

Curriculum Vitae: Simon Wallace

Qualifications and Affiliations:

- ◆ Bachelor of Laws (LL.B)
- ◆ Member of the British Computer Society (MBCS)
- ◆ Chartered IT Professional (CITP)
- ◆ Fellow of the Institute of Management Consultants (FIMC)
- ◆ Certified Management Consultant (CMC)
- ◆ Member of the Institute of Directors (MIoD)
- ◆ Member of the Project Management Institute (PMI)
- ◆ Former Council Member and Director of the Management Consultancies Association (MCA)

Summary

Simon Wallace has 28 years experience in programme and project management, including 20 years as a consultant. He has managed or advised in the management of around 50 business solution and IT projects, many of which were full life-cycle. Since June 2004 he has been on a full-time assignment as a Programme Manager.

Simon's experience has been with a wide range of business initiatives in a wide range of industries covering all market sectors.

Simon was a board director and Head of Management Consultancy for Turner & Townsend Management Solutions Ltd. He led the development of the management consultancy business as an adjunct to Turner & Townsend's core business in construction consultancy, seeing over 50% growth in the first year.

Simon is an expert in best practices and methodologies. He is the author of the ePMbook - a free web-based book concerning project and programme management. It is available at www.epmbook.com.

Client List

Financial Sector

- Barclays Life
- Barclays Unicorn Group
- Barclays Financial Services
- Nat West
- Nat West Life
- Credit Communal de Belgique
- Hill Samuel Investment Services
- United Bank for Africa, Lagos
- Hambros
- TSB Trustcard
- Post Office (Retail Banking)

Public Sector

National

- Home Office
- Department of Health
- Post Office Network
- HM Customs and Excise
- Department of the Environment
- British Nuclear Fuels Ltd

Local

- Manchester City Council
- Kent County Council
- London Underground
- Speke Garston Development Corporation

International

- Commission of the European Communities
- European Parliament
- Eurocontrol
- Etat de Vaud

MoD

- Royal Aircraft Establishment
- Military Vehicles Engineering Estab
- RAF Strike Command
- GCHQ
- Ordnance Survey
- The Radiochemical Centre

Health

- South West Regional Health Authority
- Torbay Health Authority
- Bristol and Weston Health Authority
- Riverside Health Authority
- Ealing Health Authority
- Hounslow and Spelthorne HA
- North Devon Health Authority
- Somerset Health Authority
- Cheltenham and District Health Authority

Services, Media, Telco & Transport

- KPMG
- TEVB
- Reuters
- Trinity Mirror
- News International
- KPNQwest
- Aer Lingus
- Eurocontrol
- London Underground

Manufacturing, Retail & Distribution

- Geest
- Ratners / H Samuel
- Golden Wonder

World Class Programme Management Ltd

Consultant 2003 – 2006

Simon is currently a Director of World Class Programme Management Ltd, specialising in Business Change Programme Management.

- ◆ Programme Management consultant for the Department of Health, working with the Policy and Strategy Directorate. His team co-ordinates the Health Reform Programme - the set of change initiatives collectively improving overall healthcare services in England. The work involves the overarching vision, programme definition, planning, launching specific initiatives, running a Programme Management Office, identifying programme-level dependencies, managing risks, tracking progress, and reporting to senior stakeholders. Specific aspects include major policy initiatives such as Patient Choice, Payment by Results, Practice-Based Commissioning, Foundation Trusts, a new contracting settlement system, and new contracts for GPs. This work forms a high-profile, ten-year change programme that is a high priority to the Prime Minister and health ministers, as well as the NHS, broader health and social care bodies, professional bodies, local government, many special interest groups and the public.

Turner & Townsend Management Solutions Ltd

Head of Management Consultancy 2002 – 2003

Simon was a board director and Head of Management Consultancy for TTMS, a subsidiary of the Turner and Townsend Group. He led the development of the management consultancy business as an adjunct to the Group's major business in construction consultancy, seeing over 50% growth in the first year.

