

## Professional Profile

### **Bodo Piening**

Die Alten Gärten 9 | 31303 Burgdorf  
IT-Beratung@bodopiening.de | 0172 32 69 146



Day of birth: 17.08.1959  
Family status: married

### **SUCCESS PROFILE**

- Formulation of a comprehensive IT strategy, containing technical and organizational aspects as the basis for the implementation of strategic measures for the following years
- Establishment of a customer- and service-oriented IT by implementing a process organization in accordance with the IT Infrastructure Library (ITIL) model with an increase of the process maturity levels by an average of 50% and successful certification according to the standard ISO 20000
- Generation of cost savings to about EUR 2.5 million p. a. by increasing test quality and efficiency as well as the optimization of the Change and Release Management
- Realization of cost savings to about EUR 800,000 p. a. within 11 months through outsourcing of the Service Desk & Client Support to an external service provider
- Comprehensive fulfilment of IT Compliance through the implementation of a central management system for the identification, analysis, assessment and management of IT risks thereby reducing the necessary capital to risk protection by 25% in the first two years
- Realization of cost savings of EUR 1.2 million one-off and EUR 1.3 million p. a. by migration of application systems and data from Siemens/BS2000 to IBM/zOS within 15 months in the context of a company merger

## EXPERTISE PROFILE

### ▪ **Head of IT**

Collection, analysis and assessment of defined key indicators for controlling the IT as well as the implementation of comparative benchmarks

Group-wide planning, selection and procurement of all client hardware and software infrastructure

Perception of controlling functions in review boards and steering committees of projects as well as in corporate group committees

### ▪ **Project Management**

Responsible for overall management of strategic and operational projects with partial multi-year run times, up to eight-digit project budget and up to 30 employees

Certification as Project Manager (IPMA Level C) and Scrum-Master

### ▪ **IT-Process- und -Servicemanagement**

As the responsible service manager, Design, control and continuous improvement of all IT service management processes (ITIL) as well as the certification (ISO 20000)

Control of the Service Desk and Client Support

Management of the group-wide change and release management including the quality management of planned changes

Certification as ITIL Expert and IT Service Manager

### ▪ **IT-Compliance und -Governance**

Ensuring compliance to regulatory and legal requirements for IT Security- and Risk-Management

Ensuring in the context of Service Continuity Management, that even in "out-of-ordinary" events and emergency situations the agreed minimum requirements of IT services are available

Ensuring the legal and cost-efficient management of software in the context of the group-wide license and software asset management

Certification as IT-Security-Auditor and in Management of Risk as well as in Cobit

### ▪ **IT-Testmanagement**

Creation and development of methodological, conceptual and strategic guidelines for the test management

Provision of test data, test infrastructure and test automation solutions

Design, preparation and performing of trainings for IT- and Department-Staff

Certification as Certified Tester (ISTQB)

**PROJECTMANAGEMENT (EXTRACT)****Transition within the Outsourcing of the Service Desk & Field Support,  
Chemical Industry**

Period	12/2016 – expected 03/2017
Problem	Within the ongoing Sourcing Transition substantial intermediate objectives, milestones and specifications were not reached
Aim	Rescue of the project und its management to Fulfillment of the original contractual requirements
Own function	Consultant and Project Support
Scope	<ul style="list-style-type: none"> <li>▪ Root cause analysis and review of the former results</li> <li>▪ Derivation of measures for short-acting stabilization</li> <li>▪ Implementation of a detailed Project- and Test-Methodology</li> <li>▪ Development of a transition project planning and quality assurance of the results</li> </ul>

**Establishment of a central test organization and optimization of the Change and Release Management, VHV**

Period	01/2014 - 05/2016
Problem	Accumulation of production errors due to insufficient quality of testing
Aim	Increase the stability of the IT operations and reduce downtime and troubleshooting costs
Own function	Overall Project Manager (30 staff members) - subsequent acquisition of the line management responsibility
Scope	<ul style="list-style-type: none"> <li>▪ Setup of a central organization-unit for the bundling of test competences in the area of requirements engineering and test management</li> <li>▪ Implementation of binding methods and quality parameters</li> <li>▪ Consolidation of test infrastructure and Implementation of a test automation</li> <li>▪ Optimization of the release and change management</li> </ul>
Results	Reduction of the error rate from 38% to 10%   Cost savings of EUR 2,5 Mio. p. a.

