

Curriculum Vitae

name : Remco Meisner

date of birth : 27 December 1959

residence : Nieuw Venneep (Schiphol)

expertise : interim-, programma-, project-, service-, team-manager, manager ICT

contact : email rmeisner@pr1ma.nl – phone +31-6-51917129

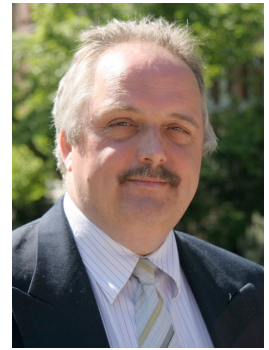
education : 2006 – 2008 MSc, Vrije Universiteit, Certified Change Management Master
2003 – 2005 MBA, University of Liverpool, 21st Century Business
1979 – 1983 Technical University, Amsterdam, Information Technology

trainings : 2008 Frits Philips jr: Open Negotiations
1999 Pink Elephant: Certified PRINCE2 Expert
1997 Pink Elephant/Exin: Certified ITIL Service Manager

skills : PRINCE2; ITIL; MSP; SDM; MINCE; TQM; RUP; TMAP; OPM3; P3M3; CMM; CMMI; ASL; BiSL; INK; RIM; WEAL, and others

languages : Fluent in Dutch, English, German, and French

character : I connect swiftly to the workers and decision makers in the organization on a personal level. As a result I succeed in realizing projects and changes. Thanks to my experience and training, which is at technical as well as financial and managerial level, I am well equipped to structure projects and organizational change. I understand the mindset of technical specialists as well as that of decision makers, which I interconnect. My projects stand out as the ones remaining within the agreed boundaries of time planning, budgetary constraints, quality requirements and scope.



working experience (*generic*)

via The PMO Company (co-operation of PMOC and pr1ma):

December 2011 : Huawei (-present – small project, tool selection)
description : Implementing knowledge system for project portfolio management and chain-driven ops.
summary : This project determines the effectivity and efficiency of the currently used project management tool and it advises about the optimum successor, based on interviews.

October 2011 : Ministry of Home Affairs (-December 2011 – small project)
description : Implementation of project portfolio management (ppm) for various Departments.
summary : The project provides the ppm-team ways in which they will be fully *in control* over the large number of projects being executed at the various Departments.

November 2008 : TELE2 (-December 2011 – project)
description : Implementation of a project portfolio tool and coaching/training of the project managers.
summary : The AtTask implementation, set up, trainings etc., as well as improvements to the way the project managers and the rest of the organization interact, using manuals, templates, and an e-Learning environment. (Recommendation available.)

via pr1ma (private organization):

November 2010 : Laudius University (-present – student guiding and development of training courses)
description : Development of the new training course *interim-management* of 12 modules (books).
summary : The writing of twelve books on as many topics for interim-managers, acting as a long-distance teacher, development of examinations, checking students homework a.s.o.

February 2009 : Ministry of Justice (-April 2011 – project)
description : Implementation of the new organization model, including changes in ICT systems.
summary : The implementation of organizational change at 76 prisons in The Netherlands, with 24,000

staff and 14,000 inmates, which implied major ICT changes (SAP, JUFAR, SP Expert and many other software applications) and required political sensitivity and flexibility. (Multiple recommendations available.)

via Andarr Organizational Services:

- September 2008 : TNO, all divisions (-December 2008 – project)
description : Researching (ICT) activities, project oriented working, cost efficiency, interactivities.
summary : Andarr provided TNO the information on effectivity and efficiency of the project oriented processes and ways to further improve, enhance or simplify these. The project also initiated a change in the mindset of the TNO management team.
- April 2008 : ABN AMRO Hypotheken (Mortgages) Groep (-Augustus 2008 – project)
description : e-Channels project for provision of multiple mortgage-brands via the web as e-Commerce.
summary : This project linked all AAHG mortgage brands (Florius, MoneYou, ABN AMRO etc.) via the web, where customers on the basis of income, circumstances, risk profile, age a.s.o. were directed towards suitable alternatives. (Recommendation available.)
- others : **KPN** (2007-2008 – project): Consolidation of the partially outsourced (Atos) data centers. Determining the cost effectivity.
T-Systems (2007-2008 – multiple projects): Developing ITIL service management and the governance set-up for a.o. PontMeyer and TomTom.

via Getronics/PinkRocade:

Dienst Justitiële Inrichtingen (DJI, 2005-2007): Design (SOA), build (RUP), testing (TMAP), implementation (MINCE), training, maintenance (ITIL, ASL), after sales of the *Basic Registration*. In charge of 50 specialists. Programme. (Multiple recommendations available.)

