

Profile

Tom Peelen has a broad experience in ICT-services. His experience varies from programming, network design, system management and ICT architecture to project management, process implementation and interim management. His core competences are Project Management – for which Tom is a certified PRINCE2:2009 practitioner - ICT Infrastructure Architecture – for which he holds an “All-round Senior IT-architect” certification by SCIA - and ITIL Service Management – for which Tom is certified by EXIN. Tom specializes in open standards and open source software.

Due to this background his projects deliver results that fit in with existing infrastructures and are manageable. In addition he implements processes that align with technical realities. Combined with enthusiasm en communicative skills he is able to manage complex projects. Tom is specialised in projects that involve several independent organisations that need to cooperate in order to succeed. Because he is persistent and an involved pragmatic, he leads new initiatives to a usable ending.

Industry Experience

- Industry, Distribution and Transport
- Telecom
- Finance
- Government

Skills & Competences

- ICT consultant
- ICT architect (certified)
- PRINCE2 Project Manager (certified)
- ITIL Service Manager (certified)
- Interim-Management

Career Summary

2007 to Date	Owner Core Consult and owner Open Consult
1994 – 2007	LogicaCMG
1986 – 1994	Volmac Networks
1985 – 1986	IBM Nederland NV

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VAR-informationVAR/127/37666083/
Profit from enterprise (WUO)
automatic renewal

Career History

LOGIUS**Architect eGovernment****Mar 2010 to date**

The National Action Program (NUP) is the corner stone for modernising the electronic government (eGovernment). In addition to national administrations implemented by ministries and agencies, the ministry of Interior and Kingdom Relations commissioned several central facilities. Logius manages these facilities and continues to develop them. Digikoppeling (previously OverheidsServiceBus) is the mandatory standard for exchange of messages between information systems of different governmental organisations (zie www.logius.nl). Digimelding is the mandatory facility for government organisations to signal possible inaccuracies in national administrations. Digilevering is the facility to subscribe to events in national administrations (e.g. birth). The "Stelselcatalogus" contains a national data-dictionary and the 'datamodel' for the national administrations. 'Semantiek van de basisregistraties' is about semantic standardisation of the national administrations.

Tasks:

- Maintenance and development of Digikoppeling, Digimelding, Digilevering and Stelselcatalogus.
- Guiding maintenance and development of supporting systems.

Situation: NORA, SOA, webservices, WSDL, SOAP, WS-RM, RSP, ebMS, ebXML, PKI, X.509 certificates, ESB, broker, NORA, WSRP, SAML, StUF, open standards, inter-governmental cooperation

TOMTOM PLACES**Jun 2011****Trainer****ITIL V3**

TomTom Places is a young organisation for which reliable services are essential and mistakes may influence stock value immediately. It's Operations department wants to use ITIL for it's processes.

Tasks:

- Foundation Training Operations department.

Situation: ITIL version 3: Service Strategy, Service Design, Service Transition, Service Operation, Continual Service Improvement

MINISTRY ON AGRICULTURE, NATURE AND FOOD QUALITY**Project leader OverheidsServiceBus****Jun 2009 - Dec 2010**

The program "Digital Services" aims to deliver 100% of LNV's services by digital channels. Electronic communication with other government organisations via "Digikoppeling" (previously "OverheidsServiceBus") is an important prerequisite. The same is valid for Single Sign On (SSO) with other government organisations.

Tasks:

- Project lead implementation, test and migration Digikoppeling.
- Provide Digikoppeling knowledge and experience.
- Project lead Single Sign On.

Situation: Oracle SOA-suite, Oracle B2B, Oracle http-server (Apache), Oracle Single Sign On, webservices, WUS, ebMS, WSRP, MijnOverheid.nl, DigiD, eHerkenning, SAML.

RIJKSWATERSTAAT, DATA-ICT-DIENST**Jul 2009 - Dec 2009****Consultant****Open Source Software**

FLIWAS is an information system for crisis management in high water situations. It has been developed by water boards, Dutch and German government.

Tasks: • Advise on licence, contract and software maintenance.

Situation: International cooperation, German IPR, mission-critical

CITY OF AMSTERDAM, ICT SERVICES ORGANISATION May 2009 - Oct 2009**Project leader****Infrastructure Base-ICT**

The program “Renew Base-ICT” realises a new desktop and office automation environment for 6000 employees.