- ◆ Council Member and Director of the Management Consultancies Association (MCA), which represents the leading management consulting firms in the United Kingdom.
- ◆ Led a high-profile study for London Underground to examine the "lessons learnt" in returning the Central Line to service following the Chancery Lane incident. Interviewees ranged from the Managing Director to the individuals involved. Recommendations were presented to and accepted by the Directors.
- ◆ Responsible for Turner and Townsend's risk management work supporting the design, build, and usage of the Home Office's new headquarters at 2 Marsham Street in Westminster.
- ◆ Review of Social Services Department's estate management function for Manchester City Council. The study examined the processes and organisation structure to support the department's strategic management of its property portfolio and its day-to-day management of projects and maintenance.
- ◆ Commission manager and advisor for project management of the planned wind up of Speke Garston Development Company, in line with its original charter.
- ◆ Specialist advisor for workforce change issues within the Project Controls function as part of the transition of BNFL Environmental Services to a contracting service supplier.



World Class Programme Management

Consultant 2001 – 2002

Simon worked with a network of 120 independent consultants mostly comprising specialists formerly with KPMG Consulting. Together they have been developing consulting services which have been marketed and sold under several different brands.

- ◆ Programme design for the introduction of new ERP systems across the operating companies of a multi-national group.
- ◆ During this period Simon wrote and published a web-based book on Project and Programme Management which was launched in August 2002 at <http://www.epmbook.com>.

The French Thornton Partnership Ltd

Programme Manager, Post Office 2000 – 2001

Programme Manager for the integration of six major change programmes for the Post Office. The programmes dealt with initiatives such as retail banking services, universal banking, network reinvention, advisory information services (“Your Guide”), Internet Learning, automation and people at a combined cost of around £500 Million. Of these, the most significant aspect was the setting up of retail banking facilities to operate through Post Office outlets on behalf of 11 retail banking partners along with the creation of a new “universal” banking operation to serve those unlikely to become customers of a high street bank. Collectively these programmes were fundamental to the continuing commercial viability of the Post Office. The combined business case was constructed and agreed with Government. Scope, interdependencies, overlaps, gaps and constraints were identified leading to the re-planning of the entire programme based on priorities and capacity for change. The majority of the development work was outsourced to a number of major sub-contractors such as PWC, CGEY, IBM and ICL.

KPMG 1986 - 2000 comprising:

KPMG Consulting UK 1999 – 2000

Led two major bids for transformational change programmes – both wins, together worth £3.25 Million in their definition stages alone. One of these, a global finance transformation programme impacting 200 countries, subsequently contributed £23 Million revenue - KPMG’s largest ever global engagement. The other, a merger of two newspaper groups resulted in £3.5 Million in consulting fees.

- ◆ Supported sales bids for large-scale, multi-layered business solutions through the use of KPMG’s new global methodology and toolset.
- ◆ Provided project management advice to European telecomms organisation.

KPMG Global Consulting Solutions Center (GCSC), Washington DC

Director 1998 – 1999

Director of Package Solutions, and Director of e-Integration leading teams of “subject matter experts”.

- ◆ Addressed the needs of the e-Integration and package solutions practices within GCSC and promoted GCSC and its products in those practices.
- ◆ Created integrated best practices, approaches, methodology and toolset for all global solutions areas.



- ◆ Created global solutions knowledge management repository and infrastructure.
- ◆ Deployed global Practice Assistance through Call Center and GAN Intranet solutions.

KPMG International HQ

Director of Global Integrated Vendor Solutions 1995 – 1998

Programme Director and budget controller for the Global Integrated Vendor Solutions (IVS) core service.

- ◆ Defined and delivered Global IVS strategy, multi-national collaboration, product development, new market offerings, global analyst relationships, global marketing, communications etc.
- ◆ Led the further development and deployment of package solutions methodology, knowledge management and toolsets to support specific packages.
- ◆ Member of the “Business Performance Improvement” Steering Committee, which was responsible for the globalisation of KPMG’s services in BPR and Change Leadership.
- ◆ Member of Global Enabling Technologies Core Service Team, which governed KPMG’s global IT practices.
- ◆ Led the project to define KPMG’s need for convergence and globalisation of all solution areas, approaches and methodologies.

KPMG Consulting UK

Principal Consultant, Package Solutions Methodology 1992 – 1995

Simon was responsible for the development and exploitation of best-practice services and approaches for the selection and implementation of package-driven business solutions.

