

KHITSMC|CV Kris Hayward

ITSM Consultant - Project Manager - Document Writer

Kris Hayward

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Introduction

Kris Hayward has been active in the IT industry since 1998 in various roles and functions. As a freelancer, Kris helps companies and organizations with various IT service management issues, information security and the delivery of IT projects.

The working methods that Kris uses are based on recognized best practice frameworks and standards such as COBIT, ITIL, PRINCE2, USM, ISO/IEC 20000-1 SMS and 27001 ISMS. Using these methods facilitates collaboration with internal and external IT partners and the delivery of IT services and products.

Is hired as ...

Expertise: Project management, IT service management, interim management

Industry: Banks & Insurance, IT service providers, Telecom, Retail, Aviation, Professional services, Startups.

Cases

- **Firm region technical demerger (2022)** Technical demerger of multiple firms from a business region and global network within the critical period, including inventory of the IT business application, services and infrastructure, handover of assets.
- **New business applications (2020)**, From drawing up the business case and cost model to onboarding of EU countries (member firms), meeting the minimum required customers' target.

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Freelance Projects

The projects have been carried out following the client's project management methodology, which is based on the PRINCE2 methodology.

- **Global initiatives (2019-2023)** Feasibility study for multiple global initiatives within the EMA region.
- **Feasibility study for multiple business services (2022-2023)** Determining the business problem, requirements and wishes, and researching and mapping potential new IT solutions (Bespoke, COTS) to produce solutions already in use within the countries and Global organization.
- **Domain migration (2022-2023)** Setting up the necessary infrastructure and migrating countries (Firms) to their own AD domain, including adjustment of the rights structure for global applications. This is a follow-up project to the technical division of the business region.
- **Technical division of business region (2022)** Technical demerger of multiple firms from a business region and of the global network. Inventory the business applications, services and infrastructure
- **SAP projects**
 - **SAP Data Archiving (2020)** Archiving SAP data from multiple countries (Firms) in preparation for a later migration to the Cloud and for performance improvement and cost savings.
 - **SAP Business Code (2019)** Creating various new business codes and research into automating the creation of new business codes.
 - **New SAP customers (2019-2021)** Project team supports with the universal data conversion and migration of new SAP customers (Firms) and the creation of company codes.
- **ESEF solution for EU firms (2021-2022)** Drawing up a business case including cost calculation, making agreements with the supplier about licensing conditions and costs, drawing up and concluding agreements with EU countries (Firms) for use of the application, centrally hosting the application (implementation), onboarding EU countries, and provide training sessions.
- **Global security projects, EMA region (2018-2021)** Research of locally used IT business applications (internal and external) and rollout of security patches within the region.
- **DAC6 EU firms (2018-2019)** Drafting service agreements and contracts, setting up of IT support (solution, infrastructure and IT service), general project support.

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Freelance Assignments

- **IT Process Specialist (2023):** Stater NV - Describing IT Delivery processes (COBIT) and associated controls to meet the information needs of the various auditors
- **Project Manager (2019-2023)** All IT projects have been fulfilled on behalf of KPMG EMA RDC PMO department. The project work included development of project plans, resource allocation, statement of works (IT projects, IT services), cost models for new solutions, service agreements and performance and progress reporting.
 - *Technical demerger, Domain transfer*
 - *Application upgrade and cloud migration, new business solutions,*
 - *SAP business code, business code automation, data archiving*
 - *Feasibility for new global initiatives feasibility study for multiple business services*
- **IT Consultant (2021-2023):** KPMG EMA RDC – Supporting the Information Security department and EMA companies with various security issues and preparing audits (internal and external); Describing service documentation.
- **IT Process Analyst (2019-2020):** KPMG EMA RDC - Supporting the Information Security and IT Operations departments; Conducting a feasibility study for Cloud Landing Zones.
- **Technical Writer (2019-2020):** KPMG International – Describing various IT Operations documents (including services, roles and organization), IT processes (ITIL) and procedures for the new Cloud Computing IT Operations organization.
- **IT Process Analyst (2018):** Air France-KLM - Improving the configuration management process (ITIL), configuration data and information, and reporting.
- **IT Process Analyst (2018):** KPMG EMA RDC – Carrying out an EMA region IT sustainability assessment (COBIT, IT-Finance, ISO/IEC 27001 Information Security); Supporting the Information Security department and EMA companies with various security issues and preparing audits (internal and external).
- **Information Security Manager (AI) (2017):** KPMG EMA RDC, Resolving ISO 27001 audit findings (non-conformities), security incidents, and implementing improvements.
- **IT Process Analyst (2016-2017):** KPMG EMA RDC and KPMG International - Describing order-to-invoicing process for Cloud services; Improving various service flows; Developing a self-assessment model for all EMA companies (COBIT, IT-Finance, ISO/IEC 27001 security controls), and guiding the process and supporting the companies, analyzing the results, and preparing the final report (EMA region and company level).

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Achievements

IT-processes: Change & request management, IT-asset & configuration management, event & incident management, risk & security management, IT-continuity management.

IT-projects: Feasibility study for new business solutions (2022-2023), Firm region IT demerger (2022), AD migration for multiple firms (2022), application version upgrade and migration (2021), Introhive (2022,2020), implementation new business solutions (2019, 2020), SAP data archiving (2020), SAP company code (2019), SAP company code automation (2019); IT sustainability assessment (2016-2018).

Functions fulfilled

KHITSMC: Project Manager (2019-2023), IT Consultant (2021-2023), IT-Process Analyst (2018-2020), Technical Writer (2019-2020), Security Manager (2017), IT-process Analyst (2016-2017)

Hello: Customer Representative (2016).

Manpower: Process Manager (2012-2013) - Administrator & Database Tester (1999).

EDS/HP: Project Manager (2009-2011), Process Manager (2007-2011), Quality assurance analyst (2003-2007), Change & Incident coordinator (2002-2003).

ABN Amro: Change & Incident Coordinator Dealing Room (2002-2003) - Change Manager & Move Coordinator (2000-2002) - Process Coordinator (1999-2001).

Education & Training

Professional training: 2019 ISO IEC 27001 Foundation, 2013 Lean Six Sigma White Belt, 2013 ITILV3 Service Transition, ITILV3 Release, Control & Validation, 2012 ITILV3 Foundation, 2004 PRINCE2 Foundation, 2001 Communication techniques & skills, 2000 Communication skills.

Education: 1999 MBO PDI 1, 1996-97 MBO MBI, 1995 MBO Basic knowledge automation, 1994-95 MBO Screen printer, 1990-94 MAVO.

E-learning: 2020 Azure Fundamentals, Cybersecurity awareness, 2019 GDPR and Data Privacy Expert, Become a Project Manager, Operations Management, Document Retention and Data Management, Stay Lean with Kanban, Six Sigma Foundation, DevOps Foundation: ISO 20000, IT Security: Policies and Resources, Symmetric Cryptography Essential, Security Frameworks, Cybersecurity Foundation, IT Security: Core Concepts, AI Foundations: Neural Networks, AI Thinking Machines.