

## Profile

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### Education:

- 2006 ✓ Diplom-Informatiker (FH) (Graduate computer scientist),  
Brunch of studies: Business Informatics
- 2002 ✓ Fachhochschulreife (Advanced Technical College Certificate),  
in Freiburg i. Brsg.

### Qualifications:

- 2008 ✓ Manager's Certificate of IT Service Management v3 (EXIN)
- 2008 ✓ Certified Associate in Project Management – Certificate (PMI)
- 2007 ✓ Manager's Certificate of IT Service Management v2 (EXIN)
- 2006 ✓ COBIT 4.0 Foundation Certificate (ISACA)
- 2006 ✓ Diploma thesis "MAPIT – Evaluation of IT, on globally accepted and integrated standards"
- 2005 ✓ ITIL Foundation Certificate (EXIN)

### Languages:

- ✓ German (mother tongue)
- ✓ English (good knowledge, oral and written)

### Core skills:

- ✓ Project Management, Project Leading IT Service Management
- ✓ Process management (analysis, definition, management by KPIs, optimization and training)

- ✓ Computer System Validation in GxP environments (risk based approach)

**Business experience****Project management**

- ✓ Lead different national and international projects

**IT Service Management**

- ✓ Realization of IT Service Management (ITSM) in different industries
- ✓ Implementation of ITSM Systeme (Requirements analysis, User and Functional Requirement Specification, Tool-Evaluation, Implementation, Migration, Testing, Training, Go-Live)
- ✓ Professional Trainings for ITIL Certification
- ✓ Communication and Change Management while ITSM projects.

**Computer System Validation (CSV) & Risk Mgmt.**

- ✓ Realization and documentation of validation projects in GxP-environments
- ✓ Realization of high-level and detailed risk analysis (GAMP5, FMEA)
- ✓ Testplanning, Test realization, Tracability in GxP environments

**Compliance**

- ✓ Realization of Tool-Evaluationen and implementation within the area Audit & Compliance

**Trainer / Lecturer**

- ✓ Trainer for ITIL Foundation Certification (TÜV)
- ✓ Since 2007, lecturer at the Fachhochschule (senior technical college) Furtwangen, Germany in "IT Service Management":
- ✓ Praxis relevant organization of processes and IT environments

**Methods and tools:****Project Management**

- ✓ PMBoK, V-Modell

**Standards & Best Practices**

- ✓ ISO20000, BS15000,
- ✓ ISO9000,
- ✓ ITIL v2 & v3,
- ✓ GAMP4, GAMP5,
- ✓ COBIT 4.1,
- ✓ CMMI 1.2

**IT Process Assessments**

- ✓ MAPIT (Maturity Assessment of Processes in IT)
- ✓ BS15000 PD0015 (ISO20000 - Assessment),
- ✓ SCAMPI (with CMMI)

**Process Modeling**

- ✓ ARIS, eEPKs,

- ✓ Visio, Flow Charts

**Industries:**

- ✓ Pharmaceutical & Chemical industry (Lifescience industries)
- ✓ Automotive
- ✓ Automation

### Project experience

<b>Project Name</b>	IT Management	<b>Project Description / Responsibility</b>
<b>Year / Duration</b>	2010 / 3 Months	Customer: Lifescience Industry
<b>Service</b>	IT Management	Creation of a Configuration Management Database (CMDB) for support of high quality and efficient Service Management Processes.
<b>Position</b>	Senior Consultant	
		Special interest: <ul style="list-style-type: none"> <li>• IT is shared Service Provider for Germany and Europa</li> </ul>
		Role: <ul style="list-style-type: none"> <li>• Analysis of current application and infrastructure environment</li> <li>• Definition of design pattern for efficient use and documentation within a Service Mgmt. Tool</li> <li>• Ensure consistency of CMDB structure to current existing Service Catalogue.</li> </ul>

<b>Project Name</b>	Quality and System Compliance	<b>Project Description / Responsibility</b>
<b>Year / Duration</b>	2009 / 6 Months	Customer: Lifescience Industry
<b>Service</b>	Quality, Risk and Compliance	Implementation of improved processes for aligned supply chain management EMEALA with SAP – APO.
<b>Position</b>	Consultant	
		Rolle: <ul style="list-style-type: none"> <li>• Lead validation and complete documentation</li> <li>• Train user in validation with SAP Solution Manager tool support</li> </ul>

