Len Hendershott

ITIL PROCESS ENGINEER / PROJECT MANAGER

Hendershott Consulting Inc

168 Bellefair Ave,

Toronto, M4L 3T9

Canada

Bus Phone: 416-690-9304

Cell Phone: 416-418-1048
eMail: len.hendershott@rogers.com

Web: http://HCI-ITIL.com/hendershott

Summary: 30 years diversified experience in IT service management best practices, strategic and financial planning and process reengineering and project management.

ITIL Masters Certification	Project Management Certification	Customer Relationships
Business Process Reengineering	Quality of Service	Change Management
Configuration Management	Computer Presentations	Strategic Planning
Decision Analysis	Facilitation Skills	IT Governance / CobIT
Service Catalogue	Incident Management	Application Support
Budgeting Planning & Forecasting	Web Design & Operations	Capability Maturity Modeling

Project Leadership: Have over fifteen years and five examples of Project Leadership covering business system implementation, desktop and server standardization, systems roll-out and deployment, BPR and quality appraisal initiatives. Most recently, Technical Project lead for OPS enterprise-wide claims management system (WSIMS).

IT Service Management: ITIL Masters Certification v2 as well as Practitioners' Certification V2 in Service Level Management. I have been associated with ITIL process engineering since 1999. I have developed process descriptions in all ITIL disciplines and have delivered ITSM presentations to senior management and core staff. I have provided Tier II escalation support for mission critical application. I have developed web portals to present process documentation, Service Catalogue and Service Level Agreements. I am proficient at documenting process descriptions in HTML.

Innovation: Concept champion and Project Lead for several decision-support systems providing key policy capabilities. I have implemented web presences for several organizations. See my published processes and ITSM implementation web site at http://HCI-ITIL.com.

Presentations: Delivered ITSM presentations and seven multi-media presentations on electronic tendering to broader public sector (BPR) organizations throughout Ontario as part of inter-ministry task force to explain terms of Ontario-Quebec Free Trade Agreement. I delivered over forty presentations to broader public sector institutions and suppliers on availability of Ontario Standing Agreements and "How to Do Business with Ontario". These presentations contributed to a five-fold increase in usage of Standing Agreements by targeted organizations.

Financial Analysis / Cost Control: I introduced Zero Base Budgeting in major Ontario Ministry. I was the Project Lead to develop and implement an information base for budgeting and performance control. As part of these initiatives, I developed presentation material to sell concepts to senior management. I have been responsible for budgetary planning and control in four organizations covering over seven years. I was Treasurer and Comptroller of non Government agency.

Management: I have over ten years experience managing staff including hiring, performance appraisals, training and mentoring. I have been responsible for technology services, including purchasing in two organizations. I have over seven years experience providing advice on financial and technology matters to senior management and Boards of Directors.

PROFESSIONAL EXPERIENCE

Ref	INDEPENDENT CONSULTANT Hendershott Consulting Inc. Toronto, ON	2001 – Present
C1	**Toronto Transit Commission** Information Technology Services	Oct 2010 -present
	IT Service Coordinator with responsibility for developing IT service catalogue using web portal and CA Unicentre Service Catalogue v12.5. Provide Service Request shepharding to fulfillment group and close requests are quality review. Vet Change Management communications and participate as voting member in corporate CAB. Participant in project to develop CMDB using Unicentre Configuration and Asset Managers.	
C2	**Toronto Police Service** Information Technology Services	Nov-Dec, 2009
	Conducted Service Assessment of Change Management Process using ITIL Version 3 as benchmark. Delivered report on gaps between current operations and benchmark. Made service improvement recommendations.	
C3	**Enterprise Business Systems,** Government Services Delivery Cluster, Gov't of Ontario	05/2006 – 09/2008
	Complete RFP for provision of software and support solution for consolidated, centralized workplace safety incident and claims management for the Province of Ontario. Subsequently acted as Release Manager for implementation of Government-wide WSIB Claims Management application throughout 39 Governmental organizations. Tasks include project management, vendor management, issue management, release management. Milestones have included RFP preparation and award, marshalling and obtaining authorities with relation to Threat-Risk Assessment, Privacy Impact, Logical and Physical Architectural Review, Corporate CAB representation, product testing and phased application rollout to 39 organizations	
C4	**Desktop Managed Services** UIMS, Management Board, Gov't of Ontario	03/2006
	Developed descriptions, dependencies, timing criticality and risks associated with introduction of Desktop Service elements to 80,000 users throughout Ministries of the Ontario Government as they participate in rollout of centralized Desktop Management services.. Revised Project Plan for services introductions. Developed high level process description(s) for Desktop Managed Services	
C5	**Bruce Power Corporation** Kincardine, Ontario	09/2005 – 11/2005
	Developed base Onboard (Intake) process and first draft of SLA between IT service division as service provider to consulting company offering business services to organization	