COA, UWV, ICTRO (2005): managing these three bid teams (one for each bid). Production of a final bid. European Auction. (Recommendation available.)

ING Bank/Nationale Nederlanden (2005): Multiple projects in relation to the unification of the brand name. Projects. (Recommendation available.)

Sint Maartenskliniek (2004-2005): Ondersteunen Manager ICT, projecten onder controle brengen, ITIL implementaties (helpdesk e.a.), overzicht, *in control* komen. Projecten.

PCM Uitgevers (2004): Invoering van nieuwe opmaaksoftware t.b.v. NRC Handelsblad en regionale bladen. Project.

ICTRO (2003-2004): ICT kostenreducties en verbetering van de kwaliteit van de dienstverlening. Project.

Politie Midden/West-Nederland (2003): Politiek gecompliceerd Piëzo project t.b.v. kantoorautomatisering (PC's) en concernapplicaties (mainframe). Damage-control. Project.

Gemeente Amsterdam (2002-2003): Ontwerp-/haalbaarheidsstudie naar gemeentelijke *portal* (publiek-private samenwerking). Project.

Ministerie van Onderwijs & Wetenschappen (2002): Europese aanbesteding: ICT ontwerp, m.n. printing faciliteiten en wachrij-regulering. Bidtraject.

KONE (2002): Offerte i.v.m. connectiviteit service engineers met centraal CRM systeem. Bidtraject.

PinkRocade Civility (2002): Vervolmaken ERP software, onderzoek winstgevenheid van dit product. Project.

Sociale Dienst (2002): Aanbesteding. Offerte software-aanpassingen in applicatie van de Sociale Dienst van de Gemeente Amsterdam. Bidtraject.

TUI GmbH (2000-2002): Consolidatie van honderden wereldwijd geacquireerde ICT-infrastructuren, kostenreductie. Werkend vanuit Hannover, soms vanuit Parijs of Zweden. Programma.

in loondienst bij Getronics:

Algemeen Burgerlijk Pensioenfonds (2000-2001): Onderzoek ICT kostenmodel, inregelen van kostenreducties in opdracht van select groepje beslissers. Project.

ABN AMRO Bank N.V. (2000-2001): Ontwerp, bouw, toetsing, oplevering, overdracht en beheer nieuwe Dealingroom van AAB in het nieuwgebouwde pand in Amsterdam. Project.

Canon-Europe (1999-2000): Ontwerp, bouw, toetsing, oplevering, overdracht en beheer nieuwe ICT infrastructuur.

Sociale Verzekeringsbank (SVB) (1998-1999): Meer wijkkantoren/minder regiokantoren ('de wijk in'); ICT moet beweging ook volgen. Landelijk gespreid project.

Shell International Exploration and Production (1995-1998): Lijnmanager voor 25 mensen on site die diensten leveren inzake PC's, minicomputers (Silicon Graphics, SUN, HPUNIX etc.), datanetwerk (Cisco, 3Com etc.), telefonie (Ericsson etc.). Lijnmanagement.

in loondienst bij Ingenieurs Bureau Meisner (IBM):

Intersystems (1994-1995): Levering vlucht info systemen aan vliegvelden wereldwijd (Singapore, Amsterdam, Leipzig, Kazachstan etc.), dienstverlening, ontwerp. Lijnmanagement.

Koninklijke Academie van Beeldende Kunsten (1992-1994): Ontwikkeling en implementatie leerling volg systeem, roosterregistratie, examenregistratie. Project.

ARAG Rechtsbijstandsverzekeringen (1992-1994): Ontwikkeling/implementatie paperless office, o.b.v. Staffware workflow management en daaraan toegevoegd maatwerk. Project.