<b>Project Name</b>	Quality and System Compliance	<b>Project Description / Responsibility</b>
<b>Year / Duration</b>	2009 / ongoing	Customer: Medical Device Industry
<b>Service</b>	Quality, Risk and Compliance	Definition of standardized SAP business processes within a template project for global rollout in a GxP regulated environment.
<b>Position</b>	Consultant	

Special interest:

- Corporate (SE) wide rollout
- Electronic approval of validation relevant documents within the SAP Solution Manager
- Program end is planned for 2014

Role:

- Responsibility for formal correct documentation within the program
- Creation of guideline, process definition and working instructions for documentation
- Definition of documentation templates
- Coordination of document reviews and approvals
- Support of GxP risk analysis
- Validation Support of the SAP Solution Manager (for electronic signature and electronic records)
- Trainings for documentation with SAP Solution Manager

<b>Project Name</b>	Validierung SAP Archive Link	<b>Project Description / Responsibility</b>
<b>Year / Duration</b>	2008/2009 / 4 Months	Customer: Lifescience Industry
<b>Service</b>	Computer Sytem Validierung	Validation of an Archiving System, including a GxP-risk analysis and an impact analysis.
<b>Position</b>	Consultant	<p>Role:</p> <ul style="list-style-type: none"> <li>• Consultant and coordination of the validation approach and creation of validation documentation.</li> </ul>

<b>Project Name</b>	DMS System Validation	<b>Project Description / Responsibility</b>
<b>Year / Duration</b>	2008 / 6 Months	Customer: Lifescience Industry
<b>Service</b>	Computer Sytem Validierung	Validation of Document Management System in the GMP environment.
<b>Position</b>	Consultant	<p>Rolle:</p> <ul style="list-style-type: none"> <li>• Consultant for general validation approach</li> <li>• Creation of validation documentation, eg.:             <ul style="list-style-type: none"> <li>○ Validation plan</li> <li>○ Risk analysis (High-level and detailed)</li> <li>○ Testplaning</li> </ul> </li> </ul>

- PQ-Plan and Test scripts
- Traceability Matrix
- Validation Report
- Consultant for IQ/OQ planning and documentation

<b>Project Name</b>	IT-Compliance Tool Evaluation	<b>Project Description / Responsibility</b>
<b>Year / Duration</b>	2008 / 2 Months	Customer: Lifescience Industry
<b>Service</b>	Strategic IT Mgmt.	Evaluation of an IT-Compliance and IT-Governance Solution for support of the global Audit processes, regarding multi dimensional requirements due to several official standards, best practices, policies and guidelines.
<b>Position</b>	Consultant	

Role:

- Determination As-Is Situation
- Definition of requirements based on as-is situation
- Evaluation of leading tools and consultation for short list and final selection

<b>Project Name</b>	Process Maturity Assessment	<b>Project Description / Responsibility</b>
<b>Year / Duration</b>	2008 / 4 Months	Customer: Lifescience industry
<b>Service</b>	Computer System Validierung	Assessment of the IT process maturity level according to CMMI appraisal and based on the best practices of ITIL and COBIT. Includes detailed benchmark and a SWOT analysis to define ITSM improvement roadmap.
<b>Position</b>	Consultant	

Role:

- Lead interviews and process walk-throughs for determination of process maturities
- Analysis of results and maturity level and creation of SWOT –Analysis.

<b>Project Name</b>	Process maturity assessment	<b>Project Description / Responsibility</b>
<b>Year / Duration</b>	2008 / 2 months	Customer: Automotive engineering in premium