**Establishment of a balanced-scorecard based IT indicator systems, VHV**

Period	11/2013 - 12/2014
Problem	Little and hardly transparent appropriate metrics for the controlling of the IT available
Aim	Establishment of a (benchmarkable) metrics system for the controlling of the IT
Own function	Overall Project Manager (8 staff members) - subsequent acquisition of the line management responsibility
Scope	<ul style="list-style-type: none"> <li>▪ Selection, evaluation and coordination of the indicators</li> <li>▪ Implementation of the measurement and the reporting</li> </ul>
Results	Integrated system of key indicators for controlling the IT in terms of costs, quality, productivity and risk

**Outsourcing of the Service Desk & Client Support to an external service provider, VHV**

Period	08/2012 - 07/2013
Problem	In benchmark comparison excessive costs and at the same time a lack of quality
Aim	Reduction of costs and increase the quality of the service delivery
Own function	Overall Project Manager (20 staff members) - subsequent acquisition of the line management responsibility for the controlling of the external provider
Scope	<ul style="list-style-type: none"> <li>▪ Preparation and implementation of the invitation to tender</li> <li>▪ Supplier selection and contract design</li> <li>▪ Transition of the tasks to the external service providers and optimization of processes</li> <li>▪ Implementation of performance management and reporting</li> </ul>
Results	Cost savings of EUR 800.000 p. a.   Increase of Service Level und quality

**Establishment of a central IT-Riskmanagement, VHV**

Period	01/2008 - 09/2008
Problem	Intransparent IT risks   Increasing legal and regulatory requirements
Aim	Creation of a management system for the identification, analysis, evaluation and control of the IT risks
Own function	Overall Project Manager (4 staff members) - subsequent acquisition of the line management responsibility
Scope	<ul style="list-style-type: none"> <li>▪ Creating an IT risk management strategy</li> <li>▪ Definition of methods and parameters for the risk-analysis and -evaluation</li> <li>▪ Conception of the processes for risk-controlling</li> <li>▪ Implementation of the risk reporting</li> </ul>
Results	Established IT Risk Management   Performance of IT Compliance

**Implementation of a process organization in accordance with the IT Infrastructure Library (ITIL) model with subsequent certification according to the standard ISO 20000, VHV**

Period	07/2007 - 07/2009
Problem	Intransparent and inefficient processes for service delivery of IT
Aim	Establishment of a transparent and customer demand-orientated processes
Own function	Overall Project Manager in the pilot survey (5 staff members), Partial Project Manager for the implementation (10 staff members)   -acquisition of the line management responsibility as Servicemanager for all processes
Scope	<ul style="list-style-type: none"> <li>▪ Detailed analysis of the current situation and determination of the maturity level</li> <li>▪ Preparation of the implementation strategy</li> <li>▪ Definition and implementation of the process- and role-models</li> <li>▪ Definition of process-specific key performance indicators</li> <li>▪ Creating manuals, work instructions, communication- and training-concepts</li> </ul>
Results	Increase the efficiency of the IT service delivery   Increase customer satisfaction

**Migration of BS2000 application systems to an IBM/zOS system- environment, VHV**

Period	06/2004 – 09/2005
Problem	Excessive costs by two different system environments after a merger
Aim	Reduction of the license and maintenance costs as well as the realization of synergies through the combination of functional areas and standardization of the personal skills in data center operations and application development
Own function	Overall Project Manager (25 staff members)
Scope	<ul style="list-style-type: none"> <li>▪ Detailed analysis of the current situation and creation of the migration concept</li> <li>▪ Adaptation of programs, job control and data structures</li> <li>▪ Implementation of load-, performance- and migration-testing</li> <li>▪ Migration of and acceptance by the certified public accountant</li> </ul>
Results	Reduction of operating costs   Standardization of the architecture

**Definition of an IT strategy, VHV**

Period	10/2004 – 11/2005
Problem	Outdated IT strategy   No medium- and long-term-planning
Aim	Creation of an IT strategy based on a coordinated Group strategy and a derived IT target architecture
Own function	Overall Project Manager (10 staff members)
Scope	<ul style="list-style-type: none"> <li>▪ Analysis of the business strategies and derivation of core requirements of the IT</li> <li>▪ Design of a target application- and operating-architecture and core statements to organization, sourcing and provider management</li> <li>▪ Derivation of a medium-term planning of measures</li> </ul>
Resultate	Current IT strategy and medium-term planning of measures for their implementation