Rijkswaterstaat, Meetkundige Dienst (1992-1993): Software (o.a. t.b.v. Stormvloedkering (pijlerpositie) op PC-platform; mainframe subroutines. Projecten.

in loondienst bij XTEC Computer Systems:

SAGEM en PTT Telecom (1985-1992): ontwikkelen hardware software en installeren van meerdere landelijke centrales in Amsterdam. Gedurende anderhalf jaar wonen en werken in Parijs en Rouen. Projecten en sales.

in loondienst bij Gebr. de Wit:

Entrac (1984-1985): opzetten, inrichten, opstarten, opbouw klantrelaties etcetera van nieuwe onderneming inzake educatieve computersystemen, import vanuit UK. McKinsey initiatief. Lijnmanagement.

freelance:

HOLEC (1983-1984): sales support binnendienst. Mid-range high voltage switching gear, opstellen offertes, prijscalculaties, risk assessment. Sales.

via The PMO Company (for prlma):

Dec 2011	:	Huawei (parttime, -near to completion today)
description	:	Implementation of project (portfolio) management, reviewing chain processes with KPN.
performance	:	Contributed to the procedural and process settlements between Huawei and KPN. Interviews with end users and decision makers in preparation to changes of Daptiv.
Oct 2011	:	Ministry of Internal Affairs, The Hague (-Dec 2011)
description	:	Implementation of project portfolio management (ppm), regulating Agencies co-operation.
performance	:	Contributed to the procedural and process settlements between Ministry and Agencies. Creating the structure around these procedures, allowing ppm to take off this year.
Nov 2008	:	TELE2, Diemen (-Nov 2011)
description	:	Implementation portfolio management tool and improvement of ICT project management.
performance	:	Implementation and set-up of <i>AtTask</i> , training of end users and the management team. Individual coaching of project manager in anticipation of their PRINCE2 exams. Internal certificate streams, a.o. based on instruction videos and ExIN exams.

for and via pr1ma (own company):

Jan 2012	:	INVK, Nieuw Loosdrecht (incidentally, -present)
description	:	As group coach lead team discussions with managers of various expertise areas.
performance	:	The INVK puts 40-50x annually groups of specialists together for group intervention. Surroundings (Eikenrode Estate), non profit-organizer and atmosphere trigger good talks. Charing groups that trace practically applicable, new insights regarding their attitude.
Nov 2010	:	Laudius University (parttime, -present)
description	:	Development of the new training module <i>interim-management</i> .
performance	:	Author of 12 books, one per module, on economics, change, management, a.s.o. Teacher and student mentor. Homework advisor.
Feb 2009	:	Ministry of Justice, The Hague (-Apr 2011)
description	:	Implementation of the new organizational model, also in the ICT systems.
performance	:	Set-up of the national organizational structure, 24,000 staff, regional groups & teams. Toolkit (planning, templates etc.) made for the roll-out at 76 penitentiary institutions. ICT inventarization: overview booklet, including utilization and importance indicators.

for and via Andarr Organizational Services:

Sep 2008	:	TNO, all divisions in The Netherlands (-Dec 2008)
description	:	Investigating ICT activities, their project process, costs awareness, co-operation.
performance	:	Inventarization of all ICT activities, costs, benefits, strengths., weaknesses. The team produced a made-to-measure advice for the TNO management team.
Apr 2008	:	ABN AMRO Mortgages, Amersfoort (-Aug 2008)
description	:	Programme for the smart and web-based offering of multiple mortgage brands to e-Users.
performance	:	In deliberation with stakeholders develop the milestones, time planning, project plans etc. Risk inventory on the basis of multiple workshops where all stakeholders were present. The creation of the programme plan and interaction with the management team.
Dec 2007	:	KPN, The Hague and Groningen (-May 2008)
description	:	Resetting the data center cost model by re-arranging the outsourcing deal (Atos).
performance	:	Deliberations with the stakeholders at KPN and at Atos, talks with specialists at both sides. Inventory of the options regarding merging of the data centers in Assen and Groningen. Putting the results in writing and clarifying that to the customer (KPN).
Jul 2007	:	T-Systems, Vianen (-Nov 2007)
description	:	Multi project management. Contribute to ITIL-based service management & governance.
performance	:	Projects at PontMeyer, TomTom, Vion; co-sourcing with Andarr. Set-up of generic and customer-specific SLA agreements with various customers. Contributions to the generic and specific set-up of governance and service management.

for and via Getronics PinkRocade:

Nov 2005	:	Imprisonment Organization (DJI), Gouda (-Jul 2007)
description	:	Design, build, test, implement, trainings and after-sales of the <i>Basisregistratie</i> system (s/w).
performance	:	Set-up of the PRINCE2 project plan, time planning, budget, and project organization. Deal with appr. 20 organizations in value chain and politically induced influences. Management of all seven projects, containing appr. 50 (mostly external) specialists. Build of the software (RUP), testing (TMAP), implementation (MINCE), service (ITIL).
Sep 2005	:	COA, UWV, ICTRO (-Nov 2005)
description	:	European tender: Managing three bidteams for as many trajects. Assembling three bids.
performance	:	Composition of bidteam, ensuring specialists availability organization-wide. Close co-operation during the creation of the bid, its specifications and the feasibility study. Deliberation with management team regarding the bid and the options selected.
Feb 2005	:	ING Bank/Nationale Nederlanden, The Hague (-Aug 2005)
description	:	Multiple projects dealing with the implementation of the changed brand names.
performance	:	In deliberation with the stakeholders setting up the PRINCE2 quality documents. Establishing the planning, project plan, budget, risklog, project organization. Executing multiple projects simultaneously, each project having a dedicated project leader.
Oct 2004	:	Sint Maartenskliniek (hospital), Nijmegen (-Feb 2005)
description	:	Assistent to the Manager ICT, improving predictability of projects, implementing ITIL.
performance	:	Projects – a.o. röntgen digitization & ICT-projects involving physiotherapy equipment.. Contributing to the implementation of and improvements to the new ITIL helpdesk. Creating the overview of all running projects, the budgetary, planning situation a.s.o.
Jul 2004	:	PCM Publishers, Amsterdam (-Sep 2004)
description	:	Introduction of new lay out-software to NRC Handelsblad and regional newspapers.
performance	:	Project plans, time plannings, budget overviews, quality plan, communication plan. Organizational structure (project board, teams, deliberation with Italian software provider). A series of changes and exceptions, introduction of the risklog and change board.
Nov 2003	:	ICTRO (court ICT organization), Utrecht (-Jul 2004)
description	:	ICT cost cutting and improvements to the quality of service.
performance	:	Project plans, time plannings, budget overviews, quality plan, communication plan. Organizational structure (project board and teams, deliberation with service providers). Changes and exceptions, introduction of and new update-process for the risklog.
Apr 2003	:	Police Mid/West-Netherlands & ISC-South, Tilburg (-Nov 2003)
description	:	Piëzo Project concerning office automation (PC's) and concern applications (mainframe).
performance	:	Inventory of legacy and greenfield hard- & software, recycling and replacement options. In-depth discussions with a large number of stakeholders, having conflicting interests. Damage-control with regard to the poorly phrased contractual agreements.
Aug 2002	:	City of Amsterdam (-Jan 2003)
description	:	Design & feasibility study of city-based web portal (private/government collaboration).
performance	:	Enabling & structuring co-operation between city council, Colt Telecom and PinkRocade. Ongoing deliberation regarding the options for cost-effective and practical exploitation. Inventarisatie of the responsibilities and technical ICT restrictions.
Jul 2002	:	Ministry of Education & Sciences, The Hague (-Aug 2002)
description	:	European tender: ICT design, i.e. printing facilities and print queueing-improvements.
performance	:	Set-up of bidteam, ensuring availability of specialists from elsewhere in the organization. Close co-operation during the creation of the bid, its specifications and the feasibility study. Deliberation with management team regarding the bid and the available options.
Jun 2002	:	KONE, Brussels (-Jul 2002)
description	:	Tender on remote service progress registration, connecting smart media to central system.

- performance : Bidteam composition, ensuring availability of geographically spread specialists.
Close co-operation during the creation of the bid, its specifications and the feasibility study.
Deliberation with management team regarding the bid and the available options.
- May 2002 : PinkRocade Civility, Capelle aan den IJssel (-Jun 2002)
description : Finalizing HRM software, feasibility study on exploiting the product through partners.
performance : Deliberation with several PinkRocade BU-managers and the software specialists.
Determining the cost model, computing the required investment for further development.
Feasibility study on commercial exploitation outside the PinkRocade boundaries.
- Maa 2002 : Social Service, Amsterdam (-Jun 2002)
description : European tender on software adjustments, optionally to be used by Social Services.
performance : Composition of the bidteam, with specialists from elsewhere in the organization.
Close co-operation during the creation of the bid, its specifications and the feasibility study.
Deliberation with management team regarding the bid and the available options.
- Dec 2000 : TUI GmbH, Hannover, Germany (-Jan 2002)
description : Consolidation of hundreds of world-wide acquired ICT infrastructures, cost cuttings.
performance : Cost price model, inventory of ICT, data connections, information flows.
Set-up of the global organization of business units and value chain partners.
Requesting for offers from several partners, regarding the new global data network.
Inventory and selection of the winning partner for the new ICT network.

