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**Alf Persson**

Project Manager | Analyst | ITSM | Document Management  
 Stockholm, Sweden  
 Strukta Consulting AB (Self-employed)

*Assignments:* Hewlett Packard Sweden, Länsförsäkringar, IKEA  
 IT, Scania Infomate, Public sector, etc.  
*Previous employments:* Improve, Teleca AU-System, Ericsson, etc.

**Presentation**

I have more than 25 years' experience of Information Technology & Services. I have had the opportunity to work in various business areas, such as Telecom, Recruitment, Procurement, Automotive, Bank & Insurance, Retail, Public sector and Service Operation Provisioning. My initial years were spent within Ericsson and then I moved into consulting. One of my goals as a consultant is trying to be the type of consultant that I wished I had access to while working at Ericsson.

I have been engaged in most of the service lifecycle areas. At first I got started with Design and then moved into Transition and then "back to" Strategy. During recent years I have also been working with Operation and Continuous Improvement. I have had different roles and worked with different methodologies, tools and platforms.

Currently my general competence is within Analysis & Project Management - applied to most of the lifecycle areas. Also, I have specific knowledge in Document Management. I use my earlier experiences paired with my curiosity to understand the specific business and needs of a customer. That also applies to a specific methodology a customer might be using.

Very often I have been involved with companies that operate worldwide. One aspect of this is Offshore Outsourcing. I enjoy working in international environments!

**Employment**

2002 – present	Strukta Consulting AB (self-employed)
2000 – 2002	Improve AB (consultant company)
1998 – 2000	AU-System AB (consultant company)
1997 – 1998	Ericsson Radio Systems AB
1990 – 1997	Ericsson Telecom AB
1986 – 1990	Ericsson Radio Systems AB
1984 – 1986	Origo AB (consultant company)
1981 – 1984	Ellemtel Utvecklings AB

**Education**

1981 –	Various training related to management, processes, methodologies, tools, etc.
1976 – 1981	Master of science, Electrical Engineering, LTH Master thesis about user interface design

**Personal**

- Analytical
- Structured
- Committed to my tasks
- Cooperates easily with people
- Curious – reads a lot about what's going in newsletters, blogs, magazines, etc.
- Writing is fun!
- Wife and 2 sons (born 1991 and 1993)
- Personal interests: music, movies and restoring my house (does it ever end?)

**Competence areas**

*Profile*

- Project Management
- Analyst
- Requirements Management
- IT Service Management
- Document Management
- Outsourcing

*Business Areas*

- IT Infrastructure services, Telecom, Automotive, Bank & Insurance, Recruitment, Procurement, Public sector

*Skills & Expertise*

- Business, Product, Process and Service Development
- Studies; e.g. business analysis, business cases, information flows, requirement specification, implementation alternatives, costs analysis, risk analysis, evaluation of products and vendors (including market research and procurement)
- Process/methodology development
- All phases of system development from needs, requirements, development, test, operation, introduction to users, maintenance and support
- Test management
- Project governance & review
- Application management
- Information security
- SOX
- Standardisation (international and company level)
- Development of Agreements
- Service Level Management
- Service Request Management
- Service Consumption & Reporting
- Configuration & Asset Management
- Incident & Problem Management
- Service Handover

*People Management*

- Project manager, Line manager, Outsourcing

*Methodologies*

- PROPS, PPS, RUP, etc.

*Languages*

- Swedish, English, German (some)

## Assignments/employments

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November 2006 –  
March 2013

**Hewlett Packard Sweden, the Ericsson account, project management (while working at Strukta Consulting AB)**

The Ericsson account at HP has since 2003 provided Telecom supplier Ericsson with infrastructure services. I was mainly involved with the server-related services. Around 8000 servers are provided by HP to support Ericsson's infrastructure.

1. Project management of development, test and deployment of an order system for infrastructure services, mainly server-related. Work included management of handover (training, knowledge transfer, etc.) of application management from external consultant company to a HP team located in Poland.
2. Project management of development of new security compliance service for servers. Work included development of security reports and process development around how to ongoing create security reports and then resolving vulnerability issues. Handover to HP team in Bulgaria.
3. System responsible for order system mentioned above. Business requirement collection, requirement review, CAB-meetings, organising internal and external test, definition of Release Management including procedures, roles & responsibilities, etc. Handover to HP person in Slovakia.
4. Responsible for various updates of server-related service Fulfilment processes (service installation & decommission). Changes have been handover to HP team in Bulgaria.
5. Responsible for pulling data from various systems (Asset Management, Configuration Management, Order system, etc.) and then processing the data to provide all kind reports (data → information). These reports may be one-offs – to be used in Bid situations, to be used when planning projects, to be input to clean-ups, to be used to understand if Business Case assumption were fulfilled after a project was closed, or they may be reports that are generated over and over again. Some examples follow below.
  - a. Responsible for design, implementation and documentation of Consumption reporting for various services (e.g. server-related, data centre-related). → Bulgaria.
  - b. Responsible for design, implementation and documentation of server-related service Availability reporting. → Bulgaria.
  - c. Responsible for design, implementation and documentation of server-related Configuration Management data quality reports. Also follow-up with global organisation to fix current data quality issues and avoid them in the future. → Bulgaria.
  - d. Responsible for setting up input to server-related service Capacity reporting.
6. Responsible for documentation of Configuration Management data. → Bulgaria
7. I took part in various Continuous Service Improvement projects.

