



ICS DreamTeam Member No 2189 CV

Profile:

- He is an experienced SCOM Expert with a proven track record of success in the both the private and public market sectors. He personally delivered the design and implementation of SCOM 2007 R2 for the United Nations from project brief through to on time delivery. His Microsoft certifications include MCITP, MCSA, MCTS, MCDST and MCP. His qualifications cover most aspects of any Wintel environment and his knowledge is an essential tool in ensuring that his SCOM Projects deliver a return on investment and dramatically reduce overheads. He owns www.scom-unity.com
- Redesigned the Global CapGemini SCOM Auto-ticketing solution and reduced calls by 90%
- Entrusted with Domain Administrator privileges by the BBC and United Nations (Geneva, Switzerland)
- Elected by Fidelity International Ltd to become their VIP Technical Support Consultant

Technical Skills Summary:

Server Support:

- Windows Server 2003 / 2008, Active Directory, System Center Suite (SCOM, SCCM, SCVMM), Windows SharePoint Services 3.0, SharePoint 2007, SQL 2005 / 2008

Virtualisation Products:

- Hyper-V (Virtualisation on Server 2008 r2), Virtual Server 2005, App-V, MDOP

Mail Expertise:

- Exchange 2003 and 2007

Security Products:

- Microsoft ISA 2006, Microsoft ForeFront, McAfee, Symantec Products

Deployment and Imaging Software Experience:

- SCCM, MDT, SMS 3.0, WDS, Symantec Ghost,

OS Desktop Platform Support:

- Windows 2000, Windows XP, Windows Vista, Windows 7

Backup Software:

- ArcserveIT, Seagate Backup Exec, Veritas Backup, Microsoft Backup

Call logging Software:

- HP Service Centre, Quetzal Call Logging, Remedy, PACE.

Work Experience:

From – To: October 2009 – Present (Contract)

Role Title: Independent SCOM Consultant

Description: He is an independent System Center Operations Manager Expert and owns his own consultancy business. His most important objective is to provide a solution to his client that is delivered on time, cost effective and fully documented. Whether the contract is SCOM implementation and configuration, design advice and tailoring or 3rd/4th line SCOM Support, he always delivers. When consulting in SCOM, he personally thinks it is imperative to know how the product works so that you can provide the client with answers. SCOM works in harmony with other Microsoft products and is a virtual technician and a Microsoft encyclopaedia. It provides the technicians with information on the health of their environment and supplies the solutions for any issues via additional information in the alert. Many monitors have recovery tasks

embedded in them and when an alert is generated, the system initiates the tasks and fixes the issue. Understanding the different technologies that SCOM manages via its Management Packs is the key to any successful implementation and his skill set helps him achieve excellent results. He also network with a variety of specialist consultants throughout the world and this communication and feedback helps him provide his client with results. His approach is transparent, educational and simple and he work in "3D"! That is Design, Documentation and Delivery!

- He recently delivered large projects for the United Nations, the NHS, Teksys / DiData and Cap Gemini. In his current contract with CapGemini, he reduced the number of alerts by 95%. This has saved CapGemini a significant amount of money and his solution took 48 hours to design, test and implement. When CapGemini first approached him, his remit was to design a specialist Dashboard for their client. Screen shots of this Dashboard are attached at the end of the CV. However, the SCOM infrastructure had severe performance problems (RMS constantly running at 100% CPU). The in-house solution they created to populate CA-NSM with alerts was not fit for purpose and created over 15000 tickets per month. The solution used a Powershell script embedded in a Management Pack, and transferred the SCOM alerts into the Application Log and then the Unicenter agent would then capture the events and generate auto tickets. SCOM was of no benefit to the client and the technical teams were unable to cope with the amount of tickets that were being generated. He offered CapGemini his SCOM expertise and within 2 days, he had the CPU level down to 3% by installing CScript 5.7 and the alerts down by 70% by using the SCOM inbuilt functionality to allow for Alert Aging and intelligent monitoring. It was as simple as it sounds. He redesigned the alerting solution using a command channel and self-written VBScript to link SCOM to CA-NSM and removed the Powershell script. This simple configuration resolved a 2 year problem for the client and the impact was immediately noticed.
- He completed the dashboards using WSS 3.0 and SharePoint Web Parts. WSS 3.0 is free from Microsoft. The solution executes SQL queries against the Operations Manager Database and provides the client with an up to the minute dashboard which allows them to monitor their critical services in real-time. He combined his new Dashboards with the Service Level Dashboard (SLD 2.0) to provide his client with transparency. The backup solution was an additional extra in which he configured the SharePoint environment to accept email via its Virtual SMTP and link the SCOM subscriptions to the Document Libraries addresses. This helped the customer effectively reference their call logging system with SCOM alerting.
- The initial contract was for 3 months and was to design Dashboards. The entire solution, including resuscitating the SCOM infrastructure and designing the dashboard was delivered in 2 months. He delivers every project personally and uses his Microsoft Training and contacts to ensure the client gets a robust solution. From designing and implementing massive SCOM infrastructures personally to developing custom solutions that enhance the SCOM capabilities for the client and can be rolled out on a global scale, he is able to use his knowledge to tailor every solution for the client and provide them with a substantial return on investment.
- Some of his clients have different requirements due to complexities in their infrastructure. Some customers had a single domain which made simple implementation and deployment of the SCOM infrastructure straight forward. In complex environments, he coordinates security certificate management and Firewall policy in the scope of the SCOM deployment.