Results: • Implementation of twin-datacenter.

- In time delivery by suppliers (Getronics, IBM, etc.).

Situation: Microsoft Windows, Exchange, MS SQL, Citrix, network switches

ICTU, PROGRAM OVERHEIDSDIENSTENPLATFORM**Jun 2008 – May 2009****Architect****OverheidsServiceBus**

The program OverheidsDienstenPlatform (ODP) is the infrastructure on which the eGovernment in The Netherlands will be build. The project OverheidsServiceBus (OSB) realises a standard web-service interface and supporting services that opens up all thirteen core-registrations (NL: basisregistraties) and other eGovernment-systems to (other) Government-organisations.

Results: • Infrastructure for production and test-activity.

- Architecture on certificate-use.
- OSB version 1 implementation support.
- Development of OSB version 2 architecture.
- Definition of OSB version 3 functionality.

Situation: SOA, webservices, WUS, WSDL, UDDI, SOAP, ebMS, ebXML, PKI, X.509, ESB, broker, NORA, inter-governmental cooperation

MINISTRY OF ECONOMIC AFFAIRS**Jun 2007 – Jun 2008****Policy maker****Netherlands Open in Connection**

The State Secretary has sent an action plan for stimulating the use of open standards (OS) and open source software (OSS) by the Dutch public sector to the parliament. Tom is co-author of this plan. He was part of the project core team that coordinated the implementation of this plan by the Dutch government.

Results: • Co-author of the action plan “The Netherlands in Open Connection” (www.ez.nl), that was supported by administrations.

- Addenda to the action plan (www.ez.nl).
- External debates and presentations on behalf of the ministry.
- Allmost all central government supports the Open Document Format (ODF) at April 2008.
- Initiation of OSS implementation strategies central government.
- New governmental front-runners.

- Advise on political consequences of public tenders.
- Situation: • Open standards, open source software, inter-departmental cooperation, politics, policies, ICT-governance, ICT-market.

ICTU, PROGRAM OSOSS**Jul 2006 – Jun 2007****Project leader****open source strategy for ministries**

The program OSOSS informs, advises and facilitates governments with respect to the possibilities of open source software (OSS). Requested by the deputy Secretary Generals (pSG), Tom supports the ministries developing their ICT-strategy in the field of OSS. As a project leader he supervises two consultants and coaches them.

- Results:
- Semi-finished products for efficient strategy projects.
 - Project initiations and strategic choices at the ministries of Economic Affairs (incl. Dutch Patent Office); Transport, Public Works and Water Management; Justice; General Affairs.
 - Seven ministries with a running project or appointment to start.
 - Interdepartmental cooperation by monthly meetings.
 - Cookbook on OSS-strategy.

- Situation: • Open source, CRM, proxy, firewall, server based computing, thin-clients, VOIP, email, Office software, middleware, Prince2, etc.

NATIONAL POLICE SERVICES AGENCY**Nov 2005 – Jul 2006****Crisis management****National Criminal Investigation Service**

The national criminal investigation service (DNR) of the national police services agency (KLPD) uses central systems for interception (telephone-taps) provided by the specialist investigation applications service (DSRT). Roll out of a new version had been stopped due to technical problems. Tom was appointed crisis manager to lead KLPD-specialists and suppliers in resolving the technical problems.

- Results:
- Re initiation of roll out within 2 month and insight on required measures to prevent a similar dead-lock situation in future.
 - Improved internal agreement and supplier agreements.

- Situation: • Intel PC, Windows XP, Juniper-VPN, Checkpoint firewall, Citrix, TCP/IP, Reliant (telephone taps), Jaws (visual disabled)

MUNICIPALITIES**Jan 2006 – Apr 2006****Lead IT architect****City of Nijmegen**

Since 2002 the IT-department has experiences with open source. Tom advised on their future strategy based on advantages and disadvantages.

- Results:
- Weighed choice where to use open source and where not to use it.

