William Hooper

Curriculum Vitae

Expertise and Professional Specialisms

I work as an expert witness, neutral advisor and expert determiner in IT and outsource services. My areas of expertise are:

• Fitness for purpose in application, code review and forensic analysis, infrastructure, project and service management. I have particular experience in large-scale delivery (up to £250m a year), multi-vendor services, managing people through IT-supported change, transformation, Agile methods and professional competence;

• IT Project delay cause and quantification;

• Intellectual Property review of algorithms, delivery methods and similarity of code, licensing, database rights;

• IT and Outsource procurement / sourcing. Requirements definition, governance, product selection; and

• Artificial intelligence (AI), The design, training, delivery, implementation of AI systems. Data Science, Machine Learning, Analytics and Data Management. Compliance, performance, bias.

I also practice as a consultant in the delivery of IT and outsourced services.

Qualifications, accreditation, training

Master of Business Administration, London Business School. BSc(Eng) Imperial College, London.

Fellow, BCS The Chartered Institute for IT. Chartered IT Professional. Chartered Engineer. Chartered Management Accountant.

Programme management (MSP foundation, practitioner). Machine Learning / AI (Stanford Online). Service management (ITIL Foundation). I also attend IT Law events and training delivered by BCS The Chartered Institute for IT and the Society for Computers and Law.

Past and Present Positions

2012 - Present	Director, Oareborough Consulting
2017 – 2018	Director, Finsbury Sourcing
2012	Principal Consultant, PA Consulting
2006-2012	Managing Consultant, Fujitsu Services Ltd.
1999-2006	Senior Advisor, Xerox Global Services

Other Professional Responsibilities

I am currently a member of both the council and executive of the Academy of Experts. I have previously served as a regional council member of the Chartered Institute of Management Accountants.

Memberships of Professional Organisations

I became a member of BCS The Chartered Institute for IT in 2014 and was elected Fellow in 2022. Member, the Society of Computers and Law. I have been a member of the Institution of Mechanical Engineers and the Chartered Institute of Management Accountants since 1991. Member, the Association for Computing Machinery (ACM) from 2021.

Publications

I have published approximately 50 articles in Computers & Law, Outsource Magazine and Intelligent Sourcing. I have also been published in Finance Management and The Business Strategy Review.

I was an author of the "Service Integration and Management Professional Body of Knowledge" published by Van Haren 2017.

Training, qualifications and Accreditation as an expert witness

I joined the Academy of Experts as a practicing associate in 2013, becoming a practicing member in 2018. I have been a Full Member of the Expert Witness Institute since 2015.

I have attended the Academy of Experts courses "Foundation training", "Procedure Rules", "Law for Experts", "Into Court", "Expert Determination", "Report Writing Masterclass" all between 2013 and 2020.

Experience – Sample Projects Undertaken

- Party appointed witness in a disputed systems delivery and business transformation £50m claim of a line-of-business system. Initially advised on the strength of the claim. Later appointed to report on the IT project's delivery.
- Acted as expert advisor in a delayed business transformation and applications development project. The claim was initially for £150m, later revised to £128m. Investigated IT project delivery to qualify and quantify the causes and attribution of delay.
- Reported on the disputed delivery of a SAP logistics system where the customer claimed that the system was unfit for purpose and that significant work was required to remedy the supplier's shortfalls in performance. The claim was for £300k.
- Reported as expert witness in a claim by an ecommerce systems developer for unpaid invoices for the development of a new web site and redesign of user experience. Investigated the discovery phase, issues on launch and the overall level of performance delivered. Claim £50k.
- Reported in a claim by an ecommerce systems developer for unpaid invoices for the development of a new web site and redesign of user experience. Investigated the requirements and development, issues on launch and the overall level of performance delivered.
- Acted as expert advisor for a housing association that had procured a system to support its management of its housing estate. The delivery of the system was delayed, the scope of requirement was uncertain as was who was to undertake which parts of the delivery. Advised the parties on a mechanism, criteria and standards that could be applied in a notice for remediation within the contract's dispute resolution clause. The parties settled on a basis satisfactory to my client.

Experience - Vertical Markets

During my career, I have worked in a variety of sectors including:

Financial Services
Gaming, On-line Betting
Travel services
Retail
Government, health, police and local authorities
Business Services
Not for Profit
Manufacturing
Utilities
Pharmaceuticals

Technologies and Services

I have worked in and with the following:

ERP	Oracle Financials SAP
Document Management, Workflow, CRM, Case management	Siebel Sharepoint Microsoft Dynamics Documentum Docushare DocuPlex eiStream Metastorm Kofax
Cloud Services	Azure Amazon Web Services Office 365 SalesForce IBM CloudServices Oracle Cloud
Operating Systems	Linux (Debian, Ubuntu) Unix Windows (11, 10, 8, 7, Vista, XP, NT, 3.1) zOS
Databases	Oracle MS SQL MySQL DB2

Middleware	BizTalk
Payment Systems	POS Card Processing IntelliQ anti-fraud
Electronic Patient Records	iSoft Cerner TPP
Computing Languages	Java Javascript Python Fortran Pascal Basic
Email systems	Microsoft Office 365 Microsoft Exchange
Web content management	Drupal Wordpress Fuel CMS CodeIgniter Magento
Programme Management and Development suites	Clarity Rational VersionOne ActiveCollab
Artificial Intelligence, Big Data, Analytics	Octave Fast.ai
Integrated Development Environments	Eclipse Jupyter Notebooks, JupyterLab

IT Outsourcing (ITO)	DevOps Cloud broking and provisioning Hosting / Infrastructure / Cloud Data Centre End-User Computing (EUC) / Desktop / Contact Centre Networks, telecommunications Applications Delivery & Management (ADM) Applications Maintenance (AMS) Systems Integration (SI) Service Integration and Management (SIAM) Service Transition Security, Information Governance and Cyber Project Management, Programme Management Applications Portfolio Management Governance Service Management Contract Management IT Strategy

	DevOps
	Testing
Business Process Outsourcing (BPO)	Finance & Accounting
	Procurement
	Mortgage Services
	Insurance Services
Legal Process Outsourcing (LPO)	Discovery services
Document services	Translation
	SGML tagging
	Scanning, Indexing
	Transactional print and mail
	Managed print services
Project and Programme Management methods	Agile
	Waterfall (Prince 2, PMI)
	Managing Successful Programmes (MSP)