Most clients have needed me to create Synthetic Transactions to monitor their web applications. These synthetic transactions allow you to measure various counters and reproduce a user's experience. The alerting feature has many customisable options and allows the customer to provide information about the performance of all the critical web sites. This helps you to be proactive and receive alerts about issues before users can report the issue. You are able to create views that show you a graphical representation of the counter information in the console. Synthetic Transactions are managed by selecting watcher nodes which are clients in the SCOM infrastructure and these monitor the web sites for the company from their location.

- He also creates custom rules and monitors using VBScript or WMIcounters to generate alerts. This also includes the resolution task for the infamous cluster failure alert which is generated due to backups. The alert is false and has no auto-resolution till now. When Rules do not have Auto-Resolution properties, he write VBScripts that are inserted into a rule and when the rule detects the criteria, the VBScript initiates a hidden command prompt and runs a Powershell command that closes the specific rule. He creates Roles, Groups, Subscriptions, Management Packs, Monitors, Channels and Views for each client and customises the monitoring for each department and manager. He is responsible for training elected people in SCOM and explain how to effectively permission the console. This training is extended into the 70-400 Microsoft course for the elected technicians and he explain the power of SCOM to the technical staff. He applies the Microsoft best practises approach and give solutions to all questions especially the unlikely disaster recovery scenarios.
- For Computacenter and their client, Severn Trent Water, he completed the following work in 3 days. The XenApp Management Pack had no alerts and suspect views and topology. They had raised a case with Citrix. Tests showed that the IMA service had been stopped on one XenApp server, but no alert was generated. This was solved by checking all the servers were enabled to act as a proxy and the Management Pack was removed and re-imported. The overrides for discovery were manipulated and the product sprung to life. Servers in the DMZ required moving to the new Management Group. Certificates were created and the servers were moved. The Audit Collection was running on these servers and this service had to be pointed to the new ACS Collector. The Xenapp Servers Management Pack was awaiting sign off in Phase 2. Once the above work was completed and a successful alert was generated, management signed off the Management Pack. The agent was also included in the image and the LDAP queries pointed the new servers to the closest Management Server. The OpsLogix Blackberry Management Pack was imported and the SNMP pre-requisites were configured. Run-as Accounts and discoveries were tuned and the Blackberry users were all monitored. App-V and SCCM Management packs also needed tweaking. The SCCM hardware was 64Bit. SCCM is 32Bit. The SCOM agents were uninstalled on the SCCM boxes and 32Bit agents were manually installed. The SCCM Management Pack populated and the topology was now monitored.
- Once all the management packs have been installed and populated, it is possible to create Distributed Applications. Distributed Applications are basically various different components of your infrastructure which are bundled into one model by the service owner and this allows you to monitor the service very efficiently.

Customer: CapGemini, Dell, Dimension Data, Glasshouse, Systems Up, Teksys

From – To: June 2009 – October 2009 (Contract)

Role Title: Infrastructure Consultant

Description: His remit was to deliver System Center Operations Manager to the UNICC - www.unicc.org. The project centred on migrating the existing NetIQ Monitoring Infrastructure to System Center Operations Manager R2. The critical requirement was to ensure that their current alerting system was replicated. The existing infrastructure had a complex mixture of Microsoft Server OS Platforms and various other Microsoft Products and technologies