- Situation: • Windows, Exchange, Citrix, middleware, Oracle, open source, Linux, MySQL, MMBase, Iptables firewall, Samba, IDS, Apache, Office-software, Cisco, management-tooling, Nagios, Wireshark

SCIENTIFIC RESEARCH**Sep 2005 – Jun 2006****ICT-auditor****KNAW**

The Fungal Biodiversity Center (CBS) and the Hubrecht Laboratory are internationally authoritative research institutes. The level of its IT-services did not match with this outstanding international image of the institute. Tom has carried out the audit and has recommended on improvements.

- Results: • The audit report is adopted to lead changes over the coming years.
- Situation: • Dell, Windows, Mac, Linux, MS-Office, routers, switches, Wifi, RAID, NAS, SAN, Samba, Eudora-mail, FTP, DMZ, ITIL.

SOCIAL SECURITY**Nov 2004 to May 2007****Project leader and Service manager****Inlichtingenbureau**

The Stichting Inlichtingenbureau (IB) collects information on behalf of the municipal social services. To improve service, IB requested HP to rebuild IB's central application. Tom led infrastructure implementation at Getronics, and adaptation of IB's ITIL-processes. In addition he planned and coordinated the actual migration by IB, HP, GPR, Cap Gemini, UWV, RINIS, BKWI and Gemnet.

- Results: • Migration on the planned date with fully controlled risks.
- Situation: • Red Hat 4 Linux, IBM-AIX, Oracle 9i, Toad, Crystal Reports, BEA Weblogic, Apache, Zabbix, TCP/IP, Cisco, Suwinet, Gemnet, http/SOAP, MS-Project, ITIL

Hereafter Tom led a project at LogicaCMG that has realized an extra secured connection (based on VPN technology) for exchange of http/soap messages across Gemnet. The solution, managed by LogicaCMG, uses open source software that integrates with 500 municipalities that use Microsoft Windows. Tom was LogicaCMG's service manager.

- Results: • Service according to agreement and needs.
- Customer extremely satisfied on flexible and accurate service.
- Situation: • OpenVPN, OpenSwan, TCP/IP, Ipsec, L2TP, Radius, Iptables, Nagios, Red Hat 4 Linux, Windows XP, Windows 2003, Cisco

OPEN SOURCE COMPETENCE CENTRE LOGICACMG Sep 2004 to May 2007**Operational manager****LogicaCMG**

LogicaCMG's Open Source Competence Centre concentrates Open Source knowledge and develops new solutions for its customers. Tom has set up this competence and directed it via a national core team and steering committee.

- Results: • Open Source Reference Lab for R&D, Proof-of-Concepts and demonstration of solutions to customers;
- New products (see <http://www.logicacmg.com/nl/opensource/>);
 - Participation to exhibitions and seminars;
 - Presentations on Tine, Infosecurity and Linux-world;
 - International open source policy of LogicaCMG Plc.;
 - Releasing LogicaCMG's ePlatform and Digimeente under GPL-licence (see <http://eplatform.sourceforge.net/>);

- Solution care market: thin-clients, server-based-computing, office automation, e-mail, CRM and Voice-Over-IP;
- Partner agreements with “Holland Open”, IBM, HP, Red Hat/Jboss, Novell/Suse and others;
- Internal marketing to the LogicaCMG accounts.

Situation: • Several open source solutions from infrastructure and middleware to application software to replace environments Tru64, Windows, etc.

MINISTRY OF JUSTICE**Jan 2003 to Aug 2004****Service Manager & project leader Infrastructure****SCV**

The “Stafdirectie Coördinatie Vreemdelingenketen” directs the cooperation between (mostly governmental) organizations involved with aliens.

Tom specified the infrastructure for the central register (BVV) and coordinated its realization by connecting parties and suppliers. All has been realized within the strict deadline (June 2003) and in good cooperation with the autonomous parties.

Subsequent Tom, being Service Manager BVV, put together SLA's, guarded their fulfilment by suppliers and outsourced the BVV maintenance and support.

Results: • Insight in shared infrastructures and their interdependencies.
• Realization of infrastructure on the required deadline.
• Reliable outsourcing with clear agreements and commitment.

Situation: • SOA, Java, http-messages, FTP, SMTP, TCP/IP, firewalls, Biztalk, Sonic MQ, Windows, Red Hat Linux, JBoss, Justnet, Politienet, biometrics, GBA, ITIL.

