

DAVID CHARLES GREWCOCK

MASONS COTTAGE, CAD ROAD, ILTON, ILMINSTER, SOMERSET, TA19 9HF
HOME 01460 929 277 • MOBILE 07588 598772 • E-MAIL DAVID@MAGPIESCHEST.CO.UK
WEBSITE : WWW.MAGPIESCHEST.CO.UK/DAVIDGREWCOCK.HTML

Profile

- A successful Business and Systems Analyst, able to deliver cost-effective solutions
- I have experience in delivering solutions that have quantifiable improvements in performance and efficiency
- Through my career I have practical experience of end to end project lifecycle management
- Experience in business analysis and project management from small scale projects through to large projects (£1/2 million) – including assisting in the implementation of SAP and Business Continuity programmes,
- Good knowledge in Business Analysis techniques such as flowcharts, UML and using applications such as VISIO and CaseWise
- Experience in developing Performance Management and Key Performance Indicators through process mapping to prove successful service delivery and target achievements.
- Daily exposure to business requirement capture through interview, workshops and observation
- Wide experience of delivering technical and functional specification documents
- Working experience of presenting solutions, flowcharts and business opportunities to both technical, non-technical and management audiences
- I am a Qualified PRINCE2 Project Manager
- Good knowledge in Project Management techniques PM tools such as MS Project, Work.Together
- Good facilitator; able to identify customer requirements and needs in order to deliver practical, robust solutions.
- Confident presenter; able to present clear documents and process descriptions in a variety of media and software formats to a wide audience, promoting solutions and products that meet the customers' requirements.
- Computer Professional with extensive years of experience gained from working with a number of different business environments. Reliable, self-motivated achiever with good communication and sound analytical skills, who adapts to the business need and overall business strategy and is committed to providing recognisable results.
- A good team player who is patient, adaptable, eager to take on opportunities and keen to experience new and challenging situations.

Work Experience and Key Achievements

December 2011 – present Flybe (through Concept Solutions Agency)

Business Analyst

- Provision of analysis services to report on performance and efficiencies within the Maintenance and Repairs Hangers of Flybe
- Identified processes and data structures to enable smooth handover to permanent post holder

January 2011 – December 2011

- Relocated to Somerset from Croxley (Hertfordshire)
- Studied for a Diploma in basic Psychology with ICS
- I Provided BA support to design a website for local Scout Group. Also provided active website management and content provision for several websites and blogs (voluntary basis).

November 2010 – January 2011 Capita ITS Desktop Services

Business Analyst

- Worked with the Capita Transition Team and the Harrow Council Client team to analyse the new working arrangements to identify areas of responsibility and handover; created the associated documents to map these process flowcharts and arranged for sign-off into BAU.
- Identified amendments to existing support arrangements and mapped transition processes to assist customers in understanding the changes to procedures.
- Assisted in the smooth transition of Desktop Services to Capita ITS, working with business managers to communicate the changes in process and procedure.
- Met with customers to detail support requests and agree Service Level Agreements. Documented the meetings and created the associated support documents and flowcharts for User Acceptance.
- Compiled and provided SLA and KPI reports to reflect delivery of service.
- Ensured continuing compliance with Service Level and Support agreements.
- Took the redundancy option following service and team restructure.

September 2008 – November 2010 Harrow IT Services, Harrow Council Desktop Services

Business Analyst

- I provided Business Analysis and Project Co-ordination to the ICT service as it aligned itself to the new services delivered within the Council's wider Business Transformation Programme and prepared for an outsource agreement to Capita ITS. This involved:
 - Data capture of requirements around the BAU support of the programme initiatives
 - Analysis of proposals of initiatives by Capita to assist senior managers in understanding the technical nature of the documents and to provide client-side analysis to assist in the development of flowcharts and process flow descriptions to ensure success of transformation programmes.
 - Provided Technical documentation for the council-side support of the applications as they moved into BAU; arranged for signoff and agreement of these documents and associated processes.
- Provided Business Analysis to manage new initial business requests from the Council (through capturing business requirements and requests) and also to integrate support structures and processes against new Council-wide Transformation Programme initiatives. Examples included the implementation of a tracking system for the Waste Management trucks (Bartec) and the implementation and support of smartphones (HTC devices) for remote email access for senior managers, and a process for supporting ICT accessibility-related investigations and outcomes.
- Progressed process mapping, agreement and implementation of Operational Level Agreements and Service Delivery Models for key clients, delivering good customer support and efficiencies in fault management. Examples included the provision of desktop scanning solutions for the support of the Council's Customer Service centre.
- Developed Performance Management Data documents to provide information against service delivery targets, using extracted information from a number of data sources.
- Provided regular meetings with senior managers and stakeholders to discuss support and to explain any initiatives being implemented by the Transformation Programme. This often required me to use my strong working relationships and Business Analysis knowledge to explain and walkthrough documents to explain any areas that needed more clarity.
- Progressed the mapping and agreement of Operational Level Agreements and Service Delivery Models for key clients, delivering good customer support and efficiencies in fault management. This involved the production of technical and functional documents within existing standards and templates.
- Ensured that ITIL concepts were maintained and relevant.
- Applied Business Analysis and provided Project Management to improve and deliver the flexibility and ability to respond to service desk calls, resulting in a 50% increase of first time fix at initial contact and 100% improvement against Service Level Agreements.
 - Analysed the existing Service Level targets and applied Operational Management techniques to the service
 - Working with the Service Desk Team, arranged and agreed for team members to be reallocated to different service level support desks depending upon demand.
- Provided Project management support for a council-wide rollout of a Print Management programme (reduction of the number of local printers to 32 Multi-Function Devices and a small number of desktop printers for senior managers);
 - Worked with senior managers to gather requirements of the purpose and aim of the roll-out of a managed solution
 - Worked with an inhouse team of consultants to identify and map the As-is locations of the Harrow owned printers
 - Planned the roll out of the managed devices; co-ordinated the training regarding the more complex Multi-function devices
 - Created the technical and support documentation for BAU support
 - Liaised with both the project sponsor and the 3rd party supplier to manage the delivery and project success.

