

**Contact Details:**

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**Next available:** April 2010.

**Requirements:**

Location: Preferably commutable from Sandhurst

Roles: Systems and infrastructure management  
Site Management  
Technical Project implementation/management  
Business Continuity Management  
Disaster Recovery Planning  
IT Strategy, Processes and procedures  
Technical Design Authority  
Technical Architect

**Qualifications:**

Degree in Chemistry  
Qualified Teacher  
Prince2 Foundation - 15<sup>th</sup> Oct 2008

**Computing Experience**

Started in February 1983 with a small software house moving onto technical support of medium and large Unix systems for a variety of companies. Comenced contracting roles through our own limited company in January 1990.

**Voluntary Work**

Initially a parent Governor, now an LEA Governor of Uplands Primary School.

<u>Name</u>	Donald John CAMPBELL		
<u>Resident in</u>	Sandhurst, Berkshire.	<u>Nationality</u>	British
<u>Driving Licences</u>	Ordinary and LGV		
<u>Education</u>	4 "A" Levels BSc Chemistry (computing taken as part of the degree) Post Graduate Certificate in Education		
<u>Membership of Professional Institutions</u>	1. Royal Electrical and Mechanical Engineers Institution 2. Institute of Directors		
<u>Voluntary Work</u>	1. From Sept 2001: Governor of Uplands Primary School 2. From Sept 2006: LEA appointed Governor of Uplands Primary School		
<u>Hardware</u>	All major UNIX machines e.g.:		
Sequent (now IBM)	Hewlett Packard	SUN	
DEC	Unisys	Compaq	
Siemens Nixdorf	Fujitsu Siemens		
<u>Operating Systems</u>			
UNIX	Dynix/ptx	RHEL	
Xenix	MS/DOS	HPUX	
SINIX	Win95/NT/2000/2003	SCO	
<u>Languages</u>			
sh, ksh, etc.	C	BASIC	
RM COBOL	MicroFocus COBOL		
<u>RDBMS and 4GLs</u>			
UNIFY 4.0	ACCELL/IDS	UNIFY 2000	
ACCELL/SQL	ORACLE 6, 7, 8,9	MySQL	
INFORMIX-SQL			
<u>Areas of Expertise</u>	<ul style="list-style-type: none"> <li>. Contingency Planning</li> <li>. Technical Project Management</li> <li>. Problem Analysis and Resolution</li> <li>. System Design</li> <li>. Software Integration</li> <li>. Porting</li> <li>. UNIX Kernel</li> <li>. UNIX Utilities</li> <li>. Unix Security</li> <li>. Volume and Infrastructure Testing</li> <li>. Process Analysis/Management</li> <li>. Business Continuity Management</li> <li>. Project Implementation</li> <li>. Database Design</li> <li>. Application Design / Implementation</li> <li>. Consultancy</li> <li>. Customer Support</li> <li>. Training</li> <li>. Performance Monitoring / Tuning</li> <li>. Procedure Writing (inc. Technical Author)</li> <li>. WAN/LAN Design</li> <li>. Service Delivery Management and CRM</li> </ul>		

## PREVIOUS CONTRACTS

### **Aug 2008 – Ongoing Solutions Achitect for Greenwich School of Management.**

Greenwich is one of our longest running clients. They have requested a redesign of their College Administration system that I have been supporting for them for the last 20 years.

Implemented the new CADS version and integrated with their Sage Line200 accounts, the UKBA CAS system, fingerprint registration system and datafeeds from UCAS. The Windows clients access a MySQL database and is used on-site and by their international agents.

### **Jun 2008 – Jul 2008 Technical Achitect for Serco.**

Part of the bid team for parts of the National Identity programme. The Thales consortium (inc. Serco) won the first submission for the prototype ID system and database for “Critical Workers”.

### **Jul 2007 - Mar 2008 Technical Design Authority for Siemens IT Solutions and Services Limited.**

The initial task was to perform a study and produce an options paper that would enable them to meet their contractual commitments after they had been given an extension to major service provision contract. Including a full review of the central servers and software/firmware versions. This lead to supplier selection and due diligence along with the production of the actual build documentation to enhance the storage arrays.

