**Akan** BSc (Hons) MSc MBA PRINCE2

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**PROFILE:**

* A Senior Project / Programme Manager with over 11 years' experience in planning and delivery of Infrastructure, application and business change projects and programmes in Banking and Financial services, Professional Services and Retail Sectors.
* Expertise in Project and Programme Management, Project Governance, Risk and Change management.
* Full lifecycle planning and delivery, stakeholder management, budgeting and board level communications. Setting up and administering governance and delivery framework for projects and programmes.

**EXPERIENCE:**

* **Infrastructure and Security -** Servers, Storage, Networks (LAN, WAN) Telephony (IPT, VOIP), Virtualization (VMware & Hyper-V), SAN (3PAR, EVA, MSA), Citrix, Exchange, Active Directory, Office 365, Cloud, Back Up, Data Centre, Disaster Recovery (Strategy, Planning and Implementation), Penetration Testing, Identity and Access Management.
* **Office Openings and Data Centres –** Singapore, Seoul, Dubai, Doha, Riyadh, Johannesburg, New York, Europe
* **Application –** Business Intelligence, Resource Planning, Payment Systems, Financial Reporting and Budgeting.
* **Project Delivery Framework –** Designing and implementing a project deliver framework for Davis Langdon LLP, Clifford Chance LLP and JD Wetherspoon

**February 2016 to Date: HERBERT SMITH FREEHILLS LLP;** London

**Global NetApp Storage Refresh Programme – London, Dubai, Hong Kong, Johannesburg**

The existing HSF storage environment was 5-6 years old, and projections for the following the 3 years showed support costs as prohibitive, and in many cases could not be supported going forward. This presented an opportunity for a full refresh, where cost, technical and operational benefits could be realised. The programme scope was to replace existing NetApp infrastructure with the latest NetApp operating system (cDOT). Refresh both the primary and DR storage platforms and increase capacity and performance to enable scale. The new platforms replaced the aging primary Datacentres in London (including the Dev/Test and Sand Pit platforms), and the existing NetApp equipment in Dubai and Hong Kong plus a new install in Johannesburg for compute, networks and the storage.

• Primary responsibility: Programme Manager - I led the project teams and external vendors, to design and implement hardware replacements, OS upgrades and data migration in London, Dubai, Hong Kong and Johannesburg. Managing governance, risk, change, communications and administering vendor contracts to deliver business benefits.

* Results: Saved Herbert Smith Freehills circa £400,00 in extended support costs

**New Office and Data Centre Programme - Johannesburg**

The scope was to deliver a new office and offsite co Location Regional Data Centre in Johannesburg. As Programme Manager, I led the end-to-end planning, delivery and transition. Managing risk, resources, budgets, benefits and board level reporting through - Requirements, procurement, RFP (for Co-Lo Data Centre, Internet, MPLS and VPN circuit providers), design, build, penetration testing and migration.

**Access Pay (BACS payments and SWIFT MT940 statements)**

I Managed development and delivery of new cloud based BACS payment and SWIFT MT940 statement management system for Herbert Smith. The project scope was to deliver a BACS payment module for direct debit payments and a Bank statement module to consolidate the firms SWIFT MT940 statements (from over 200 bank accounts in 21 banks) globally into a single platform for better visibility and management.

• Primary responsibility: As Project Manager I led the project team, managing an external vendor to work with internal finance and IT resources and 21 banks globally to establish requirements, design, develop, testing, training and delivery.

**Active Directory & Privilege Access Management**

The aim of the project was to implement an Active Directory Auditing solution as part of an initiative to achieve ISO27001 accreditation. Benefits realised included: Identifying when staff outside of the approved teams create/delete/amend an AD account, Identify accounts where password are set to not expire, Identify when accounts are added or removed to/from high profile groups, Identify when administrator accounts are inactive, Report on inactivity to capture leavers.

• Primary responsibility: As Project Manager I led the project team, managing an external vendor to work with internal business and IT resources to implement the new solution

**Disaster Recovery Plan and Test Implementation for Johannesburg Data Centre**

I led the planning and development of a Disaster Recovery plan for the new data centre - Technical documentation and an actual DR test for the various failover scenarios, mitigation and recovery process. Facilitated workshops to investigate the failure scenarios in the office and the data centre and determined appropriate technical and business response and communication plan. I managed our internal subject matter experts, IT management and third parties to document a Disaster Recovery Plan. Managed a live Disaster recovery test for the Johannesburg based on the DR plan.