ROYAL CONSTABULARY**Jul 2001 – Dec 2002****Service Level Manager****Section Organisation and Information**

Tom was the ICT-department's account manager for the P&O-organization and Operations organization. He implemented the Service Level Management process.

Results: • Standardized working processes.
• Reliable service by SOI en trust from its 'customers'.

Situation: • ITIL, SLA, DAP, Prince2, Windows, various applications.

WATER BOARDS**Apr 2000 – Apr 2004****Consultant****Government**

During this period Tom has helped the water boards Rijnland, De Dommel and Rivierenland in evaluating their ICT-infrastructure and drawing up a new ICT-strategy. He used the LogicaCMG SAIL method which he had developed himself.

Results: • Vision on improvements and a sound planning.

Situation: • AS/400, Novell, Windows, Unix

MINISTRY OF SOCIAL AFFAIRS AND EMPLOYMENT**Jul 1999 – Jul 2000****Infrastructure Specialist****Data Centre**

Tom was responsible for problem management en supplier management. His pragmatic work stood as an example for his colleagues. In addition Tom organized supplier-contacts, renewed contracts and implemented working in projects.

- Results:
- Improved service from suppliers and lower costs.
 - Project working-style and resource-planning in control.
 - New automation plan with clear costs and people-utilization.
- Situation:
- Windows, SQL-server, Exchange, routers, switches, OpenVMS, Office, MS-Project

MINISTRY OF EDUCATION, CULTURE AND SCIENCE Jan 1999 – Jun 1999
Auditor Government

In the year 1999 the ministry demanded CMG to evaluate the pilot “Kennisnet”, a network that provides protected Internet-access and educational content. Tom did the infrastructure part of this evaluation and supported the ICT-management and project management parts of the evaluation. The final report influenced the definite award of contract to the supplier EnerTel and the way it was continued.

- Results:
- Points of improvement for continuation.
 - More freedom for schools to choose how to spend their budget.
- Situation
- TCP/IP

CENTRE FOR WORK AND INCOME (CWI) Mar 1998 – Dec 1998
Consultant, Interim management Facility Management

Tom implemented a yearly planning of the ICT-infrastructure changes. Starting May 1998 he managed the team Infrastructure of the Data Centre (18 employees).

- Results:
- Project-style of work and a more reliable and predictable service.
 - Control on the workload and therefore a more stable department.

Several employers 1994 – 1998
Architect Data Centre

For several clients (Cities, PTT, European Option Exchange, Tax and Custom administration) performed tasks on the following subjects:

- Design infrastructures;
- Develop an ICT strategy;
- Advise system development projects;
- Review ICT-management organisations;
- Procurement projects according to European regulations;
- Coordinate infrastructure implementation projects.

Languages

Dutch	Natural language
English	Fluent
German	Skilled

Qualifications / Affiliations

- Vice-chair OpenDoc Society (www.opendocsociety.org)
- Member “Networked European Software & Services Initiative”
- GoodSense, PRINCE2:2009 Foundation and Practitioner 2010.
- Presentation for key- personnel who represent LogicaCMG
- Certified IT-Architect, with the Society for the Certification of Information Architects (www.stichting-cia.org, Dutch register)
- EXIN, ITIL Service Management 2001; Tom was awarded by Exin for the best exam results in 2001
- CMG Management Development Program 2001
- Schouten & Nelissen Inter vision 1999 – 2001
- Schouten & Nelissen Surroundings Management 1998
- CMG Project Management 1997
- CMG Communicative Skills 1996
- Volmac Consultancy Skills 1993
- Volmac Conflict Management 1992
- Volmac Time Management 1992
- Volmac Information Analysis 1992
- AMBI, Organisation & Information Policy 1990
- Delft University, Electrical Engineering & Computer Science 1985

Publications

- Article “Using the page mode of dynamic RAM’s to obtain a pseudo cache” in Microprocessors and Microsystems, vol 11, nr. 9, Nov. 1987
- “SNA, an Introduction” (Dutch language), T.A. Peelen, Kluwer Technische Boeken BV, 1991, ISBN 90 201 2588 5
- Section on “Capacity and Performance management” in Kluwer “Handbook Network Management” (Dutch language)
- Article “Strategic Planning of ICT Infrastructure” (Dutch language), Ir. T.A. Peelen en Drs. I.M.F.J. Joukes, National Architecture Congress 2002.