<b>Service</b>	IT Service Management	segment with more than 52.000 employees world wide.
<b>My position</b>	Consultant	<p>Assessment of process capabilities and maturity (according CMM) on basis of COBIT and ITIL. Process benchmark and detailed analysis of strength, weaknesses and quick-wins (opportunities).</p> <p>My role:</p> <ul style="list-style-type: none"> <li>• Performing workshops for an assessment of the process capabilities, the existing activities and their completeness.</li> <li>• Assessment analysis for an appraisal of the process capabilities and the overall process maturity and</li> <li>• A detailed SWOT analysis</li> </ul>
<b>Project Name</b>	Realisation of ITSM	<b>Project Description / Responsibility</b>
<b>Year / Duration</b>	2007-2008 / 6 months	Customer: International manufacturer and distributor of medical devices with national more than 750 employees.
<b>Service</b>	IT Service Management	
<b>My position</b>	Consultant	<p>IPW-based realisation of IT Service Management according to ITIL with selected processes of Service Support, Service Delivery and Continuous Service Improvement.</p> <p>My role:</p> <ul style="list-style-type: none"> <li>• Assessor of operative and tactical ITIL processes for an appraisal of their process maturity (according CMM)</li> <li>• Definition of approach for realisation of the IT Service Management processes</li> <li>• Moderation and support in the conceptual phase of process definition</li> <li>• Consulting of relevant factors for an ITSM tool selection in a GxP regulated environment</li> </ul>
<b>Project Name</b>	Realisation of ITSM	<b>Project Description / Responsibility</b>
<b>Year / Duration</b>	2007-2008 / 5 months (ongoing)	Customer: International automotive supplier with national more than 1.500 employees.
<b>Service</b>	IT Service Management	Realisation of IT Service Management based on selected processes of Service Support and Continuous

**My position**      Consultant      Service Improvement.

My role:

- Project management
- Moderation and support of conceptional process definition
- Coordination of realisation in an IT Service Management Tool
- Support of organisational and cultural change management (include qualification and communication)
- Design and integration of ITSM KPIs for process steering

Basic information:

- Total expense > 500 person days
- 6 person in project core team (employees and external supplier)

<b>Project Name</b>	Validierungssupport	<b>Project Description / Responsibility</b>
<b>Year / Duration</b>	2007-2008 / 8 months	Customer: Developer and manufacturer of medical devices (Indication) with more than 1.200 employees.
<b>Service</b>	Computer System Validierung	GxP-analysis of validatin relevant computer system based on the high level risk assessment approach.
<b>My position</b>	Consultant	(Re-) validation or (re-) qualification of these systems.
		My role:
		<ul style="list-style-type: none"> <li>• Planning and realisation of validation of the clean room monitoring system (data logger).</li> </ul>

<b>Project Name</b>	Service Level Mgmt.	<b>Project Description / Responsibility</b>
<b>Year / Duration</b>	2007-2008 / 6 months	Customer: International chemical company with more than 23.000 employees.
<b>Service</b>	IT Service Management	Analysis of the ITSM structures for the standardized definition of service specifications (OLAs) as basis for the definition of a company wide service catalog (SLAs).
<b>My position</b>	Consultant	
		My role:
		<ul style="list-style-type: none"> <li>• Structurel analysis of performed IT services</li> <li>• Consolidation of the existing service specifications</li> <li>• Structuring, description and writing of the final</li> </ul>

service catalog

<b>Project Name</b>	Realisation of ITSM	<b>Project Description / Responsibility</b>
<b>Year / Duration</b>	2007-2008 / 7 months	Customer: International pharmaceutical swiss company with more than 10.000 employees.
<b>Service</b>	IT Service Management	Conduction of Workshops for (Re-) Design of Service Support and Service Deflivery processes according to ITIL.
<b>My position</b>	Consultant	<p>My role:</p> <ul style="list-style-type: none"> <li>• Analysis of their ITSM processes by document researchs and several process workshops</li> <li>• (Re-) Design of ITSM processes based on result of the document researchs and process workshops.</li> </ul>
<b>Project Name</b>	ITSM Tool-Evaluation	<b>Project Description / Responsibility</b>
<b>Year / Duration</b>	2007 / 3 months	Customer: International pharmaceutical swiss company with more than 1.700 employees.
<b>Service</b>	IT Service Management	Support by mehodological evaluation and selection of a supportive IT Service Management application to realize defined IT Service Management processes in a GxP regulated environment.
<b>My position</b>	Consultant	<p>My role:</p> <ul style="list-style-type: none"> <li>• Consulting of appraisal approach</li> <li>• Support by selection of a suitable ITSM-Tool on a customer specific evaluation matrix</li> <li>• Consulting of GxP relevant aspects in acquisition and implementation of an ITSM application</li> </ul>
<b>Project Name</b>	IT Compliance Check	<b>Project Description / Responsibility</b>
<b>Year / Duration</b>	2007 / 1 month	Customer: Swiss organisation for clinical studies and scientific research
<b>Service</b>	Computer System Validation	IT Compliance Check with focus on CSV relevant checkup and improvements
<b>My position</b>	Consultant	<p>My role:</p> <ul style="list-style-type: none"> <li>• Assistance in checkup</li> <li>• Writing of the Compliance Check Report</li> </ul>

