

# Resume Kris Hayward

Company: KHITSMC

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## Introduction



Hello, my name is Kris Hayward, owner of KHITSMC. As a freelancer I assist companies with all kinds of topics in the field of IT service management where I fulfill different roles such as Project Manager, IT Consultant or Process Analyst.

In my approach I am continuously looking for the best solution to manage IT services, to meet the customers requirements and changing circumstances. Collaboration between functions is an elementary part of this, as is a standardized working method.

To achieve this, I use my experience and knowledge with frameworks and standards such as; ITIL, COBIT, USM, ISO 9001, 20000, 27001 and 31000. These are internationally recognized, and as companies often collaborate with external partners, they are also the best solution for aligning services.

## Profile

- **Functions:** IT consultant, project manager, process analyst
- **Skills:** IT Service Management, Project management, Problem solver, Creative, Service-focused, Helicopter view
- **Process:** describe and implement IT processes (USM, ITIL); design workflows (BPMN); creating (self-) assessment models; conducting IT sustainability assessments (COBIT, IT finance, ISO 27001).
- **IT Service:** business & IT catalogues, requests for proposal, SLA's, SoWs, business proposals
- **Documentation:** creating IT operating, organization models and service strategy models; describing processes and procedures, skills matrix, service and tool instructions
- **Standards:** ITIL; USM, COBIT, PRINCE2, ISO 9001 Quality Management System, ISO 20000 Service Management System, ISO 27001 Information Security Management System, and ISO 31000 Risk Management
- **Other:** business-IT profiles, sales-pipeline, surveys
- **Tooling:** Support Magic, Remedy, Digital Workflow, CA Service Desk, HP OpenView, SNOW, MS Vision, ARIS, iServer, Power BI, SPO/SharePoint, MS Teams, MS Office, PowerPoint, Teams, SharePoint

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## Work highlights

### **KHITSMC, KPMG 2018-Today**

- **2021-2022 Project Manager:** SAP data archiving, SAP company code creator, Large File Transfer, ESEF XBRL/XHTML
- **2021-2022 IT Consultant:** Preparing internal and external Information Security audits, Operating Excellence model, IT Strategy model, Creating new business proposals, Creating Power BI dashboards, creating introduction decks
- **2018-2020** creating SLOs, SoW, Service management documents, function profiles, alignment between support teams, creating a sales pipeline, management dashboards; investigate reporting tool options, creating instructions for the technical advisory board (TAB); describing IT processes: major incident and event management; work flows (BPMN), creating assessment models (COBIT), conducting IT sustainability assessments (maturity, finance, security), creating sales pipeline, creating workshop and presentation material
- **2020 Technical writer** creating platform support model, organizational models, skills matrix, job descriptions, work flows (BPMN), service offerings, training plan

### **KHITSMC, Air France KLM 2018**

- **Process controller:** creating procedures and instruction to maintain the information about the IT asset and configuration items; creating configuration reports

### **KHITSMC, KPMG 2016-2017**

- **Process analyst:** Implementing cloud computing order-2-billing process, improving cloud administration, creating service flows (BPMN), creating assessment models (COBIT), conducting IT sustainability assessments (maturity, finance, security)
- **Information Security Manager a.i.** Resolving audit and pen-test findings; developing a business control framework; managing security incidents

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## Achievements

- **Project:** 2021 ESEF XBRL/XHTML, 2021 SAP Archiving, 2020 Application support, 2020 Landing zone (*feasibility study*), 2020 One Platform (Azure, IT Ops), 2018 Business-IT profiles, 2011 IT Finance process and reports, 2011 Measure allocated storage, 2010-11 CMS, CMDB & Interfaces, 2009 Request fulfilment process & tooling, 2003 SAS v9
- **Process:** 2020 Event management, 2016 Order-2-Billing (cloud computing), 2008-2010, 2012-13, 2018 Configuration management, 2005, 2008-2010 IT asset management, 2007-11 SME IT asset management, 2021 Internal audit – security & privacy, 2021 ISO/IEC 27001 Audit, 2016-18 IT sustainability assessments, 2007 ISO 9001/20000 audit
- **Other:** 2022 IT Strategy Model, 2021 Operational Excellence program, 2020 Power BI dashboards, 2019 Business/IT profiles, 2018 SAP workshop material, 2016-18 Sales-Pipeline, 2006-08 Setting up SharePoint sites, 2005 WPS service catalogue

## Functions fulfilled

- **KHITSMC:** KPMG 2021 Project manager, 2021-2022 IT Consultant, 2020 Technical writer; 2018-2020 IT process analyst; KLM 2018| process controller
- **ITNL Solutions:** KPMG 2017 Security manager a.i., 2016-2017 IT process analyst
- **Hello:** 2016 Customer representative
- **Manpower:** Kadaster 2012-2013 Configuration Manager, 1999 Administrator, 1999 Database tester
- **EDS/HP:** Ahold 2010-2011 Project manager, 2007-2011 Process manager; ABN Amro 2003-2007 Quality assurance analyst, 2002-2003 Change and Incident coordinator
- **ABN Amro:** 2002-2003 Change & Incident coordinator, dealing room, 2001-2002 Change manager, 2000-2002 Move coordinator , 1999-2001 Process coordinator

## Education & Training

- **Professional training:** 2019 ISO IEC 27001 Foundation, 2013 Lean Six Sigma White Belt, 2013 ITILV3 Service Transition, 2013 ITILV3 Release, Control & Validation, 2012 ITILV3 Foundation, 2004 PRINCE2 Foundation, 2002 ITILV2 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 Zeefdrukker, 1990-94 MAVO
- **E-learning:** 2020 Azure Fundamentals, 2020 Cybersecurity awareness, 2020 Making Quick Decisions, 2019 GDPR and Data Privacy Expert, 2019 Become a Project Manager, 2019 Become a Project Scheduler, 2019 Operations Management, 2019 Document Retention and Data Management, 2019 Stay Lean with Kanban, 2019 Six Sigma Foundation, 2019 DevOps for ITIL® Practitioners, 2019 DevOps Foundation: ISO20000, 2019 IT Security: Policies and Resources, 2019 Symmetric Cryptography Essential, 2019 Security Frameworks, 2019 Cybersecurity Foundation, 2019 IT Security: Core Concepts, 2019 AI Foundations: Neural Networks, 2019 AI Thinking Machines