**PROFESSIONAL EXPERIENCE**

- 10/2016 - Today** **Freelance IT-Consulting | Burgdorf**  
Projectsubjects IT-Security | IT-Riskmanagement | IT-Compliance | Service-management | Projectmanagement | Testmanagement | Coaching
- 04/1995 – 09/2016** **VHV Gruppe | Hannover**  
Financial Services | Turnover EUR 2,6 Mrd. | 2.800 employees
- 01/2012 – 09/2016 Head of IT-Processmanagement  
Responsibilities 35 staff members (2 Levels)  
Budget EUR 10 Mio.  
Control of the IT service management processes, ensuring IT compliance as well as an efficient test management
- 01/2003 – 12/2011 Head of IT Policy  
Responsibilities 13 staff members  
Budget EUR 2 Mio.  
Control and advice of IT in all fundamental questions regarding the use of information technology, including strategy and architecture and the evaluation of methodological and technical innovation
- 01/1998 – 12/2002 Assistant to Head of IT  
Responsibilities Management of three staff members as "primus inter pares"  
Support for the Head of IT for the preparation and follow-up of board meetings by the creation of presentations and evaluations as well as the development of strategies, concepts and models
- 04/1995 – 12/1997 System Analyst  
Responsibilities Design, implementation and maintenance of standards and guidelines for the application development and system operation
- 07/1993 – 03/1995** **msg systeme nord GmbH | Hannover/Ismaning**  
Consulting | Turnover EUR 2 Mio. | 20 employees  
Sales Manager and Deputy General Manager  
Responsibilities Acquisition and customer support as well as the continuous expansion of the product and service portfolio
- 07/1989 – 06/1993** **Magdeburger Versicherungsgruppe | Hannover**
- 01/1991 – 06/1993 Teamleader Methods and Procedures  
Responsibilities Management of two staff members „primus inter pares“  
Development of methodological concepts for the application development as well as the implementation of training courses
- 07/1989 – 12/1990 Organisation Programmer  
Responsibilities Maintenance of programs in the life insurance business in the programming language COBOL and DB2 database system
- 01/1986 – 05/1988** **Institute of Geography at the University of Hannover | Hannover**  
Scientific Assistant

## EDUCATION

- 06/1988 - 06/1989 IT Professional Economy | Control Data Institute | Hannover |  
Final grade: excellent (A)
- 10/1980 - 12/1985 State Examination for Teaching Degree for grammar schools |  
University of Hannover | Subjects: Physics and Geography |  
Final grade: good (B)
- 06/1978 German university entrance qualification | Kaiserin-Auguste-  
Viktoria-Gymnasium | Celle | Overall average grade: good (C+)

## SKILLS

### Methods

- ITIL V2 / V3 | ISO 20000 Certification (ITIL Expert)
- Project Management Certification (Project-Manager IPMA Level C)
- Agil Development / Project Management Certification (Scrum Master)
- ISO 27000 | IT-Security Certification (IT-Security-Auditor)
- COBIT Certification (Foundation)
- Risk Management (MaRisk, MoR) Certification (Foundation)
- Test Management Certification (ISTQB Certified Tester)
- Architecture Management Advanced Knowledge
- Data Modelling Expert Knowledge

### Application architectures

SOA | Multi-Tiered Applications | Mainframe Advanced Knowledge

### Database Technologies

DB2 | DB2/LUW | SQL Expert Knowledge

### Programming languages

- Cobol | PL1 | Visual Basic Expert Knowledge
- Java Basic Knowledge

### Applications

- MS Office Expert Knowledge
- MS Project Expert Knowledge
- Adonis Expert Knowledge
- HP ALM Expert Knowledge
- CAST Expert Knowledge
- Crystal Report Expert Knowledge

### Personnel Management & Communication

- Feedback-, Criticism -, Appraisal -, Return-,  
Disciplinary-Interview | 360° Feedback |  
Self- and Public-Analysis Expertenkenntnisse
- Conflictmanagement | Moderation | Team-  
building | Negotiating & Collaboration |  
Teamwork | Changemanagement Expertenkenntnisse

**LANGUAGE**

German	Native
English	Fluent
French	Basic

Burgdorf, 17. Januar 2017

A handwritten signature in black ink that reads "Bodo Piening". The signature is written in a cursive style with a large, stylized 'B' and 'P'.