for and via Getronics:

- Dec 2000 : ABP, Heerlen (t/m jan 2001)
description : Determining the ICT cost model, tracing options for cost cuttings.
performance : Inventory of ICT-related costs, information flow and (supplier) chain partners.
Reporting of the outcomes, including the advice regarding the follow-up.
Explaining the results and deliberating the advice with the ABP decision makers.
- Jun 2000 : ABN AMRO Bank N.V., Amstelveen (-Jan 2001)
description : Design, build, test, implement, hand-over and train for new ABN AMRO Dealingroom.
performance : PRINCE2 quality doc. (project plan, planning, budget, quality plan, communication plan).
Set-up project organization, external specialists, agreements regarding AAB employees.
Design of the state-of-the-art Cisco dealingroom network, build, test and hand-over.
- Jun 1999 : Canon, Amstelveen (-Jun 2000)
description : Design, build, test, implement, hand-over and maintenance of the new ICT infra structure.
performance : PRINCE2 quality doc. (project plan, planning, budget, quality plan, communication plan).
Set-up project organization, external specialists, agreements regarding Canon employees.
Design, test and hand-over, SLA contracts and other agreements with external parties.
- Aug 1998 : Sociale Verzekeringsbank (SVB), Amstelveen (-May 1999)
description : Expanding number of district offices; reducing regional offices; ICT follows this change.
performance : PRINCE2 quality doc. (project plan, planning, budget, quality plan, communication plan).
Set-up project organization a.s.o. Design the new national (3Com) computer network.
Design, test and hand-over, SLA contracts and other agreements with external parties.
- Jul 1995 : Shell International Exploration and Production (-Dec 1998)
description : Provision of all ICT services (with 25 staff) on site: PC, mini computers, data, telephony.
performance : Acquiring staff and set-up this specialist team, trainings, ITIL-based co-operation.
Join-up with Shell, Pink Elephant (helpdesk), SUN, Silicon Graphics, HP, Cisco, 3Com.
All day-to-day technical support, migrations, problem solving, new installations a.s.o.

for and via Ingenieurs Bureau Meisner (own company):

- Jul 1994 : Intersystems, Amsterdam (-Jul 1995)
description : Design & supply of flight information display systems to airports all over the world.
performance : Build up of the specialists teams (hardware, embedded software, sales, projects).
World wide complex, technical trajects (Singapore, Leipzig, Schiphol, Kazachstan, a.o.).

The completion of shipwrecked projects, restoration of maintenance contracts & services.

- Jul 1992 : Royal Academy of Arts, The Hague (-Jul 1994)
description : Development & implementation of student tracing software; timetables; exam registration.
performance : Design and build functional prototype, acquire the approval of the customer.
Develop, implement and expand the software further, control the peripheral equipment.
Maintenance, explanation to end users, after sales.
- Jul 1992 : ARAG Legal Cost Insurance, Leusden (-Jul 1994)
description : Development & implementation *paperless office*, using an expanded version of Staffware.
performance : PRINCE2 quality doc. (project plan, planning, budget, quality plan, communication plan).
Project organization, measurement of 'paper using-workload', Visual Basic development.
Design, test & hand-over, set-up SLA contracts and other agreements with external parties.
- Jul 1992 : Rijkswaterstaat, Meetkundige Dienst, Delft (-Jul 1993)
description : New hardware causes old software to become unusable, this will have to be rebuild.
performance : Several functional models designed, built and deliberated about on the basis of SDM.
Software for the storm surge barrier (pillar positioning) on PC-platform (mainframe link).
Software for the registration of altitude-subscriptions; software for spectrometer analysis.

for and via XTEC Computer Systems:

- Jun 1985 : SAGEM, Paris et Rouen, Frankrijk and PTT Telecom, The Hague (-Jul 1992)
description : In France developing hardware, software & preparing implementation of exchanges in NL.
performance : Project plans, budget, quality plan, time planning, communication plan, teams a.s.o.
Developing the telex exchange, document it, build, maintain, training of specialist staff.
Development of telephone exchange, document, build, maintain, training of specialist staff.

