

Chris Boulwood

A highly experienced IT architect, consultant, and technical leader. Broad expertise in IT strategy, enterprise architecture, solution architecture, and governance. Pragmatic, commercially aware and outcomes focused. Experienced in leading and motivating teams, managing staff, third parties and subcontractors. Sector experience includes Public Sector, Financial Services, Pharmaceuticals.

Skills IT consulting, IT strategy, enterprise architecture, solution architecture, technical governance, systems integration, technology and package selection, performance engineering, systems development, ITIL, TOGAF.

Experience As a leading member of the IT Strategy and Architecture team, contributed to the development of the Council's IT strategy and enterprise architecture. Worked with solution managers, business stakeholders, and colleagues to shape, scope, and design new IT services.

British Council
2011- present

- Developed and agreed a Content and Collaboration strategy and roadmap, and worked with programme and project managers to align their work streams to deliver.
- Line managed the EDRM and External Collaboration programme manager.
- Developed and implemented an ITIL aligned service planning process (including associated documentation and SharePoint repository) to assess and scope new service requirements, and initiated and managed a regular Service Portfolio Management review board.
- Managed the Council's Technical Design Authority, providing technical governance across all programmes and projects in the Business Solutions investment portfolio.
- Assessed and acted as approver for significant changes to the Council's application and infrastructure estate, representing IT Strategy and Architecture at the Change Board.
- Developed an approach to consistent resource management and workload planning across Global Technology Services.
- Line managed the Global Technology Services Quality and Resource Managers.
- Worked on the organisational design of the architecture function as part of a global IS transformation programme.

IBM UK Ltd
1973-2008

Worked with major clients to devise, design and develop IT strategies and systems that would meet their business requirements.

- Led design and development teams, managed third party subcontractors, and acted as an independent consultant.
- Design authority manager for major public sector redevelopment programme, chief architect for building society internet bank, performance architect for UK bank call centre.
- Led IT architecture, infrastructure design, and performance classes for IBM and clients in UK, Europe, South Africa, and North America; ran IT architecture workshops for undergraduates in UK and Ireland.

IBM UK Ltd 1973-2008

IT Architect 1993-2008

Architect Capability Programme	<ul style="list-style-type: none">• Worked with a major UK bank to improve the capability of the Enterprise, Business Unit, and Solution Architects.• Tailored and delivered an Architectural Thinking class aligned to the client's organisation and lifecycle.• Drafted a skills development portfolio.• Developed and supported an architect mentoring scheme.
International Outsourcing Engagement	<ul style="list-style-type: none">• Global architect responsible for ensuring the overall technical viability of the proposed solution, and alignment to IBM Service Delivery European and Global reference architectures and standards.• Developed the structure of the architecture function for the account, the service delivery solution for middleware, and the systems management solution and toolset.• Presented solution to client in UK and US.• Took part in final negotiations with client commercial and legal team leading to the signing of this billion dollar outsourcing deal.
Public Sector Change Programme	<ul style="list-style-type: none">• Design Authority Manager, managing 30+ architects and designers during the solution design phase.• Responsible for design deliverables, technical assurance, methods and tools; technical assurance of subsequent phase project plans, and design of associated technical team structure.• Liaised with client Technical Design Authority to ensure that proposed solution aligned to Department enterprise architecture and strategy.
Quality Assurance	<ul style="list-style-type: none">• Responsible for reviewing major UK and international projects during bid and subsequent delivery phase to ensure their technical and commercial viability.• Organised detailed project or technical reviews as necessary.• Recommended corrective actions required to UK and European management.• Developed technical review checklists for application development, systems integration, and outsourcing bids.
Internet Bank	<ul style="list-style-type: none">• Lead architect for the development of an internet bank for a major UK building society.• Developed solution based on combining existing IBM reference architectures.• Led all technical aspects of a comprehensive vendor evaluation process with the client to select best of breed software components.• Planned and scoped associated systems integration effort.• Oversaw subsequent third party COTS implementation and development of Java front end through to live operation.
Call Centre Programme	<ul style="list-style-type: none">• Performance Architect for complex three tier call centre implementation, a major non-IBM systems integration project.• Reverse engineered silo design documents to understand message flows and transaction patterns.• Developed a performance and capacity management strategy, and implemented it with a mixed team of client, contractor, and third party staff.

IBM UK Ltd (Continued)

Complex System Design Group 1988-1993

IT strategy engagements, including: IS/IT strategy review for Public Sector client, development of workstation strategy for Insurance client, development of client/server strategy for Finance client, development of IS/IT strategy for Finance client.

Proposal development, including: systems integration bid to Police Force for the implementation of integrated command and control and administrative systems. Worked with third parties to develop technical solution, developed and agreed integration approach, designed system interfaces.

Development projects, including: heavily customised COTS implementation for Construction client. Reviewed overall system design, clarified and documented infrastructure and interface requirements, produced detailed systems integration plan.

Regional Technical Support 1983-1988

As regional Office Systems specialist, provided technical leadership to branch specialists throughout north of England and Scotland. Delivered direct technical support to key customer marketing campaigns and implementation projects. Developed and ran user awareness and training sessions. Developed a benefits measurement technique used in clients and within IBM, presented at customer seminars across the country.

Systems Engineer 1973-1983

Wide variety of pre- and post- sales technical support and application development roles, including: lead programmer for chain store ePOS pilot and overall technical lead for subsequent nationwide rollout.

Education BA (Hons) Physical Anthropology 1973
King's College, MA 1977
Cambridge

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