

Curriculum Vitae for Stefan Masters

Summary

Stefan is an independent management consultant. His focus is on the delivery and management of ICT services, particularly infrastructure services. This encompasses strategy creation, business case development, requirements analysis, implementation management and operational reviews.

Stefan works mostly with central government, in particular with the intelligence and security sector. He has extensive experience of the working practices of these organisations, in areas such as programme/project management, procurement and security. Stefan is currently working with the infrastructure group of a government agency.

Stefan's skills and experience lie in the following areas:

- ▶ **IT business management.** Applying business knowledge to ICT-related questions, such as justifying new investment, analysing business needs and selecting the best commercial approach.
- ▶ **Service management.** Improving the way in which ICT services are managed and reducing the cost of services, applying the ITIL framework as the basis for improvements.
- ▶ **Infrastructure delivery.** Managing the delivery of new infrastructure-related services and the enhancement of existing services.

Stefan's approach works well with senior stakeholders. He brings a consultative style, an analytical method to problem solving and an attention to detail.

Stefan's began his career with IBM where he built his foundation of technical and business knowledge. He moved to PricewaterhouseCoopers as a management consultant to develop further his commercial awareness. He then joined Charteris, seeking the breadth of assignments afforded by a smaller consultancy. Stefan recently formed Lyncombe Consulting.

Education and other qualifications

Education: BSc Honours in Physics (first class), Bristol University

Other: DV security clearance
PRINCE2 Accredited Practitioner
ITIL V3 Foundation

Positions held

- 2011 – Present** Management Consultant, Lyncombe Consulting Ltd.
Provided independent business consulting services, largely to the public sector.
- 2001 – 2011** Principal, Charteris plc.
Developed strategies, led service improvement projects and undertook management assignments for Charteris' clients.
- 1995 – 2001** Principal Consultant, PricewaterhouseCoopers LLP.
Delivered consultancy services to a range of clients, as a member of PwC's technology solutions group.
- 1983 – 1995** Senior Systems Engineer, IBM (United Kingdom) Ltd.
Responsible for IBM's technical activities in some of IBM's large public sector customers.

Recent assignments

Government Agency A Stefan developed the business case, business requirements and service definition for the provision of application hosting services to this organisation. He participated in the procurement activities, leading to the award of contract to a commercial provider.

Cabinet Office Stefan was the service management specialist for the Public Services Network (PSN) programme. His role was to define

LYNCOMBE consulting

the service management standards and policies that will apply to PSN services, in conjunction with the public sector organisations that will use PSN services and the service providers who will supply them. Stefan also developed the business case for the governance authority for PSN.

Government Agency A

Stefan led the assignment to develop LAN/WAN and telephony strategies for this organisation. The task involved working with client and industry staff to analyse the current state and develop the 5-year vision. Most importantly, he devised a roadmap for realising the vision, taking account of the practical constraints that the organisation faced.

Government Agency B

Stefan developed the business case for a business change programme in the IT services organisation. Its aim was to improve the delivery of services by adopting ITIL v3 practices. He led the work package to implement a new asset management tool as part of this programme.

Government Agency B

Stefan's role was, alongside one of the client's staff, to develop a proposition for the IT services organisation's use of external industry suppliers. He developed recommendations to the Board that spelt out how they could derive benefit from increasing the proportion of IT services delivered by industry. Once agreed, Stefan developed a commercial strategy that gave a three-year route map for their main contracts.

Cabinet Office

Stefan worked in the service operations stream of a major business change programme. His initial role was to define the service management strategy. He worked with a team that set up a new ITIL-compliant organisation to manage the system and with existing Government organisations to adapt their ways of working.

International Music Rights Organisation

Stefan played a key role in the specification of the systems for a shared service centre, on behalf of three established music rights organisations. He contributed to the business process model for the shared service centre, developed the technology architecture and identified the business requirements of the publishing companies. He managed a development team of three analysts.

Clothing Company

Stefan played a leading role in the design and implementation of a multi-site, Europe-wide IT infrastructure. The client, the European division of a global jeans manufacturer, chose to migrate to new supply chain applications. He then worked in Amsterdam, to ensure the successful migration to the new system at the client's first site to go into production.