



William Hooper

Curriculum Vitae

Expertise

I work as an expert witness, neutral advisor and expert determiner in IT and outsourced services. My areas of expertise are:

- Fitness for purpose in application, code review and forensic analysis, project and service management, where I have particular experience in large-scale delivery (up to £250m a year), multi-vendor services, Agile methods and professional competence;
- Project delay and quantum;
- Procurement of services and systems; and
- Intellectual Property review of algorithms, delivery methods and similarity of code.

I am a current practitioner in the delivery of systems and services as well as acting as an expert.

Qualifications, training, accreditation

Member, BCS The Chartered Institute for IT. Chartered IT Professional. Chartered Engineer. Chartered Management Accountant. Master of Business Administration, London Business School. BSc(Eng) Imperial College, London. Service management (ITIL Foundation). Programme management (MSP foundation, practitioner).

Past and Present Positions

2017 – Present	Director, Finsbury Sourcing
2012 - Present	Director, Oareborough Consulting
2012	Principal Consultant, PA Consulting
2006-2012	Managing Consultant, Fujitsu Services Ltd.
1999-2006	Senior Advisor, Xerox Global Services

Principal Professional Specialisms

I specialise in the specification, procurement, pricing, delivery and improvement of software, IT and outsourced services. I address the investigation and reporting of fitness for purpose, project delay and similarity in software for intellectual property.

Awards, Accolades and other Professional Responsibilities

Finalist in the Chartered Management Institute National Management and Leadership awards 2013.

Memberships of Professional Organisations

I became a member of BCS The Chartered Institute for IT in 2014. Member, the Society of Computers and Law and UK IT Service Management Federation since 2013. I have been a member of the Institution of Mechanical Engineers and the Chartered Institute of Management Accountants since 1991.

Publications

My articles are regularly published in Outsource Magazine and Intelligent Sourcing. I have also been published in the Journal of CIMA, Finance Management and The Business Strategy Review.

I was an author of the “Service Integration and Management Professional Body of Knowledge” published by Van Haren 2017.

Training, qualifications and Accreditation as an expert witness

I have attended the Academy of Experts courses “Foundation training”, “Procedure Rules”, “Law for Experts”, “Into Court”, “Expert Determination” all between 2013 and 2018. I also attend IT Law events and training delivered by the Society for Computers and Law. I have investigated a number of services since 2010, have been cross-examined under oath, have reported under CPR 35 and CrimPR 19.

I joined the Academy of Experts as a practicing associate in 2013, becoming a practicing member in 2018. Member, Expert Witness Institute (2015). Member, Society of Expert Witnesses (2016).

I regularly attend teaching and update events in all aspects of IT and service delivery and speak at meetings of professional institutions.

Experience – Sample Projects Undertaken

- Reported on historic custom and practice in IT contract terms as part of the resolution of a long-running dispute between an Irish government body and a software developer.
- Reported on the implications for email systems and authentication to applications as part of an intellectual property dispute between two allied organisations.
- Reported on the similarity of code in the matter of an investment company that had funded the development of a game. My investigation found that the code delivered had strong similarity to that developed by another party. The investment company won the appeal and was awarded compensation for fraud, expressing thanks for valuable clarity brought to the proceedings.
- Reported upon the quality of a custom web-site and e-commerce application in a dispute concerning the fitness for purpose of the application development.
- Led the delivery of a document management and workflow system to an examinations board that sought to move from marking paper examinations scripts to marking on screen.
- Delivered a document management system to a large pharmaceutical company seeking to control and standardise the use and retention of regulated marketing and product literature.
- Transition and Project managed teams implementing content management and scanning in parallel with re-engineering for SAP ERP for a multi-national manufacturer and sales organisation. Delivery involved coordination with country managers. Managed the PMO.
- Project managed the delivery, providing planning, issues management and reporting services of a major public-sector software application delivery. Managed 49 staff in seven work-streams. Successfully brought failing work-streams back on track.
- Led the delivery of cloud brokering services for a large organisation. This was moving from a long period of outsourced service use (15 years, 6000 services, £150m a year infrastructure expenditure) to establish in-house service management of multiple cloud providers.



- Managed the transition into service and the associated exit of the retiring supplier for two public sector secure network outsource contracts valued at £1.4bn, serving 200,000 users in multiple countries.

Experience - Vertical Markets

During my career, I have worked in a variety of sectors including:

Government, health, police and local authorities
Business Services
Financial Services
Not for Profit
Manufacturing
Utilities
Pharmaceuticals
Retail

Technologies and Services

I have worked in and with the following:

ERP	Oracle Financials SAP
Document Management, Workflow, CRM, Case management	Sharepoint Microsoft Dynamics Documentum Docushare DocuPlex eiStream Metastorm Kofax
Cloud Services	Azure Amazon Web Services Office 365 SalesForce
Operating Systems	Linux Unix VMX Windows (10, 8, 7, Vista, XP, NT, 3.1) zOS
Databases	Oracle MS SQL
Middleware	BizTalk
Payment Systems	POS Card Processing IntelliQ anti-fraud

Electronic Patient Records	iSoft Cerner TPP
Computing Languages	Java Fortran Pascal Basic 6502 Assembler
Email systems	Microsoft Office 365

IT Outsourcing (ITO)	DevOps Cloud broking and provisioning Hosting / Infrastructure / Cloud Data Centre End-User Computing (EUC) / Desktop / Contact Centre Networks, telecommunications Applications Delivery & Management (ADM) Applications Maintenance (AMS) Systems Integration (SI) Service Integration and Management (SIAM) Service Transition Security, Information Governance and Cyber Project Management, Programme Management Applications Portfolio Management Governance Service Management Contract Management IT Strategy DevOps Testing
Business Process Outsourcing (BPO)	Finance & Accounting Procurement Mortgage Services
Legal Process Outsourcing (LPO)	Discovery services
Document services	Translation SGML tagging Scanning, Indexing Transactional print and mail Managed print services
Project and Programme Management methods	Agile Waterfall (Prince 2, PMI) Managing Successful Programmes (MSP)