

Serge CAUBERGHS

Personalialia

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

ITSM Consult <small>sprl/bvba</small>	02/2011 ⇨	Senior IT Service Manager - Owner
		Expert in IT Service Management Private IT / ICT Legal Expert
Bull <small>SA/NV</small>	06/2008 ⇨	Service Management Architect
		Management of ITIL Processes (assessment, setup and continuous improvement) Design of sourcing and Managed Services solutions
Bull <small>SA/NV</small>	01/2008 ⇨	Bid Manager – Solution Architect
		Accountable for Managed Services proposals & bids (delivery model, cost model, charging model, P&L, SLA, penalties)
Hewlett-Packard	05/2007 ⇨	Head of Delivery
		Head of the Delivery Team (HP-CDS / more than 230 team members) Accountable for the hardware maintenance functions, on-site support teams and HP Mission Critical Customers supporting structures Setup and guidance of a Solution Architects team
Hewlett-Packard	09/2006 ⇨	Account Delivery Manager
		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
		Accountable for the teams managing more than 400 servers (Wintel + Unix) in three operation centers (BE, FR, NL) Accountable for the IT Support function for eleven Investment Centers worldwide
ACOGES <small>SA/NV</small>	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

Business partnerships

Founder		Partner		Member		
						

Specific Expertise

IT Processes and Controls Expert (ITIL V2, ITIL V3, COBIT, ISO 20000, ISO 27001)

- Assessment – Auditing
- 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
- Contracts & Suppliers Management

itSMF Publication Reviewer (*International scope - Service Support / Service Delivery*)

Legal IT / ICT expert *Member of the Belgian Experts Associations (ABEX)*
Member of the Belgian Chamber of IT Experts (BCIE)

Professional Guidelines

- « Information Systems must be able to deliver IT Services aligned with the Business requirements and / or specifications.
Business does not have to adapt to IS delivery capabilities »
 - « You can only manage what you can measure »
- « You have to manage the information securely and report it to the Business according to the agreed accuracy, formats and time frames »
- « You should constantly be monitoring your IT processes. A continuous improvement plan allows remaining aligned with the market expectations. It also reduces the TCO, increases the overall quality of the deliverable and improves the perception of professionalism of the IT Service Provider »

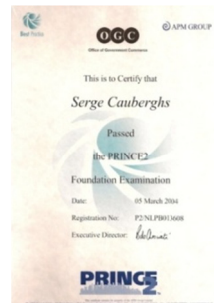
Certifications



ITIL V2
Service Manager



ITIL V3
Expert



Prince 2



Microsoft Certified
Professional

Spectrum of Expertises across Markets

