

Serge CAUBERGHS

Personalia

Born in 1962 - Saint-Mard (B); living in Brussels (B), married, one daughter

Education

Free Brussels University (1986) – Master in Computer Science, Systems Option

Athénée Royal Athus (B) – Latin-Mathematics

Positions held

PricewaterhouseCoopers	01/2012 ⇨	Technology Consulting - External Consultant
	<p><i>Program Manager for PwC Consortium</i></p> <ul style="list-style-type: none"> DG TAXUD (EC) – ITSM2 Project - Lot3 : “Integration and Control of TAXUD IT Managed Services Suppliers” <p><i>Senior IT Service Manager</i></p> <ul style="list-style-type: none"> Presales activities and IT Service Management missions Review / Challenge of ITSM proposals (internal / external) <p><i>ISACA Thought Leader</i></p>	
ITSM Consult sprl/bvba	02/2011 ⇨	Senior IT Service Manager - Owner
	<p><i>Expert in IT Service Management</i></p> <ul style="list-style-type: none"> BCP / DRP Consultant in Mobile Telecom Environments CobIT 4.1 Audit missions ITIL Coaching / Training <p><i>Private IT / ICT Legal Expert</i></p> <p><i>itSMF Publication Reviewer (International)</i></p> <p><i>itSMF Lecturer</i></p>	
Bull	06/2008 ⇨	Service Management Architect
	<p><i>Senior IT Service Manager</i></p> <ul style="list-style-type: none"> Presales activities and IT Service Management missions <p><i>ITIL Expert</i></p> <ul style="list-style-type: none"> DG TAXUD (EC) – ITSM1 Project : Architect for Service Support processes (including Application Management) Design of Sourcing and Managed Services solutions 	
Bull	01/2008 ⇨	Bid Manager – Solution Architect
	<p><i>Senior IT Service Manager</i></p> <ul style="list-style-type: none"> Development of Managed Services proposals (delivery model, cost model, charging model, P&L, SLA, penalties) 	
Hewlett-Packard	05/2007 ⇨	Head of Delivery
	<p><i>Head of the HP Customer Deliver Services</i></p> <ul style="list-style-type: none"> Accountable for : <ul style="list-style-type: none"> ✓ On-site support teams, ✓ Hardware maintenance functions and Warehouse management, ✓ HP Mission Critical Customers supporting structures, ✓ 24 x 7 Shared Service Desk, ✓ Financials (follow-up / forecasts). Setup and guidance of a Solution Architects team Setup and development of a dedicated Microsoft pool of expertise 	

Hewlett-Packard	09/2006 ⇨	Account Delivery Manager
	<i>Customer Relationship Manager:</i> <ul style="list-style-type: none"> Responsible of IT Services Provision for a portfolio of HP customers (Customer Delivery Services), Follow-up of on-site teams, commercial contacts and P&L reporting. 	
Fortis Investments	07/2001 ⇨	Global Head of IT Operations & Support
	<i>Head of IT Operations:</i> <ul style="list-style-type: none"> Management of several teams in charge of operating more than 400 servers (Wintel + Unix) in three operation centers (BE, FR, NL) <i>Head of IT Support function:</i> <ul style="list-style-type: none"> Accountable for the IT Support function for seventeen Investment Centers worldwide <i>IT Service Manager:</i> <ul style="list-style-type: none"> Setup and Improvement of multiple IT processes with specific focus on Change management and Business Continuity 	
ACOGES SA/NV	04/1988 ⇨	General Manager
	Front-Office / Microsoft desktop products consultancy & training	
IBM Corporation (USA)	01/1986 ⇨	System Analyst
	R&D in the areas of Vectorized and Parallel system architectures	

Specific Expertise

IT Processes and Controls Expert (ITIL V2, ITIL V3, COBIT, ISO 20000, ISO 27002)

- *Assessment – Auditing*
- *Design / Implementation / Transition*
- *Metrics / Improvement*

Service Management Solution Architect

- *Delivery Model Architecture, Sourcing Alternatives*
- *Cost & Charging Models / P&L*
- *SLA, OLA, UC, Penalties and Service Catalogue*
- *IT Contract Management*
- *[Multi-] Vendor Management*

Business partnerships



Other Mandate(s)

ABEX (Belgian Association of Experts) - Internal Accounting Auditor (2013 ⇨)

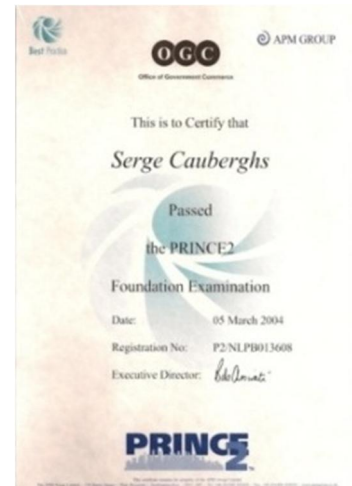
Certifications



ITIL V2
Service Manager



ITIL V3
Expert



Prince 2



Spectrum of Expertise across Markets

