



### Expertise

Service- and systems management with emphasis on the optimization of ICT-organisations.

### Experience

Now – 2000 Senior Consultant at Tombit, Loosdrecht.  
2000 – 1999 Senior Consultant at Verdonck, Klooster & Associates, Zoetermeer.  
1998 – 1992 Information System Management Consultant at IBM, Utrecht.  
1992 – 1990 System Engineer banking branch at IBM, Utrecht.  
1990 – 1986 First Line Manager Capacity Planning at KLM, Amstelveen.  
1986 – 1984 Capacity Analyst at KLM, Amstelveen.  
1984 – 1979 System Programmer at KLM, Amstelveen.  
Now – 1992 Member of the GSE cost management workgroup.

### Relevant projects

Sep 2016 – *Coaching an MT member after a reorganization*  
Feb 2015 Support one of the members of the Valk Software after a reorganization.

Sep 2015 *ITIL Foundation course*  
ITIL Foundation course given to 26 employees of Valk Software on location. The course focuses on the use of the processes in the current organization with the ultimate goal of Continual Service Improvement. The average overall score of 31% of the respondents is 8.5 and 75% passed the exam.

Nov 2014 *Inventory usability of admin tasks of a website*  
Because of the constant changes of a website of a non profit organization for corporate lawyers (NGB) in recent years, the impression has arisen that the user friendliness of the administrative tasks are not functioning optimally. By identifying these tasks, advice can be given on an improved way of working and on a number of changes to the maintenance functions of the website to simplify tasks to make them considerably faster.

Apr 2014 – *Coaching of a management team*  
Sep 2013 Coaching and supporting the management team of a point of sale software development organization (Valk Software). With the growth of the organization a need has arisen to align the

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internal activities in order to create a better service to the customer. By using the principles of the book "Zo simple is IT" the internal processes and the service to the customers are improved.

Dec 2012 – *Projectleader cost management project*

Okt 2012 In order to create better governance for a large publisher (Sanoma) and to be more prepared for the change towards digitalized tutoring, insight in ICT-costs are essential. The cost management project has to provide the insight and the handles for a better management of the organization.  
My role was to advise on the approach and to provide the employees involved with a structure for further development.

Mar 2012 – *Zo simpel is IT – My Best Practice (ISBN 978-90-818709-0-0)*

Nov 2011 Writing a book about my 30 years of experience in the ICT sector. SPORT is an acronym for Services, Processes, Organization, Reports and Tools. Sport in IT is a framework that I use for screening and enhancing of ICT organizations.

Oct 2010 – *Consultant and performance analist*

Apr 2008 Responsible for building a performance test system to test a newly build application for payments to the public at the Belastingdienst (Dutch Tax Office). The system runs on a multi-server Microsoft platform.  
Initially my role was writing a performance test plan which included the necessary tools and manpower. After the plan was approved I was asked to compose and manage a team (of 6 FTEs) to build and use the performance test system.  
The tools used are SCOM, SCCM and own build applications with VSTS. The test system resulted in a much faster response time and considerably less use of resources even before the system went into production.

Reference: Ronald Salters of Nexor. His telephone number is +31 652 692831. Ronald Salters was the programm manager for the mentioned project.

Jun 2008 – *IT-architect*

Apr 2008 For a large organisation for childcare (SKH in Hilversum) an

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ICT architecture framework has been written, together with an implementation- and education plan. Through the implementation of the scalable ICT architecture a foundation was laid to make it possible to grow with the ambition of the childcare organisation.

- Mar 2008 - *Consultant and performance analyst*  
May 2007 Defining and implementing of an end to end measurement system for a multi platform web application at the Belastingdienst (Dutch Tax Office).  
My role was actually measuring and analyzing the data and based on that, advice for application improvements. Analysis of the data has resulted in a reduction of the response time for the end user and a reduction of the resources used to a level that was acceptable. The most important tools and data used in the analysis were the package mBrace and the data of the mainframe control blocks, the Websphere log, SMF / RMF data, and AIX nmon data.
- Apr 2007 – *Consultant and IT-architect*  
Feb 2005 Defining the IT-infrastructure needed for an implementation of a standard package for running claims and payments at the Belastingdienst (Dutch Tax Office).  
The activities where I was responsible for were writing a feasibility test plan, assembling and directing a team that actually built the test infrastructure and execute the tests. The package and the infrastructure have been tested in a test centre of IBM in Montpellier in France. The circumstances in the test centre were set up in such a way that they were comparable with the eventual production situation. The tools used are the many products from the BMC Main View Suite. After the feasibility of the to be used infrastructure was evaluated positively, support was given to the designers and builders of the infrastructure. At the same time the infrastructure was checked against the architecture.

