

General Information.

Name : Rob Ista
Date of birth : January 7th, 1957
Residence : Zevenaar, Netherlands & Orihuela Costa, Spain
Nationality : Dutch
Languages : Dutch (mother tongue), English (good), German (fading)
Strengths : Commitment, endurance, general management skills (sales, delivery, people), setting up new business units
Weaknesses : Impatience, I need a good secretary.

Education.

General : Atheneum B
: AMBI

Cap Gemini : Leadership Executive Program
International Business School
Sales, HR and delivery management
Management Development
Projectmanagement, Information Analysis, Functional Design, Technical Design, Programming

Knowledge. : ICT & ICT Management, Organizational design, People management, Delivery, Marketing & Sales, Finance, Logistics
Sectors Telco & Media, Government & Public, Manufacturing Retail & Transport

Experience - Supporting roles.

2008-2010 – Member of the team to develop the Global Competency Framework (GCF). To ensure compliance between countries within Capgemini regarding roles and grades, an international team was setup to create a global supported framework with role descriptions. I was one of the co-writers of the GCF handbook.

2004-2008 – Service Line Manager Custom Software Development (CSD)
Corresponding units in the various sectors needed alignment and collaboration to ensure similar professional development and cooperation in business. As chairman of CSD in this period I guided separation of Business Intelligence and Content Management (later Big Data) to follow international developments inside and outside Capgemini as well as the further development of the Advanced Development Centre (ADC). The responsibility oversaw 8 units, about 1000 people and 130 MIO in revenue.

2001-2009 – Founding Member of Professional Review Board (PRB Technology)
After the merger with E&Y, a further development and compliance with our Principal Consultant and Vice President level was needed. A PRB reviews all proposed PC and VP promotions and advises the board of directors for approval or rejection.

2000-2004 – Service Line Manager Network Infrastructure Services (NIS)
NIS was setup as a joined venture with Cisco. However not all professionals were moved into the JV so further collaboration within each country was needed. I was the NIS chairman in NL supervising 4 units, about 500 people and 60 MIO in revenue.

1996-1998 – Founding chairman of Rapid Development Centers.

As software development was rapidly industrialized in many ways, a network of project centers was set up for both Agile as Linear development.

1990-2016 – Various task forces

HR – Recruiting, pyramids, role-definitions, contract-types, certification, “IT in the future”

Delivery – Project professionalization, MT&T’s, business and delivery modeling

Business – Portfolio management, Innovation Board, proposals & contracts

Experience - Management and professional roles.

January 2008 - 2017: Innovation & Industrialization management

Capgemini as one of the largest IT companies in the Benelux with close to 10.000 people on its payroll and a mission to serve large and international operating clients, it needed to improve Project Services and (later in 2012) Service Centers to deliver a better value, faster and with a more competitive cost structure and with a special focus on accelerating our offshore capabilities.

I was a member of both foundation teams which were responsible for planning and setting up a new governance structure for all IT-projects and -services within Capgemini. As an example, at the start of 2008 we took over 100 running projects. Within 3 months all projects were stabilized with standardized governance and reporting.

I’ve been responsible for innovation and industrialization and developed a vision and accompanying models for productivity, methods, techniques & tools and improvement management. With the general vision and frameworks we were able to converge all different approaches of the various technologies resulting in cost- and risk-reductions, a much easier handover for offshoring, a better interchange of experiences and therefore a better growth of people (both onshore and off-shore).

As a result of all these measures the overall costs and risk of our project portfolio had been reduced. On top of that, with this new organization we’ve set a new example of doing IT-projects on the next professional level. A large international company asked us to copy the full set of governance, delivery and HR best practices to their organization.

April 1993 - December 2007: Business Unit management

After the merger with Capgemini I’ve been responsible for a number of business units with volumes from 50-150 people and a revenue from 10-40 MIO Euros.

Market areas: Public, Telco, Utilities, Services, Manufacturing, Retail and Transport

Topics: packages, bespoke software, infrastructure services, business & technology consulting

Technology & partners: (among many others) Oracle, SAP, Microsoft, SUN (Java), Cisco

February 1989 - April 1993: Branch management

During this period I had the people management and delivery responsibility for 45 co-workers in the east and 65 in the north of the Netherlands.

In May 1990 Volmac decided to reorganize and to create an ICT topic focused structure and to expand its technology (IBM) focus. I’ve set up a close partnership relation with others like Digital and Oracle, focused on new training facilities and active open communities for professional and commercial development. At the end of this period we had a very well trained and experienced group of 75 consultants in business with 90% of their assignments connected to their specialties.

Januari 1978 - Februari 1989: Professional consultancy

Starting my career as a programmer, I performed a large number of different tasks for various clients in the field of ICT up until the level of business and technology consultant, architect, project manager and manager ad interim. Furthermore I developed a training program for project management and delivered the training to clients and our own organization.