

IT Service Management Consultant / Business Analyst

Jean-François BLANC



ITIL v 2 Service Manager Certificate



ITIL v 3 Expert Certificate

FUNCTIONAL SKILLS

IT Service Management	Process maturity audit, gap with best practices/standards analysis; Planning and implementation of Service Support and Service Delivery processes based on ITIL Best Practices.
Project Management	Program/Project management; team management; tools/existing process analysis; functional and technical specifications; documentation; training; test and acceptance; early-life support.
Quality and Standards	ISO 9001; ITIL V2 & V3; ISO 20000; quality insurance plans.
Pre-sales	Feasibility study; Pricing; Business and technical proposal writing; customer presentation; negotiating contracts and annexes (SLAs, Service Catalogue...)

INFORMATION TECHNOLOGY SKILLS

OS'es	Windows, Linux, Solaris, VMWare
DBMS	Oracle 10, SQL Server 2000
Web Servers	Apache, IIS
Office automation	Microsoft Office, Open Office, MS Project
IT Service Management Tools	Service Manager, Asset Manager, Connect-It de HP Software ARS et Remedy ITSM de BMC Qualiparc & Qualiparc Discovery by PS'Soft Intoan Resource Center by Intoan CIM Intranet Suite by Apsynet

LANGUAGE SKILLS

French	Mother tongue
English, Occitan	Fluent
Spanish, Czech, Catalan	Intermediate

DEVOTEAM**2006-2011**

Function: Program Manager, Team Manager, Service Management Tools Integration Division
Scope: IT Service Management Tools, IT SM Processes, Third Party Application Maintenance
Missions: Program Manager, Project Manager, ITIL Awareness Sessions, Business Analyst...
Work languages: French, English, Slovak, Czech

Key Project 1: Societe Generale Corporate & Investment Bank (6 months)

- Business Analyst acting as Functional Lead in a project of gateway between two service management solutions: gathering requirements (through workshops), writing functional specifications, defining test strategy...

Key Project 2: Total Third Party Application Maintenance provision (4 months)

- Existing process and documentation auditing. Service Provision Quality Plan, Service Catalogue, Service Provision Security Plan. Actively involved in the provision overall management.

Key Project 3: Areva T&D (15 months)

- Member of a Business Support team in charge of interface with Application Support team for Defect and Change Management on a Service Management Solution for the Areva T&D branch.
- Application evolution follow-up – priority setting, business requirements feasibility, functional specifications validation, evolution acceptance coordination from the business point of view

Key Project 4: HP Managed Services (13 months) – over 1M€ turnaround

- Managing an 8 expert team for Asset Management projects for European customers of HP Outsourcing Services, and resource planning
- Setting Up an Asset Management Shared Infrastructure: Defining the Architecture, writing Installation, Set Up, and Operation documentation
- Managing the teams in charge of migration from MRO Maximo Control to AssetCenter 4.4.2 (two separate projects)
- AssetCenter 3.6 to 4.4.2 Migration Project Manager
- AssetCenter 4.4.2/5.01 Implementation Project Manager for 2 new HP MS Customers
- Managing resources for the roll-out of HP Asset 4.7 / 4.8 (inventory tool)
- Successful transition of the programme to another programme manager in October 2007 (the programme ended in September 2008).

Education:

- ITIL V3 Expert Certificate  (2010) & Foundation Certificate  (2007)
- ITIL V2 Service Manager Certificate  (2010)

ECONOCOM MANAGED SERVICES

2001-2006

Function: Pre-sales consultant and technical project manager

Scope: Outsourcing Provisions, Pre-sales, Consultancy

Work languages: French, English

Key Project: Marie Surgelés (9 months)

- Recommendations for organisational change as refining roles and responsibilities of process owners (ITIL alignment). Redaction of a RFP for Qualiparc new version provision and implementation
- Managing PS'Soft contractors during the tool implementation. Writing the installation and operation documentation

Education:

- ITIL V2 Foundation Certificate  (2003)
- BMC Remedy ARS V4 & V6 Administration
- ITIL V2 Practitioner: Service Desk and Incident Management.

INTÉMIS

2000

Function: IT Manager

Scope: Internal IT: Windows Servers, LAN, WAN, Office Support, Asset Management

Work language: French

Key Project: Setting up the internal IT Service

- Deployment of a new enterprise WAN (requirement analysis, RFP, choice of provider, roll-out) with a 60% cut of operational costs. Deployment of a new headquarters server infrastructure: domain controller, file, print, mail, application servers (requirement analysis, choice of technology, roll-out, operation)
- Audit and standardisation of IT support processes. Roll-out of a new asset and incident management tool for internal and external customers support (Peregrine AssetCenter)
- Telephone infrastructure operation

Education:

- Peregrine Asset Center (Using, Administration)

SMX

1991-1999

Functions: Technical Support Engineer, Office Automation Expert, Deployment Project Manager

Scope: Outsourcing, technical expertise.

Work languages: English, French

Key mission: Rhône-Poulenc Rorer (4 years)

- Managing hardware and software releases (testing and validation, master disk images) with a strong focus on Quality management (certification ISO 9001). Security Management.
- Management of multiple projects (Data Archiving, Citrix based application rollout...)

Education:

- Apple networking, SNA architecture, Lotus Notes administration, multiple training on PC's and printers.

DATAID TRADUCTION

1987 –1991

Function : Project Manager
Environment : DOS, OS/2

Translation / localisation Project Manager

- Managing translation projects (for IBM, Unisys, Digital Equipment)
- Reviewing translations
- Main project: OS/2 1.1 - 1.3 localisation to French (a 15 people team, over 5 MF turnaround)

EDUCATION

1983 D.E.A. en Traitement Automatique des Langues (MA degree in Automatic Language Processing), University of Paris

1982 Diplôme d'Université de Tchèque (3 year degree in Czech language), University of Bordeaux

1982 Maîtrise d'Histoire (BA degree in History), University of Bordeaux