<b>Project Name</b>	IT Service Management	<b>Project Description / Responsibility</b>
<b>Year / Duration</b>	2006-2007/ 8 months	Customer: Company with 4000 employee; sector automation.
<b>Service</b>	IT Service Management	Development and implementation of Incident Mgmt, Problem Mgmt, Change Mgmt and Config Mgmt processes. Implementation of an according Service Management Tool. (ITSM – iET-Solutions)
<b>My position</b>	Consultant Tool-Impl. & Qualifizierung	My role: <ul style="list-style-type: none"> <li>• Selection, specification and coordination of the Implementation of an IT-Service Mgmt Tool (ITSM – iET-Solutions)</li> <li>• Facilitation of organizational change incl. qualification concept</li> </ul>

<b>Project Name</b>	SAP retrospective Validation	<b>Project Description / Responsibility</b>
<b>Year / Duration</b>	2006 / 2 months	Customer: Chemical company with more than 250 employees.
<b>Service</b>	Computer System Validation	Project for retrospective SAP validation (included: Planning, Alignment of specifications to business processes, risk analysis (based on high level risk assessment and FMEA), test planning and realisation, write validation report)
<b>My position</b>	Consultant	My role: <ul style="list-style-type: none"> <li>• Support by realisation of IQ and OQ</li> </ul>

<b>Project Name</b>	MAPIT	<b>Project Description / Responsibility</b>
<b>Year / Duration</b>	2006/ 3 months	Customer: Chemical company with more than 20.000 employees.
<b>Service</b>	Strategic IT-Management	Maturity-Assessment of Processes in IT (via MAPIT/CMMI) in strategical and management processes (like strategy, portfolio management, architecture, performance measurement and others).
<b>My position</b>	Assessment Consultant	My role: <ul style="list-style-type: none"> <li>• Conception of the Maturity Assessment and design of questionnaires</li> <li>• Maturity Appraisal (Maturity Level on the basis of COBIT and CMM) and definition of adequate measures for maturity improvement</li> </ul>

<b>Project Name</b>	MAPIT	<b>Project Description / Responsibility</b>
<b>Year / Duration</b>	2006/ 3 months	Customer: Pharmaceutical company with more than 10.000 employees.
<b>Service</b>	Strategic IT- Management	Conception of an integrated Internal Control System on basis of COBIT to comply with regulatory requirements (e.g. Sarbanes Oxley Act, CSV).
<b>My position</b>	Back-Office	My role: <ul style="list-style-type: none"><li>• Assistance in realisation and template creation of the internal controls for the ICS</li></ul>

<b>Project Name</b>	MAPIT Development	<b>Project Description / Responsibility</b>
<b>Year / Duration</b>	2006 / 6 Months	Academic work in the topic of maturity assessments for processes in IT by CMMI, for obtainment of the title "Graduate computer scientist". (MAPIT: <u>M</u> aturity <u>A</u> ssessment for <u>P</u> rocesses in <u>I</u> T)
<b>Service</b>	IT Service Management	
<b>My position</b>	Academic (Researcher)	
		Content: <ul style="list-style-type: none"> <li>▪ Framework analysis of ITIL and COBIT 4.0 for a process integrated assessment basis</li> <li>▪ Development of a maturity appraisal by CMMI including the SCAMPI standard practice</li> <li>▪ Completely integrated are an ISO 20000 assessment (by PD0015) and the OGC assessment</li> </ul>

<b>Project Name</b>	IT Service Management	<b>Project Description / Responsibility</b>
<b>Year / Duration</b>	2005-2006/ 6 months	Customer: Automotive company with more than 11.000 employees. Realisation of further ITIL conformed Service Management processes and add-on modules for the existing tool (ARS – Remedy).
<b>Service</b>	IT Service Management	
<b>My position</b>	ITSM Project-Trainee	
		My role: <ul style="list-style-type: none"> <li>• Assistance in realisation and customisation of support processes to existing processes</li> <li>• Assistance in implementation of the add-on modules</li> <li>• Function and integration tests of tool implementation</li> </ul>