

Jules Sclavont



+32 475.914.969

jules.sclavont@ucapex.com

LinkedIn Profile

<https://www.linkedin.com/in/jules-sclavont-0111354>

www.ucapex.com

Jules is a freelancer since 2001, he has a large experience with Service Manager Tools as a solution architect, project manager, consultant, developer, administrator and trainer. One of his roles consists of analysis and creation of processes and workflows based on ITIL recommendations', the goal is to deploy tools allowing the sharing of data and resources between different business units or companies.

As a project manager, he is able to coordinate and challenge different teams to achieve the objectives. He can work in a dynamic and multi-cultural environment, has a pro-active attitude, accustomed to work in an autonomous way. To manage projects, he uses the Agile and/or Scrum methodology when it's possible. As a solution architect, he has an excellent ability of analysis to improve business processes and IT infrastructure. He has more than 15 years of experience in large organizations around the world.

Fields of Expertise

Process

- ✓ Continual Improvement
- ✓ Performance Management
- ✓ Service Catalogue
- ✓ Activities Workflows
- ✓ Value Chains

Risk

- ✓ Governance
- ✓ Audit recommendation
- ✓ Historical Incident
- ✓ Problem Management
- ✓ Procedure compliance
- ✓ Self-assessment
- ✓ Reporting

People Management

- ✓ Team builder
- ✓ Coach
- ✓ Leader
- ✓ Trainer
- ✓ Problem solver

Professional Summary

FROM JAN. 2006 - PRESENT. HP SOFTWARE EDUCATION SERVICES.

Role: HP Open View Service Manager Trainer: HP Certified Trainer (Stockholm, Oslo, Helsinki, Warsaw, Katowice, Budapest, Madrid, Bucharest, Rabat, Casablanca, Tunis, Alger, Cairo, Istanbul, Leeds, Dublin, Paris, Toulouse, Brussels, Montreal, Seoul, Singapore, Amsterdam ...)

FROM SEP. 2016 TO JUN. 2017. GAS.BE – ARGB (ASSOCIATION ROYALE DES GAZIERS BELGE)

A new Service Desk platform must be created to support a 10 years project for checking the compatibility and potential preparation of gas appliances & installations connected to the L-grid with future functioning on H-gas (L2H migration).

Role: Solution Architect

Activities: Creation of a new service Desk dedicated to a new migration project.

FROM SEP. 2015 TO JUN. 2016. ERICSSON - OOREDOO (ALGER - ALGIERS)

Transformation project of the Service Desk platform to improve the quality and the efficiency of the services provided to the internal or external customers.

Role: Solution Architect

Activities: *Involved in a global transformation project of OOREDOO*

- *Redefine the roles and the responsibilities of the stakeholders involved in the Service Desk project (governance).*
- *Analyse and redefine the process workflows of Service Manager based on ITIL: e.g. Incident and Major incident management workflows*
- *Redefine the user roles of the operators in Service Manager.*
- *Propose a new software architecture to improve the quality of the data used by the operators, the field maintenance and the subcontractors.*
- *Initiate a migration project from SM9.33 to SM9.41*
- *Redesign the change and the request management process.*
- *Propose a new methodology / strategy to increase the quality of the data discovered and stored in the uCMDB.*

FROM SEP. 2014 TO DEC. 2014. *ORANGE TUNISIE (TUNIS - TUNISIA)*

Audit of the change management processes used by the stakeholders, provide recommendation and best practices based on ITIL.

Role: *ITSM senior consultant*

Activities: *Global check of the HPSM applications with the appropriate tools and deliver a detailed report with a list of recommendations to improve the tools. Evaluation of the actual change management processes. Organize workshops with the HPSM users to:*

- *Collect the expectations of the Change Managers*
- *Evaluate the uCMDB Modelling and propose a better way to push external data into HPSM,*
- *Check the technical and financial feasibility of the users' requests.*
- *Provide to the CTO a new Change Management process approved by all the stakeholders involved in the project.*

FROM MAR. 2014 TO MAY. 2014. *EDF FRANCE (PARIS, FRANCE)*

Role: *ITSM senior consultant*

Activities: *SM9.3 Request Management Process; customization of the approval workflow.*

FROM NOV. 2012 TO MAR. 2013. *TUNISIANA (TUNIS, TUNISIA)*

Role: *ITSM senior consultant*

Activities:

- *Service Manager Performance analysis after a migration from Service Manager 7.2 to Service Manager 9.2, and analysis of the migration process to update SM9.2 to Service Manager 9.3.*
- *Configuration Management: analysis of the structure of the Configuration Management Data Base (CMDB). Connection setting between uCMDB and Service Manager 9.2 CMDB, update and creation of data transfer scenarios between uCMDB and the CMDB of SM9.2*
- *Implementation of the Change Management module,*
 - *Process and development analysis,*
 - *Training of the key users*

FROM NOV. 2011 TO FEB. 2012. *ERDF (LYON, FRANCE)*

Role: *HPSM Senior Consultant*

Activities: *Implementation of the Change Management module, Process and development analysis, Process and development documentation*

FROM JUN. 2009 TO OCT. 2009 AND FROM OCT. 2010 TO JUN. 2011. *AXA-TECH (PARIS, FRANCE)*

Role: *Senior Consultant*

Activities: *due to the implementation of a new Service desk tool (HP Service Manager), the goal of the mission was:*

- *Create customize trainings to introduce the new tool and the new process workflows.*
- *Creation of exercises and scenarios based on AXA-TECH business cases.*

- Organize workshops with the key users to introduce the new tool, test the scenarios and record the improvement requests of the tool.

FROM SEP. 2006 TO MAY 2007. RENAULT (PARIS, FRANCE)

Role: Project Manager

Activities: due to the implementation of a new Service desk tool (HP Service Manager), the goal of the mission was to train the 5000 users of the Renault production sites around the world:

- Creation of the contents and the structure of the trainings based on 3 axes: e-learning, e-conferences and classroom training for the key-users.
- Creation of interactive e-learning tool available on the Renault Intranet.
- Management of a team of 5 Web designers on the e-learning project.
- Collaboration with the development team to improve customized functionalities.

FROM MAY 2005 TO DEC. 2006. FORTIS BANK (BRUSSELS, BELGIUM)

Role: ITSM Consultant

Activities: In charge of the interface between the 2nd and 3rd level support, follow-up of incidents related to ServiceCenter, Setup of a structure of the knowledge database. Creation of BusinessObjects (6.5.1) reports.

FROM JAN. 2003 TO APR. 2005. EUROPEAN COMMISSION (BRUSSELS, BELGIUM)

Role: Software Engineer

Activities: User Administration - Development and implementation - Creation of reports with Crystal Report - Creation of user guides - End-user trainings

FROM MAR. 1999 TO DEC. 2002. FORTIS BANK (BRUSSELS, BELGIUM)

Role: Process Engineer

Activities: detect and solve incidents and problems occurring in networks through HP Open View (HP OV), improve and create process workflows to make the branch office first line support more efficient.

- In charge of redesign of the branch offices' backup process.
- Training of the front line operators
- Setting up of proactive actions on branch offices' servers based on events discovery and events correlation.
- Reporting (Crystal Reports)
- Team leader of a small group in charge of the relationship between some Fortis groups support and external IT service providers

Education

- 2001 – Master (DES) in e-Business, Université Libre de Bruxelles, (Solvay Business School), Belgium
- 1997 – Graduated in School Administration, CERIA: Brussels, Belgium.
- 1996 – Diploma of Aggregation for Teaching, Université Libre de Bruxelles.
- 1989 – Master in Physics Sciences, Université Libre de Bruxelles: Brussels, Belgium.

END STUDY REPORT: "BUILDING OF HOLOGRAPHIC CAMERAS USING PHOTOREFRACTIVE CRYSTALS" FOR NON-DESTRUCTIVE MATERIAL TESTING AND VIBRATION ANALYSIS.

Completed Trainings:

- AgilePM Foundation & Practitioner (2017)
- Scrum Master (2017)
- CCRM 9.x (Change Configuration and Release Management)
- HP uCMDB
- HP Service Manager 7.x & 9.x & HP Connect-IT 3.6.1
- ITIL V2

- Peregrine: ServiceCenter 6.x: Peregrine Implementation Consulting boot camp – certified (2006)
- BusinessObjects (2005): Design Universe - Advanced Reporting - Core Foundation
- PRINCE II (2005)

Languages - Skills

French: Native – English: Fluent – Dutch, Italian: Conversant

Process: ITIL – eTOM

Method: Prince2, Agile, Scrum

Software: MS Office, MS Project, HP SM9.x, HP uCMDB, ARIS, VISIO, ORACLE, SQL, Crystal Report, BusinessObjects

Systems: UNIX, Windows Server – Workstation, VMware

Interests

Arts, Sciences and new technologies, scuba diving, Trekking