- The Root Management Server was installed on Server 2008 and the Operations Database installed on SQL 2005 with the Reporting Server and Data Warehouse database installed on SQL 2008. The Audit Collection Service was installed on SQL 2008 Enterprise for performance and a Group Policy created to capture management security requirements. The Gateway servers were installed to link non trusted domains to the RMS and he used custom certificates to authenticate 7 different gateway servers to help bypass firewall restrictions
- Roles, Groups, Monitors and Views were specifically created in customised Management Packs for each department and he was responsible for training elected people to become Authors on the SCOM console
- Subscriptions configured to use both email and SMS channels and this allowed alerting to be customised for departments rather than individuals. This solution provided high availability
- The Service Level Dashboard Accelerator was customised using WSS 3.0 to create a unique dashboard that would alert departments to problems in real-time
- He liaised with various department heads to help meet expectations and monitoring requirements and supplied each department with full XML backup of their customised Management Pack
- Full documentation of the project created, supplied and signed off by UNICC management

Customer: United Nations – Geneva, Switzerland

From – To: November 2006 – March 2009 (Permanent)

Role Title: VIP support – Service Delivery Manager – Optegra IT Manager - Technical Consultant

Description: His responsibilities included supervising the installation of Optegra Eyecare Infrastructure which was designed by a 3rd Party in Germany. He negotiated various SLA's and OLA's and secured a Service Contract which used their Frankfurt Data Centre as a hosting solution to reduce costs and support requirements

- He used his knowledge of SharePoint Services 3.0 to design a User Dashboard that would effectively manage the clinic's administration. The SharePoint sites used AD Permissions and linked department specific data storages to users. Versioning was activated to provide high availability. He used the web links found in Microsoft System Center Operations Manager to manage the IT reporting and real-time analysis of the environment. The SharePoint Services solution design helped reduce costs as the software is free.
- Microsoft System Center Configuration Manager 2007 used for deployment and patching
- ForeFront Security and ISA 2006 was used to secure the Optegra Infrastructure and allow VPN connectivity for the German Support analysts and him.

- Offline Files and Folders methodology used to improve roaming profile latency for clients. This reduced server space and restoration process was dramatically enhanced

Customer: Fidelity International Ltd

From – To: February 2004 – November 2004 (Contract)

Role Title: Network Services Technician

Description: Full Domain File Access granted by BBC security. He was accountable for every file in the domain, including the highly sensitive and confidential files

- The server connectivity and disk space monitored 24/7 (Shift Rota).
- They were responsible for monitoring backups of files using VERITAS Backup Exec. Due to the volume of sensitive data and amount of servers, this is a critical business requirement.
- Any backups that failed were rescheduled as incremental immediately so as to comply with certain regulations and SLA's that the corporation adhered to.
- Completed successful file restores on a daily basis
- Contract included managing Work Scheduling. The responsibilities included arranging down time for Server work and liaising with the Server Managers

Customer: BBC

From – To: December 2001 – February 2004 (Contract)

Role Title: Senior Desktop Support Analyst / Team Leader

Customer: F&C Management Group Ltd

Role Title: Technical Support Analyst

Customer: Wandsworth Town Council

Role Title: Technical Support Analyst

Customer: Interoute Telecommunications

Role Title: Technical Support Analyst

Customer: Rugby Football Union

Education:

- T1 – City & Guilds Microelectronics and Telecommunications
- 3 A' Level Passes
- 6 O' Level Passes

Certifications:

- MCITP Enterprise Support Technician Vista
- MCSA – Windows 2003 Server / Exchange 2003
- MCTS – System Center Operations Manager (SCOM) / System Center Configuration Manager (SCCM) / System Center Virtual Machine Manager (SCVMM) / Server 2008 Active Directory / Hyper-V / Exchange 2007 / MOSS 2007 / Windows 7/ Vista / WSS 3.0 / APP-V / MDOP / MDT 2010
- Helmsley Fraser Management Courses
- ITIL Foundation and v3 Foundation
- NLP Premier Practitioner
- Certified Hypnotherapist

Professional Experience:

- He has a full lab environment at home which is for testing and tinkering including a Hyper-V physical server that has 10 different virtual servers installed on a variety of platforms. The Domain functional level is 2008 R2 and the various technologies that live in this domain are SQL 2005, SQL 2008, SCVMM, SCOM, APP-V, SCCM, Windows 2003 r2, Windows 2008, Windows 2008 r2, Forefront, ISA 2006, Exchange 2007 and SharePoint. He uses this to test and learn. He is inquisitive and enjoys experimenting as this gives him exposure to issues that he then can resolve more easily.