**New Office Opening in Dusseldorf**

The project involved delivering a new office for 60 users in Dusseldorf. As Project Manager, I led the end-to-end process from requirements, procurement, design, build and transitioning users from Frankfurt to the new Dusseldorf office

**April 2014 to January 2016: JD WETHERSPOON**; London

**Infrastructure Continuous Improvement Programme**

Manage development and Implementation of programme of IT infrastructure changes to improve service delivery, security and supportability for infrastructure and applications across the firm.

• Primary responsibility: Programme Manager - Set up the infrastructure CI function from scratch. I created a framework including process and templates for raising new CI requests, evaluation, approvals, prioritisation, implementation and monitoring. Managed infrastructure CI backlog and implementation to ensure benefits were realised.

**Data Centre Upgrade**

The project involved upgrading Network infrastructure along with the mechanical and electrical services to primary Data Centre to support future business growth. This included installation of upgraded network switches, LAN Ethernet and fibre, redundant power supply and distribution and migration of all data centre systems onto new power infrastructure.

* Primary responsibility: Project manager across IT and Property work streams
* Results: Achieved n+1 redundancy on power and cooling capacity, increase power supply and distribution, rack space and network capacity for future expansion.

**Improved Access and Security Project**

The aim of the project was to develop and implement a new Access strategy for JDWs mix of applications, devices and access scenarios and define new Security policies. Also to expand existing solution that manages mobile devices and enable “Bring Your Own Device” capability; Implement Single sign on; Set up a tool to monitor, track and regulate Internet usage; Replace the existing RSA multi factor authentication with a more cost effective and user-friendly solution.

The scope included – Deploying a new Citrix environment and gateway, Active Directory and Exchange online with Microsoft Azure and Office 365

• Primary responsibility: Project manager - Managed day-to-day delivery of project and technical team. Lead end-to-end process for scope definition, requirements gathering, design, vendor selection, implementation, testing and roll out. Develop communication plan and strategy and roll out new ways of working across 950 pubs, restaurants and hotels across Britain and Ireland.

**Hyper-V and SAN Upgrade/ Virtualisation/ Migration**

The project involved migrating the Storage Area Network from EVA to 3PAR, Cisco Nexus switches, Virtual platform from Hyper-V 2008 to 2012, virtual to virtual and physical to virtual migrations onto the new platform.

* Primary responsibility: Project manager across infrastructure, server/applications migration and business change. I led end-to-end process for business case, NFRs, design, build, testing and migrations. Stake holder engagement with service owners and business users as well as external providers achieve project deliverables with minimum impact to business as usual
* Results: Achieved 40% reduction in running cost for data centre services. Provided platform to implement enterprise strategy for IT services to be hosted externally on the cloud

**Windows 2003 Server Upgrade**

This project scope was to identify and upgrade all JDW servers using the Microsoft Windows 2003 Operating system – Microsoft no longer supports windows 2003 (as of 14th July 2015) which means that they no longer provide relevant security patches, fixes, or technical assistance. As a result all 2003 servers are at an increased risk of infection by harmful viruses, spyware, and other malicious software. The project involved migration of servers from the Windows 2003 to 2012 and 2008R2 Operating System or providing mitigation for the additional risk until a longer term solution is implemented.

• Primary responsibility: Project manager across infrastructure, applications migration and business change. I led end-to-end process from requirements, design, build, testing and migration.

**Jul 2011 to April 2014: CLIFFORD CHANCE LLP**; London

**Business Intelligence – Management Information and Reporting Application**

Managed requirements gathering, design, development, testing, pilot, training and deployment of new Business Intelligence solution used for analysis and dashboard reporting on key performance indicators including Profitability, Utilisation, Working capital management, Procure to Pay, Fees and Sector Reporting.

Primary responsibility: As Project manager. I managed onsite technical and offshore development teams, provided project reporting and governance,

**Resource Planning Solution – Retain Application**

Led pilot, business case and global roll out of new resource planning solution for work allocation, resource management and tracking utilisation across all offices.

**Hyperion Planning Upgrade– Budgeting and Forecasting Application**

Delivered Upgrade of budget and forecast system from Hyperion planning version 9 to version 11 including rationalisation of application functionality and business rules to streamline processes.

**Hyperion Enterprise – Financial Reporting Application**

Implemented project to consolidate 6 financial reporting applications and create the correct environment for data controls to improve accuracy, reliability, security and accessibility of data.