I went on to design and implement a number of new systems into the estate and enhancing resilience to the systems by introducing replicated environments into their reserve facility. **Security Cleared SC (until 27-01-2013).**

### **Apr 2007 - Jul 2007 Reuters, Business Continuity Project Manager.**

Developing continuity plans to enable them to work through an extended outage of their CRM system. This involved working with the various workstreams globally and within the regions to deliver detailed plans, the co-ordination of cross-functional plans and the testing of the alturnate processes.

In August 2007 they had an un-planned outage of their systems. The plans where activated and proved successful.

### **Aug 2005 - Mar 2007 Technical Design Authority for Siemens Business Services.**

SBS is in a PFI with the UK Passport Service. They provide all the systems to support the issuing of UK passports. The initial role was to put together the technical requirements and formulating the proposal for the IT and infrastructure a of a new DR reserve site for UKPS. This included a HA central cluster of Unix machines running a number Oracle databases of about 5TB, the database replication and the various application servers using them. With the proposal accepted by UKPS, the role shifted to being the Technical Design Authority for the system and infrastructure builds. UKPS was renamed IPS in Apr 06. The work involved regular technical meetings, workshops and reviews with the clients and stakeholders to determine the approach and streamline the design, build and final testing of the facility. Security cleared.

The Reserve Facility successfully completed failover testing Early March 2007. With all DR systems coming on-line without data loss.

### **Jul 2005 - Aug 2005 Interservefm, Business Continuity Management review.**

Interservefm and SEC had recently won the PRIDE contract to provide FM to some 500 MOD sites in southern England. Based at the Royal Military Academy Sandhurst. The role involved reviewing their DR procedures and devising their Business Continuity plans to enable the IT Support team and the response helpdesk to continue running in the event of a disruption. This involved the establishment of plans for two smaller emergency helpdesks. Security cleared.

### **Jan 2005 - Jul 2005 Barclays Bank. Business Continuity Project Manager.**

Looking at the BC aspects of the move to a new building and a new desktop environment.

Risk reduction for the move of non-standard equipment. Analysis of application and service requirements for the work area recovery sites.

### **Mar 2004 - July 2004 Vodafone**

Project Office Support. Setting up a project office for a review of the Technology Management Systems in use within Vodafone.

Running workshops and working with small groups from across the company to capture the information, processes (existing and proposed) that were going towards creating their vision for the future. Documenting and diagramming the information and producing board level presentations.

**Oct 2002 - Ongoing**

Technical support and IT consultancy to a number of small companies. Including Windows 2000 and 2003 server installs, Unix maintenance and the full range of desktop H/W and S/W installation, support and DR services (e.g. regular testing of backups, etc).

Planning and implementing network infrastructure and internet connectivity on both ADSL and 2mbps dedicated lines.

Liaison with office space providers and specifying network infrastructure requirements for new offices.

**Apr 2002 - Sept 2002 EGIS Business Continuity Analyst**

Ericsson Global Information Services provide the core IS/IT services to the numerous Ericsson companies around the world.

IT service provision within Ericsson had undergone a massive re-organisation and outsourcing. This had introduced a number of process related issues that were causing problems to the Business. Working with the CRM/SDM for NW Europe I worked on some long-term issues that were affecting the UK demand organisation and a number of Ericsson companies. Using the process analysis and maintenance parts of the business continuity model, I reviewed the current service delivery processes used, worked with the business and the outsource company involved to define new and workable solutions in a number of areas.

**Oct 2001 - Apr 2002**

A number of small project and support roles for existing and new local clients. Typically system and infrastructure upgrades.

**June 2001 - Sept 2001**

Although EED asked me to continue with them I had had little time off since I started freelance working I decided to take an extended break.

**Oct 2000 - May 2001 Technical Product Manager, Ericsson Eurolab Deutschland GmbH.**

EED is an R&D facility based in Aachen, Germany. My role is one of project and product management. The project is to define, produce and implement an Ericsson wide standard PC client for the R&D community. This included the processes for the creation and maintenance of the product.

The initial phase of the project is a co-operation between a company with two R&D sites in the UK, a company with three sites in Holland, a company with three sites in Germany and a company based in Canada. Although all Ericsson companies they are distinct and have their own management structure. These sites hold some 3000 PCs of the 15,000 R&D PCs worldwide. The backbone server infrastructure was to remain NT4.