2005 – September 2008 Harrow IT Services, Harrow Council, Applications Team

- Relevant highlights of my analysis work in this time include:
 - Assisting Harrow's Transformation Partner Capita arrange workshops to capture process and data flows for the HR and Payroll systems as well as other heritage applications so that they could implement SAP into the Council.
 - Investigation (through meetings, workshops, observation) and mapping of the existing processes and data systems within the Library Service to determine and recommend a suitable IT replacement system.
 - Design, development and documentation of ITIL-derived practices (particularly around Incident Management, Problem Management and work Requests) within the ICT service.
 - Provision of a document detailing a council-wide review of ICT application support (both inside and outside of the ICT Service) to contribute to the Council's IT strategy, to identify any savings that could be made through support and to identify any areas of support that needed a more formal support framework.
 - I provided support documentation for the delivery of Management Information within the SAP system. This included documentation of the software processes (database design, process flows, support documentation) and the development of test plans to ensure that the data capture within the MI software was correct and that the data being extracted was useful and intelligent
 - PM and BA plus support for the scanning and Storage solution of parking documents (Filenet application). This included end user training and support documentation.
 - I provided Business Analysis with a Disaster Recovery and Business Continuity focus for key Council ICT projects in ICT Business Continuity and Disaster Recovery. This work also delivered recommendations for opportunities to improve BC/DC in other areas of the IT infrastructure. To deliver this report I worked closely with colleagues from Audit and Risk Management, Server Management and Telecommunications teams to gather pertinent data.
 - Provision of initial project mandate documentation for business stakeholders to be able to financially evaluate potential new IT solutions for their departments

- I also made use of my Project Management skills by managing two successful Disaster Recovery failover exercises of the Council's SAP system and the middleware application, which included:
 - Working with technical teams to set up the test location
 - Working with the Capita server and support teams to identify the high-level process for the test – to document, deliver and present a general scoping document for senior management to agree to the test and recognise the risks involved
 - Working with individual teams to timetable the DR test schedule and to ensure signoff by all parties
 - Collate the individual test plans from the various Council SAP teams to ensure that the tests were robust
 - Provide On-call first point of contact support during the test
 - Collating the data post-exercise and documenting the review of the test for lessons learned etc

1989 – 2005 Harrow IT Services, Harrow Council

Software Analyst Programmer

- Summary of role: design, build, delivery and provision of training for inhouse and customized software developments. Experience in using Oracle database and SQL, Visual Basic, HTML and ASP and relationship database design. Applications developed for all areas within the Council, but highlights included:
 - Customisation for HR personnel system (Oracle HR)
 - Application developments for Social Services (in house Oracle/SQL development)
 - Delivery of website functionality for departments and services (HTML / ASP)
 - Support for the inhouse Education finance system prior to being replaced by SIMS.
- I used business and systems analysis skills to capture business requirements from the customer and to also feedback progress and identify areas of development and improvement within the developed software solution
- I created test plans for software to ensure that the developed solution was robust – and then executed the tests
- I provided the technical and functional documentation for the solutions
- I provided (or assisted in the provision) of the training of the software.

Skill Summary

- Strong Business & Systems Process analytical Skills
- Effective documentation skills to business standards and formats
- Experience of Process Mapping tools (Visio, Casewise Corporate Modeler) and Flowcharting
- Experienced in facilitating workshops, conducting meetings and interviews
- Good understanding of ITIL processes
- PRINCE2 Registered Practitioner
- Effective Communication Skills
- Extensive experience working with stakeholders to establish and manage SLA targets and manage liaison between the service and the business, using workshops, meetings and presentations.
- Experience in databases and database design
- Experience in extraction and presentation of Data Management information and reporting against SQL and Access Databases
- Practical experience in delivering training and training packages to a variety of audiences
- Competent Self Starter and can managing tasks and problem solve effectively
- Knowledge in Microsoft Office suite and wide exposure to web design (HTML / ASP).
- Full understanding and commitment to team dynamics and equal opportunities
- Clean Driving License (member of Institute of Advanced Motorists) and have own car

Education and Training

July 2011	ICS Diploma in Basic Psychology
January 2010	NVQ Level 3 Customer Services
August 2008	Diploma in Management Studies
September 2006	in-house training in ITIL concepts
August 2006	Certificate in Management Studies
October 2004	Registered Practitioner in PRINCE2
1986 – 1988	BTEC Higher National Diploma, Computer Studies

Other Interests

I was involved in the Scout Association for 20 years, where I would deliver learning and training for both adults and young people. My involvement at District and County level also allowed me to use my analysis skills in developing the District and successfully introduce the changes to the training programme.

I have a keen creative side, with interests in both writing and photography.

I have been practicing Tai Chi for three years and also enjoy keeping fit and middle-distance running.