Reference: Addie van Zwam, programm manager with the Belastingdienst. His telephone number is +31 618 601159.

- Jan 2005 – *Consultant and Interim Management*

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Apr 2002 Advise on and implement a service management and cost management structure in one of the largest retail organizations in the Netherlands (Vendex KBB). Because of the rapid expansion a palette of services was arisen, whose costs were not univocal assigned.

My role was to lead a service management team of 8 employees to identify all the services and describe the service levels in SLAs. At the same time a cost management structure has been developed that gave a good understanding of the costs per service per customer. The principles of Activity Based Management and Activity Based Costing were used in this structure. The budget process, the quotation process and the invoicing process became much faster and accurate. The tools were built around the products MS Access and MS Excell.

Reference: Arnoud Vellinga, IT manager (retired) of Vendex KBB. His telephone number is: +31 0630 587901.

Jul 2001 - *Service Management consultant*

Nov 2001 Implementation of a helpdesk tool to be used on all locations in Europe of a supplier of network components (Lucent). Through this implementation the service provided enhanced tremendously.

Aug 2000 – *Service Management consultant*

Apr 2000 Formulate Service Level Requirements for an internet and intranet provider service to be outsourced at the Ministry of Education. The description of the services was based on ITIL. On the basis of these Service Level Requirements negotiations were held with the aimed at provider.

Dec 2001 - *Consultant and Interim Management*

Jan 1998 The development and implementation of an ICT service management structure for a new ERP application for a manufacturer of semi-conductors (Philips Semiconductors). This application is used in more than 100 factories and sales offices world wide. The services and processes were based on ITIL. The quality of the ICT service has increased dramatically.

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- 1998 – 1997     *Consultant and Interim Management*  
The development and partly implementation of an operations management outline for a worldwide SAP implementation for a manufacturer of consumer electronics (Philips Consumer Electronics). The services and processes were based on ITIL. This outline is used for a further deployment of the operation.
- 1996 – 1992     *Consultant and Interim Management*  
The development and partly implementation of a system management blueprint in which all system management processes and activities are related at the Belastingdienst (Dutch Tax Office). Also roles are defined and coupled with activities. The blueprint is used as basis for development of procedures and work instructions. The blueprint was based on ITIL. The way of working within the production environment was enormously enhanced.
- 1992 – 1991     *Team leader*  
The team was responsible for the development and implementation of a centralised systems management environment for over 400 branch offices (NMB bank). With this solution it became possible to monitor and track the status of the 400 local area networks and to distribute system- as well as application software in a controlled way. The complete configuration of the hard- and software of all the branch offices is constantly up to date and available on a central system. The solution reduced significantly the need for highly trained local personnel. The availability of the system is of a very high level and the software is used in a consistent way.
- 1991 – 1990     *Project leader*  
A project for batch job conversion and implementation of a mainframe scheduling package (Postbank). The project was a mixed effort between the customer and the supplier. It was delivered according schedule and the turnaround time of the total batch window was improved considerable.
- 1990 – 1986     *Manager Capacity Planning*  
Setting up a performance management and capacity planning structure (KLM). In doing so, he has set up a reporting structure
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to advise senior management in the use of resources. The reporting structure helps to reduce information technology costs and enables to prioritise work.

### Articles

Apr 2012	Zo simpel is IT – My Best Practice, book (ISBN 978-90-818709-0-0) published under own management
Mar 2003	The relation between development and exploitation, Informatie.
Jan 1999	Cost Management Model, IT Beheer Jaarboek 1999.
Jan 1998	IT process model light, IT Beheer Jaarboek 1998.
1991 –1989	Several articles for IT Forum, a monthly opinion magazine for the IT branch. Some of the topics were; service level management, measurement, reporting, accounting, performance management, availability management, service level agreements, etc.