My main responsibilities were in liaising with the R&D community to obtain requirements, build a business case, define and document the processes involved and co-ordinate the virtual team in their efforts to build and implement the product. Early in May the trials phase of the project was declared successful by Ericsson Corporate IT in Sweden and the project moved on to volume rollout of the product.

The work is being carried out 30% in Aachen, 35% at SueDon's facilities and 35% other Ericsson sites.

**May 99 - Oct 2000 Business Continuity Manager Ericsson Mobile Communications (UK) Ltd.**

EML is Ericsson's R&D and production company for GSM and Satellite mobile phones within the UK. The role started as their Business Continuity Planning Manager, reporting to the IS/IT and process Director. The team's task was to document the business processes and activities and liaise with the various design and production areas to development risk scenarios and contingency plans. This was followed up with testing of the BC plans by the business and DR plans by the IT staff.

For the Year2000 rollover period I planned and co-ordinated the activities of the IS/IT personnel within EML and acted as EML's liaison with Ericsson Corporate. The transition went without a hitch.

After the successful completion of the Business Continuity Plan I dropped into a general project management role, looking at various processes and projects within IS/IT. This included looking in to possible outsourcing options and setting service level requirements, SLAs and key performance indicators. I acted as the project lead in a project to determine and implement a standard PC client that covers the 'office environment', the 'R&D environment' as well as 'shopfloor production needs'. This project is looking at the local needs of EML within the UK and also within the R&D and production sites within Ericsson globally. This covered a transition from NT4 to W2K

**Apr 95 - May 99 SEQUENT, Racal-BRT, Racal Telecom Systems Manager**

I started this string of contracts as part of Sequent Professional Services in a facilities management arrangement with British Rail Telecommunications. This was to include: documenting the current systems, Oracle DBA, setting up remote support, establishing their Business continuity plans and disaster recovery strategy plus capacity planning of their financial systems for the future.

The site runs Oracle Financials. The early part of the assignment was working along side the in-house implementers in streamlining their operations, sizing and implementing an upgraded production environment. I produced both the IT operational and DR procedures for the corporate systems and put in place all the processes for smooth running of interactive and batch systems.

I planned and oversaw the testing of the DR strategy on a regular basis. These tests proved highly successful and demonstrated that non-technical staff could perform the recovery and get the standby systems on-line.

After thirteen months Sequent dropped out of the loop and I continued to serve BRT who had now been taken over by Racal. The system administration aspects of my role passed to an assistant, which allowed me work on the IT aspects of a number of new client/server projects.

My role evolved into one of Corporate systems management. Tasks included: heading a multi-department team looking into long standing infrastructure issues, machine sizing, business contingency planning and planning for a HQ move. I have been responsible for negotiating the details and costing of support contracts and new Unix equipment. I acted as the lead contractor within the IT department and was involved in sourcing and selecting IT contractors.

In August 97, Racal-BRT combined with Racal Network Services to form Racal Telecom.

I worked on their pilot for introducing a fault management system using a 'Clarify' front-end running on NT4 workstations with an Oracle backend database.

In October 97 I accepted the role of 'Strategy Integration Specialist' with the task of ensuring that the technology (systems, networks and applications) being deployed by the company was viable. I was also a member of the 'EP team' that was put together by the RTL board and tasked with revising the emergency preparedness plans for the company. This also included acting as a facilitator at meetings of the Finance, Procurement and HR departments to prompt them in to establishing their business continuity plans.

In June 98 I moved to their Oakwood site and joined the Service and Infrastructure team. This team manages the implementation of new services (customer and internal) and provides 2<sup>nd</sup>/3<sup>rd</sup> line support to the systems and networks that are in place. The platforms are varied and include; HP-UX, Dec and Sequent machines. To enable me to work on certain projects I was security cleared to 'SC' in February 1999.

Tasks included specification, sizing and implementation of systems for various messaging, fault control and order processing projects. This was primarily taking systems from development teams and putting them into an operational status both in terms of hardware, machine capacity, infrastructure, disaster recovery, and the operational procedures and documentation required for their smooth running. General tasks included the support of existing HP-UX and Sequent systems along with the company's WAN and firewalls.

