

CV of Ian Tong

As at: June 2011

Main Points

Over 20 years of continuous experience of:

- Workflow & ECM Project Implementation
- Workflow & ECM System Design
- Workflow & ECM Project Management
- Workflow & ECM System Integration
- Workflow & ECM System Consultancy
- Workflow & ECM System Problem Solving

Market Sector Experience:

- Insurance
- Local Government
- Legal
- Central Government
- Construction
- Banking
- Utilities

Qualifications

- ◆ PRINCE2 Practitioner
- ◆ ITIL Foundation
- ◆ AIIM BPM Specialist & Practitioner
- ◆ AIIM ECM Specialist & Practitioner
- ◆ AIIM ERM Specialist & Practitioner
- ◆ AIIM SharePoint Practitioner
- ◆ AIIM Capture Practitioner

Training Courses

- ◆ FileNet P8 4.0 Administration; BPF Foundation.
- ◆ TIBCO iProcess (Staffware) Development, Administrator, SEO, Exchange Training Courses.
- ◆ Captiva InputAccel Fundamentals, Administrator & Development Courses.

Memberships

- ◆ Association of Information and Image Management (AIIM) Professional Member.
- ◆ Workflow Management Coalition (WfMC) Associate Member.
- ◆ Institute of Directors (IoD) Member.
- ◆ Chartered Management Institute Member.

Contact Details:

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Most Recent Assignments

Dec 2009 to Present Zurich Financial Services

Created the Application Support Role for the Image & Workflow system created previously. The role is responsible for being the single point of contact for the users when they have an issue with the existing Image & Workflow system that the 1st & 2nd line support cannot progress. Also responsible for provision of Subject Matter Expert role to the business on all matters related to Image & Workflow.

This role is a “team” of one, while coordinating resolution activities between:

- Outsourced ASP Company in UK, India & Vietnam
- Outsourced ISP Company in Zurich, India & UK
- Group IT Staff in Zurich
- Regional IT in UK
- UK Underwriting Staff
- Outsourced Process Service Team in Bangalore

Feb 2008 to Dec 2009 Zurich Financial Services

Contracted as a Work Stream Lead, Business Analysts and Subject Matter Expert in a Document Imaging & Workflow project for the business unit selling to, and supporting, Brokers who deal with small and medium sized companies in the UK. The products used are FileNet P8, Captiva InputAccel & Stortext Omnidox.

The project team was made up of:

- Program Manager
- IT Project Manager
- Business Project Manager
- Business Analyst (Myself)
- Outsourced Development (x6)
- Launch Readiness (x2)
- UAT & Model Office (x6)
- IT Operations
- IT Architect
- Outsourced Network Supplier
- Outsourced Hardware Support

Aug 2007 to Jan 2008 Commission for Social Care Inspection

Contracted to this new part of the NHS to help in the receipt of a bespoke application development based on FileNet P8. Activities included receiving releases from development and quality assuring them, doing the first implementation into a test environment, advising the client's project team on the use of FileNet and assisting the end users on how they should use the system.

The project team was made up of:

- Client's Project Team (8 people)
- PA Consulting Project Management Team (6 people)
- CAP Gemini Development Team (20 people)
- CSC IT service team (8 people)

July to Aug 2007 Dentists' Provident Society

Consultant to this Financial Services Friendly Society to review and redraft their Disaster Recovery and Business Continuity Processes.

The project team was made up of:

- Consultant (Myself)
- CFO

Other Assignments 1989 to July 2007

HBOS Clerical Medical	System: Automate CMMI Level 3 development processes Technology: Microsoft Visual Studio Role: Business Analyst
HP SE Asia	System: Commercial Credit Applications – Banking Technology: FileNet P8 & TIBCO iProcess Role: Pre Sales Consultant
Zurich FS	Systems: Disaster Recovery – UK Commercial Insurance System Migration – Life & Motor Claims, Portugal Records Management – Investments, IoM Technology: FileNet, Captiva & Stortext Role: Business Analyst & Subject Matter Expert
NHBC	System: Builder Registration / Warranty Applications Technology: Staffware Role: Workflow Analyst
NHBC Claims	System: Warranty / Insurance Claims Technology: Visio Role: BPR Analyst
Orbus Software	System: Defining a Business Process Modeling system Technology: Visio & SQL Server Role: BPM Specialist
GIS Saudi Arabia	System: Military Mapping Technology: Staffware v2000 and all cartographic systems Role: Workflow Builder
Kingston Inmedia	System: A special customer R & D project Technology: C & Linux Role: Project Manager
Dentist's Provident	System: New Members Technology: Staffware & Dataflex Role: Workflow Analyst / Developer
Luton Borough Council	System: eProcurement Technology: CaseWise Corporate Modeler Role: Process Evaluation and Redesign
Nationwide	System: Pre-Sales - Branch Refurbishment Project Technology: Use of Workflow Role: Workflow Subject Matter Expert
Bank of Ireland	System: Life Assurance New Business Technology: Staffware v9 Role: Capturing User Requirements
Bank of Ireland	System: Retail Banking - Document Request Technology: Staffware v9 Role: Capturing User Requirements
EiStream UK Ltd.	Technology: eiStream Imaging & Workflow Role: Advisor on product functionality and positioning.

Public Guardianship Office	System: Case Management (Pre sales) Technology: Staffware v2000 with Continuity Role: Workflow Specialist
British Council	System: Electronic Grant Approval Technology: Staffware v2000 with Continuity Role: Workflow Specialist
Utility Energy Solutions	System: Billing Exceptions Technology: Staffware v97 Role: Workflow Specialist & Project Manager
Independent Insurance	System: Commercial Insurance Renewals Technology: Staffware v97 with IBM Image Plus, Apache and MQ Series Role: Workflow Project Manager
AIG Europe (UK) Ltd	System: Commercial Insurance New Business Technology: Staffware v5 & v97 with Eastman Role: Workflow Design Authority
Nationwide	System: Pre-Sales for Unisys on Workflow Technology: Infoimage & Staffware Role: Workflow Subject Matter Expert
Barclays Bank	System: Sales Financing Technology: Staffware v97 and Casewise Role: Process Definer and Workflow Designer
Colchester Borough Council	System: Sundry Debts Technology: Staffware v4 and v97 Role: Workflow Designer, Workflow Builder and Support
London Borough of Enfield	System: Tenants Right to Buy Technology: Staffware v1, v3 and v4 Role: Workflow Designer, Workflow Builder and Support

Previous Image & Workflow Projects

Liverpool Youth Court	Case Administration
Anglian Water	Customer Complaints Handling
ICL Image Systems	Pre Sales Consultant
BBC Enterprises	Control of Contractual Commitments
ICL Retail Systems	Authorisation of Procurements
Rijkswaterstaat	Road Use License Approval
Wang UK	Workflow Competitive Analysis
Southern Water	Land Charges & Budget Applications
Hatton Blue	Product Launch Advice
Forest Heath DC	Planning Control
FI Group	New Business Admin
DSS	Exception Handling
Stevenage DC	Sundry Debts
Chessington Computer Centre	Payroll Amendment Management
NPI	Pension Fund Administration
Rolls Royce and Associates	Manufacturing Change Control

Prior Work Experience

- 1985 to 89 FCMC Plc. (Authors of Staffware)
- Responsible for development of the first ever Staffware application (legal market)
 - Customer Services Manager responsible for team of consultants on support, consultancy & training.
 - Product Manager responsible for functional specification of new features.
- 1982 to 85 Oyez Computers. Support manager for specialist Legal market computer reseller.
- 1982 RDG Electro Medical. General manager for importer of computerised medical equipment
- 1981 Abbey National Building Society. Senior Inspector for Operational Audit function.
- 1979 & 80 Royal Brierley Crystal. Product manager of Engraving Department.

Personal Details

Date of Birth 06/03/58
Marital Status Single
Education Graduate, B.Sc. (honours) 1980 (Business Studies)
3 'A' Levels (Maths, Physics, Chemistry)
9 'O' Levels (Maths, Physics, Chemistry, English Language, English Literature, Geography, Art, French, German)