Overview of *al* work experience:

starting	until	organization	description
Jan 2009	present	prlma	interim assignments
Jan 2012		INVK, specialist group sessions ^p	intervision coach
Nov 2011		Huawei ^p	PPM tooling selection
Oct 2010		Laudius ^p	interim-management
Nov 2008		TELE2	professionalization
		The PMO Company	project organizations
Jun 2005		MINCE2 Foundation ^h	daily management
Jan 1979		Stichting Fantastische Vertellingen ^h	
Oct 2011	Dec 2011	Ministry of Internal Affairs	PPM processes/organiz.
Mar 2009	Jul 2009	Wielandt & Partners	organizational change
Feb 2009	Apr 2011	Ministry of Justice	
Apr 2007	Feb 2009	Andarr Organizational Services	various projects
Sep 2008	Dec 2008	TNO, all divisions	costing model research
Apr 2008	Aug 2008	ABN AMRO Mortgage Group	multi branding & web
Dec 2007	May 2008	KPN, The Hague	datacenter consolidation
Jul 2007	Nov 2007	T-Systems, Vianen	various projects
Nov 2005	Jul 2007	Dienst Justitiële Inrichtingen (DJI)	software development
Aug 2006	May 2007	Ministry of Justice, AIM	professionalization of the organization
		Jeroen Bosch Hospital	
		Nuon Consultancy	
		T-Systems (T-Mobile subsidiary)	
Jul 2001	Apr 2007	Getronics PinkRoccade	international trajects
Sep 2005	Nov 2005	COA (asylum seekers)	European tenders
		UWV (social services)	
		ICTRO (court ICT organization)	
Feb 2005	Aug 2005	ING Bank/Nationale Nederlanden	organiz. & ICT change
Oct 2004	Feb 2005	Sint Maartenskliniek (hospital)	ICT and projects
Jul 2004	Sep 2004	PCM Publishers (newspapers)	system implementation
Nov 2003	Jul 2004	ICTRO (court ICT organization)	ICT cost cuttings
Apr 2003	Nov 2003	Police Mid/West Netherlands	
Feb 2003	Apr 2003	PinkRoccade WISE	set-up of organization
Aug 2002	Jan 2003	City of Amsterdam	intra/internet design
Jul 2002	Aug 2002	Ministry of Education	European tender
Jun 2002	Jul 2002	KONE Elevators	service system design
May 2002	Jun 2002	PinkRoccade Civility	HRM system & sales
Mar 2002	Jun 2002	Sociale Services Amsterdam	European tender
Feb 2002		Flemish Government	organizational research
Dec 2000	Jan 2002	TUI GmbH/Preussag GmbH	ICT cost cuttings
Jul 1995	Jul 2001	Getronics	complex projects
Dec 2000	Jan 2001	ABP	ICT cost cuttings
Jun 1999	Jan 2001	ABN AMRO Bank N.V.	new dealingroom
Jun 1999	Jun 2000	Canon	network design & build in The Netherlands
Aug 1998	May 1999	Sociale Verzekeringsbank (SVB)	
		Nissan Europe	service management
Jun 1998	Aug 1998	Shell Services International SSI	organizational change
Jun 1998		Banque Labouchère	ICT cost cuttings
Jul 1995	Dec 1998	Shell Internat. Expl.&Production	ITIL-line manager
Jul 1994	Jul 1995	Intersystems ¹	R&D + internat.projects
Jul 1992	Jul 1994	Ingen. Bureau Meisner (IBM)	organizational change
		Royal Academy of Arts	software development
		ARAG legal cost insurances	workflow system
Jul 1992	Jul 1993	Rijkswaterstaat	softw.design & build
Jun 1985	Jul 1992	SAGEM (France)	various exchanges
Jun 1985	Jul 1992	XTEC Computer Systems	various ICT projects
Aug 1984	Jun 1985	HOLEC	mid-range switching eq.
Aug 1983	Aug 1984	Entrac (educational computers)	organization start-up

⇐: a written recommendation or referee is available; p: parttime; h: hobby

¹ Flughafen Leipzig-Halle; Changi Singapore Airport; Alma Ata Kazachstan Airport; Washington Airport; Schiphol Amsterdam Airport etc.