

NATO REF. 17/2006/ISM		
Labour Category	SOW Ref	Requirement
		ICT Process Implementation Consultant
<p>Scope of Service :</p> <p>NATO Headquarters is in the process of improving and re-engineering major ICT processes, standards and methodologies. This includes re-organization, establishment of a service centre, and implementation of selected standard processes for project management, procurement, IT governance, configuration management, and architecture management. We have recently completed a project to select and document new ICT management processes. At this point, these processes need to be implemented in a practical way in a changing organization..</p> <p>This project manager will use the baseline documents produced in the aforementioned project to lead the implementation of selected ICT processes. Project manager will report to the Deputy Assistant Secretary General (DASG) for Information Systems Management.</p> <p>Specific responsibilities :</p> <ul style="list-style-type: none"> • Configuration management – Work with the Architecture Management Office to establish and enforce configuration management across the organization. Coach the sections of the new ICT operations management section in the implementation of their particular configuration management activities. • Service Level Agreements – Work with sections across the ICT organization to introduce service level agreements as a basis for customer relationship management. • ICT Governance – assist in establishing the terms of reference for the bodies that will perfume ICT governance and document the process to be followed in responding to business demand. Design a governance model for use in the NATO headquarters that reflects best practices and meets the needs of an international organization. • Manage this process implementation as a project and report progress to DASG. • Provide implementation advice to other ICT process improvements as required by the DASG. <p>Requirements :</p> <ul style="list-style-type: none"> • Education and experience in: <ul style="list-style-type: none"> ○ CMMI ○ ITIL IT Service Management ○ Project management • Experience in change management for IT organizations • Degree in Information Systems Mangement or Computer Science <p>Estimated term : 3-12 Months</p>		