



## Curriculum Vitae

Name: Tom Buijs  
Date of birth: 6 april 1954  
Nationality: Dutch



Tom Buijs is senior ICT consultant and he is specialized in Service- en System Management and the organisational aspects of it. He has a large affinity with Performance- en Cost Management. He has more than 30 years of experience in the information technology as system programmer, performance analyst, capacity planner, team leader, first line manager, interim manager and consultant.

For a civil service Mr. Buijs was responsible, as a team leader, for building a performance test system to test a newly build application for payments to the public. The system runs on a multi-server Microsoft platform. The test system resulted in a much faster response time and considerably less use of resources.

For the Ministry of Finance Mr. Buijs has, as an IT-architect, helped in defining the IT-infrastructure needed for an implementation of a package for running claims and payments. The package and the infrastructure have been tested in a test centre of IBM in Montpellier in France. The circumstances in the test centre were set up in such a way that they were comparable with the eventual production situation. After the test Mr. Buijs gave support to the developers and builders of the infrastructure and checked if the design and the so far delivered infrastructure was created according to the IT-architecture for this project.

For a large Dutch retail company Mr. Buijs worked as a consultant and interim manager during the implementation of a new cost management structure. This lead to a good understanding of the IT costs per service per customer. The budget process, the quotation process and the invoicing process became much faster and accurate.

Mr. Buijs worked as a consultant for a large producer of electronic parts during the development and implementation of an ICT service management structure concerning a new ERP application. This application is used by an organisation with more than 100 factories and sales offices world wide. The quality of the ICT service has increased dramatically.

For the Ministry of Finance Mr. Buijs has written a System Management blueprint in which all system management processes and activities are related. Also roles are defined and attached to activities. The blueprint has been used as basis for development of procedures and work instructions. The blueprint was based on ITIL. The way of working within the production environment was enormously improved.

Mr. Buijs worked for an airline company as first line manager in the capacity planning department and was responsible for setting up a performance management and capacity planning structure. In doing so, he has set up a reporting structure to advise senior management in the use of resources. The reporting structure helps to reduce information technology costs and enables to set priorities in a better way.

He wrote several articles for IT Forum, a monthly opinion magazine for the IT branch. Some of the topics were service level management, measurement, reporting, accounting, performance management, availability management, service level agreements, etc. In different IT-management yearbooks mr. Buijs contributed articles about the IT process model of IBM and Cost Management. Over the years he gave several presentations on the topics of service management and cost management. He is a member of the GSE-NL Cost Management workgroup since 1992.

In 2012 he published a book "Zo simpel is IT – My Best Practice", in which a structure is given to manage an IT organization as simple as possible (ISBN 978-90-818709-0-0). At this time only available in Dutch.

Tom Buijs finished the Higher Technical School in Haarlem in Information Technology. His native language is Dutch, he is fluent in English and has a good notion of the German language.

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