C6	**Economics and Business Cluster**	08/2002 – 08/2003
	IT Department, Gov't of Ontario	01/2005 – 06/2005
	Developed ITIL based process descriptions for Cluster Incident, Problem and Change Management processes and Cluster Service Catalogue, all material posted on Cluster ITSM web portal with additional inclusions for policies, high severity incidents and their restoration, ITIL-based reference. Developed Service Request web forms for Customers to e-mail service requests and report incidents. Provide advice on project management maturity modeling (PMMM). Facilitated two day session on PMMM to determine AS-IS project management capability	
C7	**Toronto Police Service,**	02/2005 – 04/2005
	Information Technology Services	
	ITIL Implementation Consultant - Delivered day-long presentation on CMM, CobIT and ITIL best practices and How to Introduce ITIL best practices to an organization. Provided advice on documentation of current practices and selection of Phase I processes to be introduced.	
C8	Canadian Imperial Bank of Commerce	09/2004 – 01/2005
	High Availability Services	
	Process Manager - Contract for manager on leave. Leading ITSM Process Improvement initiative for High Availability services for banks e-commerce applications. Developed integrated High Availability best practices process flow and Integrated Release/Change/Configuration Management processes.	
C9	**Workplace Safety and Insurance Board**	03/ 2004– 07/2004
	Developed Service Level Agreement for WSIB web portal - using ITIL best practices, researching SLA approaches, developing user specification for service to customer .	
C10	**Hartford Insurance Company** – Hartford CT	09/2003–03/2004
	Developed process descriptions and advised on implementation of all ITIL processes. Developed and delivered presentations to senior management on ITIL, CMM and COBIT principles, developed MS Project Plan on ITIL implementation and ITIL assessment criteria.	
C11	**Integrated Justice Project**	05/2001 - 2001
	IT Department, Gov't of Ontario	
	Coordinated transition of application support services for Offender Tracking Information System (OTIS – maintains status of inmates in Ontario correctional institutions) from Integrated Justice Project to Justice Cluster IT department. Conducted Incident Review meetings and performed Root Cause Analysis of problems related to the Offender Tracking Information System (OTIS).	

	Government of Ontario	08/1974 – 05/2001
A1	**BUSINESS SOLUTION CONSULTANT** JUSTICE CLUSTER OF MINISTRIES	1998 – 2001

Provided customer relationship management between Justice Cluster IT Division and portfolio lines of business. These business lines included the Ontario Provincial Police (Orillia), Policing Service Division and Integrated Justice Corporate Services Division. Job description at http://www.hci-itil.com/hendershott/BSC_job.html.

Participated in Justice and Management Board implementation of ITIL services with responsibility for Configuration Management. Have citation from Joan McCalla commending participation in early initiatives (http://HCI-ITIL.com/hendershott/Docs/mccalla.pdf).

Provided customer relationship management between IT service provider and major lines of business including development and negotiation of Service Level Agreements.

Participated in development of IT Strategic Plan for Justice ministries. Developed presentation material (MS Powerpoint) for Justice Cluster CIO for annual budget and project statuses.

Project Manager to ensure Y2K readiness of 15,000 desktops throughout Ontario. Introduced and maintained intranet web site

Assisted in rollout of major architectural upgrades (Office 97, Office 2000, Windows 2000) to community of 15,000 users.