- ◆ Led the development of SAP-specific methodology and tools as Programme Manager.
- ◆ Led the re-engineering and deployment of KPMG’s package solutions methodology and toolset as Programme Manager, editor and lead author.
- ◆ Originated concepts such as “Channelled BPR” and “Package Driven Re-engineering”.
- ◆ Led the development and delivery of global training for package solutions consultants as Programme Manager, designer, lead author and lead lecturer.

KPMG Consulting UK

Principal Consultant 1991 – 1992

Programme manager and specialist in package-driven business solutions.

- ◆ Led a major programme with full budgetary control for a European Airline. The transformation programme went from vision to implementation. It involved Vision, Balanced Scorecard, Performance Measurement, Profitability Analysis, Activity Based Management (ABC/ABB), Executive Information Systems, and integrated financial and logistic applications. The programme involved 120 participants in 6 project teams. It was delivered on time and on budget.
- ◆ Staff Group Manager involved in resource management, sales and practice management within the UK.



KPMG Consulting UK

Executive Consultant 1986 – 1991

Specialised in the selection and implementation of package-focused business solutions - around 40 client projects in total covering most industry segments.

- ◆ Led many client projects and programmes.
- ◆ Advised a European savings and loans organisation on the strategy, selection and design of new financial systems.
- ◆ Led the efforts to rescue the failed implementation of a retail and wholesale banking system for a European subsidiary of a major UK bank. The programme had two main elements: to remedy the faults in the software and to rescue the bank's market position, particularly with respect to its customer accounts.
- ◆ Managed the selection and implementation of new accounting systems for Geest, a multidivisional food importer, processor and wholesaler.
- ◆ Designed and implemented six public sector budgetary control systems including European Commission and European Parliament.
- ◆ Provided project management and specialist advice to nine health authorities to assist in the design and implementation of new accounting and budgetary control processes and systems.
- ◆ Specialist assistance with the implementation of a new Departmental Accounting System for Customs and Excise.
- ◆ Managed the work to implement new financial software for a UK financial services group during three separate projects covering general ledger, accounts payable and fixed assets.
- ◆ Trained and coached staff using new accounting software for an African bank.
- ◆ Trained staff of a UK Investment bank in the approach to selecting and implementing packaged software.
- ◆ Managed the introduction of new accounting systems for a credit card company.
- ◆ Test programme manager for Kent County Council's new accounting and purchasing systems.
- ◆ Managed a study for the Department of the Environment of the systems implications to support share issuing for the privatisation of the water industry.
- ◆ Conducted a study to identify causes and cures for a failing systems implementation project at an Air Traffic Control body. Problems related to the contractual and working relationships between the organisation's management, their prime contractor and the major sub-contractor.
- ◆ Participated in wide range of other client engagements, eg strategy exercises, "Runaway Systems Management", pre-merger valuation, 1992 issues, expert witness.

Barclays Unicorn Group (Financial Services)

Project Manager 1981 – 1986

Systems Analyst and Project Manager in the IT department of Barclays financial services arm, dealing in Life Assurance, Pensions, Unit Trusts and insurance.

- ◆ Managed a mixed team of accountants and IT staff in the selection and implementation of group-wide accounting systems.



- ◆ Managed the project to introduce mobile computing for the life assurance salesforce.
- ◆ Managed specialised IT initiatives eg Disaster Recovery, configuration management.
- ◆ Managed the design and implementation of upgrades and real-time facilities for the life assurance systems, eg online customer relationship enquiry facility.
- ◆ Conducted a major test programme for new life assurance systems.
- ◆ Created the long-term plan for the IT function.

ICL

Pre & Post Sales Support Executive 1978 – 1981

Pre and post sales support for hardware and software products and services.

- ◆ Graduate recruit - six month training programme.
- ◆ Provided pre-sales and post-sales support to customers in research and defence market.
- ◆ Held prime responsibility for several well-known MoD establishments.
- ◆ Specialised in specific ICL hardware and software products.

Education

- ◆ **Queen Mary College, London** (1975 - 1978) Bachelor of Laws (LL.B)
- ◆ **Hertford College, Oxford** (1974 - 1975) Mathematics course
- ◆ **SEEVIC** (1972 - 1974) A Levels: Maths (A), Further Maths (B) and Physics (A)
- ◆ **King John School, Benfleet** (1967 - 1972) 10 "O" levels, 5 Grade 1, 3 Grade 2 and 2 at Grade 3

Contact

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World
Class
Programme
Management

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