.

Previous Assignments (details supplied upon request)

	IBM UK, Basingstoke, UK	Service Delivery Project Manager	May 01 – Nov 01
	Migration of Financial system data from SAP to Oracle Financials including OFA. Development of Active Directory infrastructure and migration of user accounts.		
	NTL, Hook, UK	Infrastructure Project Manager	Jun 00 – Apr 01
	Deployment of Citrix to call centres, the development of Windows 2000 Client, development of PMO and deployment of national Documentation Management System.		
	CABLE & WILELESS, Bracknell, UK	Business Change Project Manager	Feb 00 – Jun 00
	Development of CWC product portal Business Case for consumer products and the management of IBM delivery teams to build the portal		
	KPMG, London, UK	Systems Project Manager	May 99 – Dec 99
	Development of procurement portal, Service improvements for ICT Support functions		
	PwC, Cape Town, South Africa	Information Systems Risk Manager	Mar 98 – Apr 99
	Y2K project manager working on Y2K compliance for the South African Transport Services. Internet consultant working for an online travel agency		
	SHELL OIL, Cape Town, South Africa	Retail Automation Project Manager	Jan 94 – Feb 98
	Responsible for the deployment of technology to 250 Select Stores in Southern Africa.		