As a contractor, I do not think I have ever felt such immediate feedback from completing a task and then seeing the value (\$) it generated. Sometimes it felt like digging for gold when analysing data in systems!

While at HP I twice received the Blue Star Award, once as an individual and once as part of the team. The award is given to individuals and teams who has achieved extraordinary results.

October 2005 –  
August 2006

**IKEA IT, project management directory service (while working at Strukta Consulting AB)**

See IKEA assignment below for a general description of deployment assignments at IKEA IT.

Project management of development, test and deployment of a new release of IKEA's directory service (see below). The assignment included test management (test planning, test cases descriptions, test reports, etc.), authoring of operational documentation, change management, SLA, etc.

January 2006 –  
May 2006

**Länsförsäkringar, information analysis document management (while working at Strukta Consulting AB)**

I led an information analysis prior to implementation of a document management system. The analysis started with collection of requirements and the result was a compilation of the document types used at the customer, a metadata model, an authorisation model and a model for archiving documents.

Approach: interviews, workshops, analysis, design, documentation, presentation of results.

August 2005 –  
December 2005

**Länsförsäkringar, business study document management (while working at Strukta Consulting AB)**

In conjunction with procurement of a new system for document management, a business study was done, partly to secure that all requirements for the system was handled, partly to formulate visions and goals, partly to setup a strategy and action plan for introduction of the system and finally partly to produce a project definition for the next phase (the information analysis, see

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**Assignments/employments**


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above). The result was documented in a report and in a project definition.

Approach: interviews, workshops, analysis, documentation, presentation of results.

**October 2004 – July 2005**      **IKEA IT, project management deployment of directory service (while working at Strukta Consulting AB)**

See IKEA assignment below for a general description of deployment assignments at IKEA IT.

I coordinated the deployment of a new release of a directory service used by a large number of applications at IKEA. The deployment was very complicated and included lots of planning and communication with a large number of departments in various parts of the world.

**May 2004 – September 2004**      **Scania Infomate, migration of content management system (while working at Strukta Consulting AB)**

As project manager I was responsible for the first planning phase of a release migration of the web content management system Tridion Dialog Server. There were major differences between the releases which meant other than deploying a new release, templates needed to be updated, etc. The first phase included cost/benefit analysis, planning of implementation, etc.

Environments: Tridion, Win, PPS, etc.

**September 2003 – May 2004**      **IKEA IT, project management deployment of services (while working at Strukta Consulting AB)**

At IKEA IT in Älmhult a large number of systems are in operation. The systems are used all over the world by a large number of users and are run on different platforms. My task at IKEA IT was to help development projects plan, prepare and perform deployment. That included specification of non-functional requirements (such as availability, performance and backup), setup of service level agreements (SLA), setup of test and production environments, train developers in routines for deployment of maintenance releases, specification of incident management, specification of user management, documentation of operational environment, training of various support personnel, set up application maintenance organisation, etc. To support deployment, a methodology – based on the ITIL framework – developed by IKEA IT is used.

I coordinated deployment of a number of system, such as:

- A system for booking transports (two implementations, one web-based, the other one was a integration interface between IKEA's system and the agent's system)
- A system for creating, managing and printing store signs
- Web content management systems

I also managed a procurement of an external provider of operational services (including agreements, SLA, etc.).

This assignment (and later ones at IKEA) gave a lot of insight in the practical uses of ITIL.

Environments: EJB, WebSphere, Oracle, Polopoly, Interwoven, Patrol, Control-M, Service Desk, AIX, Win, Linux, PPS, RUP, etc.

**May 2003 – June 2003**      **Arbetsmarknadsstyrelsen (AMS), pre-study of matching tools (while working at Strukta Consulting AB)**

The assignment was to study the needs, goals and requirements for matching (to search and then present a ranked list based on all your criteria and the importance you place on each criterion). The pre-study report was to be used as a basis for upcoming decisions about including the matching tool in AMS web site. Also included where an evaluation of various matching tools and a compilation of experiences from similar implementations in other organisations.