**June 94 - Mar 95 UNISYS Systems Support Manager**

Unisys was implementing Oracle Financials on a worldwide basis. It was being developed and run on seven top-end Unisys Unix machines (Sequent clones) based at their European Computing Centre in Milton Keynes. There were a number of other Unix machines (approx. 15) for various applications and projects.

I was involved with the group that had technical responsibility for all the in-house Unix machines and the connections to those machines.

The team was over-stretched and becoming physically exhausted. I implemented performance monitoring and availability routines and wrote suites of administration routines and put in place the processes that reduced the workload and off-loaded a lot of the day-to-day tasks from the technical people to operations and administration staff. I re-wrote their backup/recovery software to be more flexible and intelligent. Defined and tested their disaster recovery strategy for the in-house financials management machines (6 machines, 30 databases). I later became involved with general technical support, including Oracle DBA functions.

I advised on Unix security issues both internally and to Unisys's customers. Implementing user access control on one customer system gained them a positive audit and helped win them an FM deal.

I produced the operational procedures and documentation for the team that were used for the quality control ISO 9000 accreditation.

My methods of controlling a large number of instances (>10) of Oracle Financials on a single machine have been picked up by the Unisys technical staff in the USA and were incorporated into their own environment.

I was awarded the 'ECC Supplier of the Quarter' for the 4th quarter of 1994

### **April 93 - June 94 MAFF**

Having implemented Oracle Financials in its agencies, MAFF went on to implement it within its core environment. I was brought in to advise the project team on technical issues and to provide skills transfer to their various service departments.

Areas of work include: machine sizing, software installation and tuning, specification of printers/terminal emulation, infrastructure testing and production of administration routines and procedures, including development and testing of their disaster recovery procedures.

In Sept 93 I moved from the service to the project environment to work initially on overall system load testing and performance, the results of which led to the swap from an SNI RM600 platform to a cluster of Sequent 2000/790s.

When fully implemented the system was (at that time) the largest known Oracle Financials installation. Along with the production environment there were ten other test, development and training instances.

Other tasks included integrating the report output from Oracle Financials into a document imaging system and microfiche.

### **Nov 92 - Apr 93 Central Vet. Lab.**

With their IT manager being on long term sick leave, I stepped in to help run a number of their Unix machines and also to put in place the operational procedures and working practises that were needed. We also put in place and tested the DR plans for their VMS systems.

Production and documentation of operational software, user access security software and procedures. Production of software that monitors and reports on machine/user activity. Training of CVL staff.

### **July 92 - Nov 92 MAFF**

Acting as Unix administrator for all CVL's Sequent machines. Technical adviser on Unix environment.

Production of operational software and procedures. Production of software that monitors and reports on machine/user activity. DR planning. Training of CVL staff.

### **Feb 91 - July 92 National Grid**

Dynix technical support, system security and system administration of a network of Sequent machines running Oracle Financials.

Responsible for the smooth running of the system and the quick resolution of any problems that occur. Set-up and co-ordination of a change control system. Training of permanent staff and advising on software development and installation.

DR planning and testing.

### **Jan 91 - Feb 91 UNIFY Corp**

Training and consultancy assignments on customer sites.

Included Accell-SQL over Oracle.

### **Nov 90 - Jan 91 ISICAD Ltd**

Redesign and enhancement of a drawing management system that is a component of one of Isicad's CAD packages. The package is written in Accell IDS and runs on Prisma workstations with a central HP 9000 Unix server.

### **Sep 90 - Nov 90 UNIFY Corp**

Short term contract to supply consultancy and support to a number of Unify's customers in UK and Europe.

Included site visits to Italy

**Feb 90 - Sep 90 National Westminster Bank**

The role was within the micro applications development group of the management services centre. The group had been tasked with developing a number of applications to run on their bank's new branch file server systems. The applications were being written in Accell 4GL on top of a UNIFY 2000 relational database running on 386 machines under SCO UNIX.

My main task was to provide the technical backup to the three teams involved in the development, providing in-depth knowledge of the UNIFY/Accell products and of the UNIX operating system.

A secondary task was to produce an interface from the 4GL to CLIQ (the then latest office automation system from Quadratron) to allow the applications to produce the high standard reports, documents and letters that are required by the bank.

At the time I joined the group they had a very low productivity due mainly to hardware and operating system problems, and lack of knowledge of the software being used. On completion of this contract they were running with 100% machine/database uptime.