### Presentations

Nov 2013	The dilemma of the launching customer, GSE, Almere
Nov 2012	Costs and benefits of the new way of working, GSE, IBM Amsterdam
Oct 2011	Cost management in the cloud, good or bad, GSE, Almere
Feb 1999	ERP and your network, Techteam, Rotterdam
Feb 1998	IT process model light, ITSMEF, Amsterdam
Oct 1988	Service Level Management, CM Group, Maastricht

### Languages

Dutch	Native
English	Fluent
German	Good notice

### Conferences

Apr 2016	Oracle MySQL, Utrecht
Apr 2016	GSE LinuxOne, Utrecht
Nov 2015	Tooling Event, Jaarbeurs, Utrecht
Jun 2015	HP performance tour 2015, Amsterdam
Mar 2015	Zorg & ICT 2015, Utrecht
Nov 2014	IBM Total Solution Event for System z 2014, Utrecht
Nov 2014	GSE conferentie 2014, Almere
Mar 2012	IBM Total Solution Event for System z
Feb 2012	Interim Management Congres, Nyenrode



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Oct 2011	ItSMF annual conference, Nieuwegein
Mar 2011	IBM zEnterprise conferentie, Amsterdam
Sep 2010	HP Service Management dag, Muiden
Jun 2010	IBM zSystem conferentie, Amsterdam
Mar 2010	IBM z/OS update, Amsterdam
Feb 2009	HP ITSM dag, Amsterdam
Mar 2008	IBM Forum SOA on System z, Amsterdam
Apr 2007	IBM System z Technical Conference, München Germany
May 2006	IBM Tivoli Technical User Conference, Montpellier France

### Courses (Consultant)

Nov 2015	IBM Bluemix, IBM, Amsterdam
Sep 2015	ITIL Foundation, EXIN
Apr 2015	Programming languages and techniques, NVBI
Sep 2011	ISM Master Class, BHVB, Markelo
Jun 2004	ISPL manager, Fourtune
Feb 1998	System Management Framework Design, IBM
Nov 1997	IT Process model, IBM
Sep 1997	Infrastructure design
Oct 1994	Activity Based Costing, IBM
Jul 1994	IT Profile, IBM
Nov 1993	Methodology class Information System Management, IBM
Oct 1993	Total Consulting Engagement class, IBM

### Courses (System Engineer)

Mar 1992	End to end system design
Feb 1991	Banking introduction, IBM
Jan 1991	Implementation and use of Infoman, IBM

### Courses (First Line Manager Capacity Planning)

Nov 1989	Management Stijl Training (deel2), KLM GITP
May 1989	Management Stijl Training (deel1), KLM GITP
May 1988	Service Level Agreements, MTS
Oct 1987	Service Management, MTS
May 1987	Advanced negotiating skills, KLM
Apr 1987	Producing cap. plans for management, CCMS
Apr 1987	SNA concepts, IBM CB10-0
Nov 1986	Capacity Planning, MICS
Nov 1986	Performance Management, MICS
Oct 1986	Effective decision making, BIS

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Oct 1986	Service level management, IBM FA32-0
Sep 1986	Beleidsrapportage (policy reporting), V&O
Jul 1986	Inleiding beoordelen (introduction to judge), KLM

### Cursussen (Capacity Analyst)

Dec 1985	MVS performance monitoring, Candle
Oct 1985	Bedrijfseconomische workshop, KLM
Apr 1985	Computer performance measurement and capacity planning, F&S
Mar 1985	Seminar computer aanschaf en contract (computer purchase and contract), Kluwer
Nov 1984	Workload analysis and forecasting, ISE

### Courses (System Programmer)

May 1984	Theorie brevet sportvlieger (A1), KLM
Apr 1984	IMS DB/DC feature concepts and facilities, IBM CA09-0
Apr 1984	MVS structure and components, IBM BD40-0
Dec 1983	IMS/VS recovery and restart, IBM CA29-0-6
Nov 1983	IMS/VS probl source IDWS, IBM CA19-0-6
Nov 1983	IMS/VS DB/DC syst installatie en beheer, IBM CA24-2-6
Oct 1983	IMS/VS DC performance, IBM CA28-1-6
May 1983	First certificate in English of the University of Cambridge
Apr 1983	IMS/VS DC programming, IBM CA12-1
Apr 1983	DL/I concepts and facilities, IBM CA03-0
Apr 1983	IMS/VS DV concepts and facilities, IBM CA05-0
Apr 1983	DB/DC orientering, IBM 1131-0
May 1982	W3, NOVI
Feb 1982	MVS VSAM system pgm, IBM BD34-0
May 1981	W1, NOVI
Feb 1981	MVS multi pgm services, IBM BD23-1
Oct 1980	OS/VS system services programminig, IBM 2429-0
Sep 1980	Macro writing, IBM BD24-1
Apr 1980	SAM assembler pgm OS/VS, IBM 2423-0
Feb 1980	Basis MVS, IBM 2442-0
Oct 1979	Assembler, KLM
Oct 1979	Fundamentals of programming, KLM

### Basic education

1979 – 1973	HTS-e, Haarlem
1973 – 1970	MTS-e, Amsterdam



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1970 – 1966      Mulo, Amsterdam

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