**May 2003 – June 2003**      **Riksrevisionsverket (RRV), migration of case handling system (while working at Strukta Consulting AB)**

I was the project manager of a migration of the case handling system ÄHS from RRV to the new organisation Riksrevisionen.

Approach: specification of requirements for migration, planning of activities and follow-up of activities.

**March 2003 – June 2003**      **Riksrevisionsverket (RRV), analysis of archiving needs and documentation of systems (while working at Strukta Consulting AB)**

The assignment included an analysis of needs for archiving system and system data in conjunction with the closing down of the RRV organisation.

Approach: make an inventory of systems used, write system descriptions, classify systems and

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**Assignments/employments**

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data and propose an action plan. I also documented in detail the systems that was about to be archived. Finally I was responsible for coordination of activities amongst the involved parties.

The result of this study is now used by Riksarkivet as a good example of such pre-study reports/documentation.

**March 2003 –  
April 2003**

**Statskontoret, cost estimate (while working at Strukta Consulting AB)**

I was responsible for a cost estimate of a so called e-service pilot.

Approach: define purpose, goal and limitations of pilot, analyse requirements, make implementation sketch and estimate cost.

**August 2002 –  
February 2003**

**Statskontoret, requirement specification for procurement of operational service (while working at Strukta Consulting AB)**

I was project manager for the preparation of requirement specification to be used in a procurement of an IT infrastructure service. The requested service to be provided by suppliers included various functions and service levels to be used by authorities when developing so called e-services.

Approach: collect requirements from a large number of authorities (i.e. the future users of infrastructure service), document & prioritize requirements, review requirement specification with a limited group and finally lots of presentations of the result to interested parties.

**April 2000 –  
May 2002**

**Improve AB (consultant; employed)**

The focus of Improve was Content Management and Information Exchange. I was manager of the Stockholm office and also responsible for concept development. I participated in the management team, was working with sales and was also responsible for some major customers. I also participated in some assignments at AMS, Scania and Ericsson Radio Systems.

Environments/components: XML/XSL, various XML-tools, EJB, JSP, Oracle, Tomcat, Stellent, Episerver, Roxen, Windows, Unix. etc.

**November 1998 –  
March 2000**

**AU-System AB (consultant; employed)**

I was responsible for one of AU-System's major customers, AMS. AU-System was responsible for development, maintenance, support and in some cases operation of various parts the AMS web site, [www.ams.se](http://www.ams.se). Other than being customer responsible for AMS, I was also doing requirement collection, project management, project governance, test management, process development, operational documentation, agreements, etc. For a while I was responsible for the operation of the web site.

At AU-System I was also responsible for another customer, Huddinge Hospital.

Environments: ASP, WebClasses, VB, JavaScript, COM, SQL Server, IIS, etc.

**February 1997 –  
October 1998**

**Ericsson Radio Systems AB (employed)**

Product manager, responsible for electronic product information for the GSM system. Collecting requirements from Ericsson's customers, formulating strategic plans, setting up projects, governing projects, developing processes, etc. A major accomplishment was an extranet site for Ericsson's customers (adapted to each customer), where they could get access to all kinds of documentation, including information about upcoming products. From start the web site included more than 20 000 documents.

Environment: XML, C++, Java, Javascript, Unix, etc.

**February 1990 –  
January 1997**

**Ericsson Telecom AB/Ericsson Utvecklings AB (employed)**

I was recruited to Ericsson Telecom to be part of their new documentation department. I was heavily involved in the development of processes & tools related to authoring, reviewing and publishing of various types of product information related to Ericsson's products. As an internal consultant, I helped other divisions at Ericsson in adapting the process & tools to their specific needs.

During this time I had various roles, such as online documentation specialist, project manager and line manager.

Environment: Various SGML- & HTML-tools, FrameMaker, Verity, Perl, Unix, etc.

**June 1986 –  
January 1990**

**Ericsson Radio Systems AB (employed)**

Design, development and maintenance of mobile system simulator and mobile net planning tool. I was mainly responsible for user interface design and presentation of graphical information. I was also the writer of the system manuals.

**Assignments/employments**

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In addition, I also provided local computer support.

Environment: Pascal, Simula, VAX/VMS, etc.

**January 1985 –  
May 1986**

**Origo Administrativ Utveckling AB (consultant; employed)**

Development and maintenance of administrative applications, mainly in a mainframe environment.

Environment: Cobol, Metacobol, Assembler, Adabas, Natural, IBM MVS/CICS, etc.

**June 1981 –  
December 1984**

**Ellemtel Utvecklings AB (employed)**

Ellemtel was at that time a R&D company partly owned by Ericsson. User Interface specialist who performed pre-studies, design/prototyping and internal standardization work (within CCITT).

Environment: Basic, Pascal, HP 9000, etc.

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