Developed communications outlining implications of technology changes to 22,000 Justice staff and participated in Corporate CAB

Negotiated service model for participation of municipal police forces within the Justice infrastructure. Delivered major presentation on offer to meeting of Chiefs of Police under auspices of OMMPAC/OPTIC

Participated in Justice Quality Process evaluation using Baldridge methodology

A2	**BROADER PUBLIC SECTOR COORDINATOR** PURCHASING SERVICE, MANAGEMENT BOARD ONTARIO	1995 – 1998

Project Manager for Purchasing services web site development. Initiated introduction of web-based registry of Broader Public Sector buying organizations

Delivered seven presentations on use of electronic tendering services as condition of Ontario-Quebec Trade Agreement to audiences throughout Ontario

Delivered presentations on Ontario Government Standing Agreements and "How to Do Business with Ontario".

A3	**BUSINESS PROCESS REENGINEER** MINISTRY OF EDUCATION	1994 – 1995

Developed strategy for reengineering of IT services in ministry based on Art Caston's Proact model

Extensive training in reengineering methodology including process modeling

Provided technical expertise to reengineering team.

A4	**MANAGER, FINANCE, GRANTS AND SYSTEMS** TREASURER, ONTARIO HERITAGE FOUNDATION	1988 – 1994

Changed technology direction from POWERHOUSE in-house development to LAN and off-the-shelf windows based product lines. Change was two years before ministry adopted similar approach. Early abandonment of a non-optimal solution saved OHF and Heritage Branch hundreds of thousands of dollars.

Controller of non-profit agency, participated in meetings of Board of Directors

Developed budgets for non-profit agency and Heritage Branch

Administered Heritage Grant program of twenty million dollars

Set technology direction for OHF and Branch and purchased technology products.

A5	**MANAGER, FINANCIAL SERVICES** STRATEGIC PLANNING BRANCH, MIN OF AGRICULTURE	1983 – 1988

Introduced Zero Based Budgeting (ZBB) throughout Ministry

Conducted annual budget exercises, coordinated Management Board estimate submissions

Championed and managed implementation of Integrated Planning and Control Systems (IPACS) to compare actual resource usage and results performance to estimates.

A6	**MANAGER, PROGRAM PLANNING** REVENUE & OPERATIONS RESEARCH, MIN. OF REVENUE	1979 – 1983

Coordinated Zero Base Budgeting (ZBB) process for Tax Revenue Program

Managed agreement with IT service provider of system supporting ZBB system

Provided Secretariat for Tax Revenue Program financial control committee.

A7	**SNR POLICY RESEARCH OFFICER,** MIN. OF TRANSPORTATION & COMMUNICATIONS	1974 – 1979

Championed and managed implementation of Ontario Communications Information System (OCIS), a data warehouse project designed to provide information for policy analysis of communications service issues

Secured membership of broadcast measurement services and secured annual financial statements of all cable and broadcasting operators on Ontario permitting financial modeling of industries

Coordinated use of Gallup Institute poll and analyzed results of submitted survey poll questions permitting awareness of public opinion on cable and broadcasting matters

Participated in federal-provincial and inter-provincial ministerial negotiations for jurisdiction in communications and developed major position paper of cooperative arrangements

Coordinated communications issues presentation for Minister for series of meetings with broadcast and cable tv operators

E1	**Education**	1967 – 1972

M.A., University of Windsor - Graduated with A average in Methodology and Statistics, Teaching Assistant in Statistics

Completed course work towards PhD from York University with major in Empirical Research & Methodology. Teaching assistant in Canadian Foreign Policy

B.A. from McMaster University

Masters Certification in Project Management from George Washington University

ITIL Masters Certification v2 in Service Management, Practitioners Certification v2 in Service Level Management

Completed courses in facilitation, negotiation, BPR, TCO Manager, Business Intelligence, networking, data warehousing, enterprise architecture

Widely read in IT service management, reengineering and business processing mapping