**Global Data Centre Consolidation Programme**

The project involved implementing a “Spoke In a Rack” model virtualising physical servers across 40 offices in 35 countries, rationalisation and upgrades to servers and systems and migrating data centres from all offices into 5 main hubs in New York, London, Eschborn, Hong Kong and Dubai.

* Primary responsibility: Programme manager - IT services rationalisation, systems migration and infrastructure consolidation. I managed day-to-day deliverables, project reporting and governance, stakeholder engagement and communication with technical teams and third parties across multiple locations through full project lifecycle.
* Results: Restructured internal IT support function and saved 400,000 Euros on yearly data centre costs across European offices.

**Data Centre and Network Migration for Riyadh, Dubai and Singapore Offices (Separate projects)**

The project-involved migration of data centres for office moves in Dubai, Riyadh and Singapore. Scope included virtualization, disaster recovery, networks and server migration, and provision of power, cooling and fire services.

* Primary responsibility: Programme manager across infrastructure, applications migration and business change. I led end-to-end process for requirements gathering, design, build, testing and transition strategy and implementation. I managed day-to-day planning and delivery, project reporting and governance, stakeholder engagement with both internal and external parties from technical staff to board level.
* Results: Successful delivery of data centre moves with no impact to business as usual.

**Mergers and Acquisitions – Systems Integration**

Managed integration of technology systems for firms that where acquired by/merged with Clifford Chance in Perth and Sydney.

**New office openings in Seoul and Doha**

Managed implementation programme for all work streams to open a new office and start business operations in Seoul– Legal & regulatory process for setting up business entity, Tax registration, Property selection & Fit-out, IT infrastructure and application roll-out, Finance, Business development & communications, HR & payroll - integrating operations with Clifford Chance regional and global business model

**Global Rollout of new IPT telephony systems with VOIP**

Delivered programme to implement new IPT (and VOIP) telephony system to 40 offices across 35 countries

**Global Roll-Out of Click to dial - desktop/telephone integration application**

Planning and rollout of click to dial (Microsoft Lync & Cisco UC Integration) to 6000 users globally

**Jan 2010 to Jul 2011: DEUTSCHE BANK;** London

**Data Centre Upgrade**

The project involved implementing upgrades to support infrastructure for data centre in 1 Appold street office.

* Primary responsibility: As Project manager, I led end-to-end design, build and migration to new electrical services.
* Results: Implemented electrical upgrades successfully with no disruption to business as usual.

**Jan 2009 to Dec 2009: CHINA INTERNATIONAL CAPITAL CORPORATION;** London

**UK & Europe Banking operations**

New datacentre build and Implementation of IT systems to commence investment-banking operations from maiden overseas office in London.

* Primary responsibility: I led end to end design, procurement and implementation for all IT systems and services in old broad street office
* Results: Successful start up of investment banking operations in Western Europe in line with strategy to establish first overseas office by Jan 1, 2010.

**Jun 2008 to Dec 2008: CAPITAL ONE;** Nottingham

Datacentre Migration to support office relocation from Loxley house into Trent house

**April 2007 to May 2008: CO-OPERATIVE BANK;** London

9 Prescott street office fit-out

**Jul 2006 to Mar 2007: DEUTSCHE BANK;** London

Data Centre Upgrade

**April 2005 to Jun 2006: ROYAL BANK OF SCOTLAND;** London

Office relocation of Goodman fields to Aldgate Union

**Role description:**

* Change Management – introduction of new systems / processes and rationalization of legacy systems
* Liaison with projects committee to get business case approval and ongoing communications, reporting and approvals from project board
* Business analysis and requirements gathering
* Developing and implementing communications plans for change initiative
* Ensuring the projects are managed according to the firm's governance framework
* Ensuring projects are delivered to time, budget, quality, scope while managing risk and expected benefits.
* Managing resources within matrix organization as well as external vendor contracts
* Inputting to the shape of projects offering a pragmatic way forward to finding solutions
* Day to day management of project resources, deliverables and stake holders over full project life cycle – business case, brief, design, build, testing, training and transition to BAU.

**EDUCATION & QUALIFICATIONS:**

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| 2012  2005 - 2008 | Prince2 Practitioner  Masters in Business Administration (Part time)  University of Reading, United Kingdom |

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| 2003 – 2004 | MSc Project and Enterprise Management  University College London, United kingdom |

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| 1998 –2002 | BSc (Hons) Architecture |

**SKILLS:**

* Business analysis and Business change management
* Project planning and control
* RAID and Stake holder management
* Matrix management of resources
* Agile, Waterfall