

# WILLIAM HANDS – SUMMARY CURRICULUM VITAE

## CONTACT DETAILS

Address: 29 Aldridge Road Villas, LONDON W11 1BN  
Telephone: 020 7727 0413  
Mobile: 07713 740 514  
FAX: 020 7727 0270  
E-mail hands@projectsolve.co.uk



## QUALIFICATIONS

Education: MA, History, Cambridge University (1976)  
Memberships: Fellow, British Computer Society  
Chartered IT Practitioner  
Fellow, Institute of Management Consultants  
Member, Academy of Experts  
Registered Mediator, Centre for Dispute Resolution

## OVERVIEW

Specialist in:

- IT contract dispute resolution
- Defining customer requirements for computer systems
- Selecting computer systems and suppliers
- Managing software development and implementation projects
- Testing computer software

## SUMMARY OF EXPERIENCE

I have worked in the Information Technology industry continuously since 1978, beginning as a computer programmer and systems analyst and subsequently specialising in project management. My career has included working in a leading software development house, and twelve years with two of the major independent IT consulting practices.

I am experienced in many computer technologies and business sectors and have worked on a great variety of IT projects for both major corporations and small/medium enterprises, and also in the public sector. I have particularly strong experience in defining system requirements, selecting suppliers (i.e. tendering), and managing the relationship between customer and supplier during project implementation as an independent consultant. My project management experience is founded upon a strong technical background in software design and development, software testing and implementation.

I have been appointed as Expert Witness in over 60 cases concerning computer hardware and/or software since 1984, including five as Single Joint Expert, and several copyright/patent cases. I have particular expertise in software testing, “gap analysis” to match contractual requirements against the functionality of delivered software, and project delay analysis. I have given oral evidence on

several occasions in Court and in Arbitrations in the UK and abroad. I have also acted as Mediator in over a dozen cases.

I have conducted research, published articles, and delivered public seminars on risk management in IT contracts, on corporate IT strategy, and on dispute resolution.

A more detailed CV is available upon request.

## **EMPLOYMENT SUMMARY**

1996 – Independent IT consultant (Director, ProjectSolve Limited)  
1987 - 1996 KPMG (IT Management Consultant)  
1984 – 1987 Ernst & Young (IT Management Consultant)  
1982 – 1984 SPL International (Software developer/designer)  
1978 – 1982 Thomas Tilling Organisation (Software developer/designer)

## **COMPUTER SYSTEMS EXPERIENCE**

Accounting	Internet transacting
Advertising management (outdoor and radio)	Inventory
Auditing	Leasing
Banking (retail, wholesale, direct)	Ledgers
Brewery and licensed trade	Library
Courts administration	Life assurance
Credit card management	Lloyds insurance market
Customer billing	Loans
Customer Loyalty schemes	Logistics
Customer Relationship Management (CRM)	Manufacturing control
Database, DBMS, RDBMS	MOD
Distribution	Network administration
Document management	NHS
Economic statistics	Payroll
Education	Pensions
Electricity trading	Personnel
Enterprise Resource Planning (ERP)	Pharmaceutical trading
Examinations	Printing
Financial sector	Reinsurance
Gas and electricity billing	Retail
Health service	Smart cards
Health and safety	Tourism
Human resource HR	Treasury
Insurance	Warehouse
Internet content management	

## **SOME MAJOR CLIENTS**

**(excluding many Small/Medium enterprises and confidential instructions)**

APACS (Association for Payment Clearing Services)	Hong Kong Education Department
BAE	Midland Bank
Burtonwood Brewery	Minet Group
Cambridge University	Ministry of Finance, Nigeria
Capital Radio	More O'Ferrall Adshel
Caspian Bank	NHS
Citicorp	Oxford GlycoSciences
Department for Education	P&O Containers
Department of Health	Rolls Royce
Electricity Pool	Teachers Pensions Agency
European Commission	University of East London
Government of Oman	WH Smith
HM Treasury	