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| **Contact** | Email: chris.howard.madden@gmail.com |
| **Location** | UK, Europe, U.S |

Professional profile

**A highly-experienced & industry-recognised Chief Information Officer (CIO) / Chief Digital Officer (CDO), Chief Technology Officer (CTO) / IT Director (ITD)** with a successful background in digital, big data, B2B/B2C, legal/law enforcement, transport, government & FTSE-250 corporate sectors.

**Collaborative approach to successful transformational leadership**, engaging with business stakeholders at CEO / Ministerial level & 3rd parties, delivering ‘fit for purpose’ ICT solutions & business-enabling change.

**Highly accomplished,** able to design and execute effective ICT delivery strategies and digital roadmaps.

**MSP, PRINCE2, M\_o\_R & ITIL trained,** with experience of applying best practice frameworks and methods.

**Experience of driving change management**, business transformation, service transition, project strategies, technology roadmaps, use of new technology, governance, ICT assurance, and benefits realisation via IMT.

Key skills & business capabilities

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| IT, Technology, Digital and Business Leadership  | Business Planning & Strategy Development |
| Budgetary Management (OPEX & CAPEX) | Service Delivery Management & Support |
| Security & Information Communication Technology | Maximising Use of Information & Technology |
| Full Programme/Project Lifecycle Management | Multi-Vendor Outsourced Contracts |
| Business Process Re-engineering | 3rd Party, Vendor & Supplier Management  |
| Business Benefits Realisation | Negotiation and Management Skills |
| Team Leadership and Team Management | Stakeholder Engagement & Relationships |
| Excellent Interpersonal & Communication Skills | Troubleshooting & Problem Solving Skills  |

2014 to Current – Advoco-Innovart, Independent consultancy & advisory services:

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| **April 2016 to Present** | **IT DIGITAL DIRECTOR, Independent Inquiry for Child Sexual Abuse** *(Interim)* |

[***IICSA***](https://www.iicsa.org.uk/) ***is the worlds largest independent inquiry covering 13 separate investigations.***

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|  | * Greenfield site: complete build of infrastructure and ICT team; separation from Home Office systems
* Full responsibility for all ICT - Leadership, Coaching and Mentoring of internal SIAM & PMO teams
 |
|  | * Architect, Identify, Procure and Implement cloud-based solutions: SaaS, PaaS and IaaS (c£2-3m pa)
 |
|  | * Complete separation from Home Office systems to ensure independence
 |
|  | * Agile software development in line with unique requirements of Inquiry (c£2-3m pa)
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| **Jan 2015 to Feb 2016** | **CHIEF TECHNOLOGY OFFICER: telent Technology Solutions** *(Interim)* |

***Responsible for technology leadership, vision & proposition for telent (previously Marconi / GEC)***

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|  | * CTO assignment, enabling the delivery of world-class solutions in rail, traffic & emergency services
 |
|  | * Definition of telent technology strategy, including cloud IAS/PAAS, Digital & IoT (Internet of Things)
 |
|  | * Evaluation and review of potential acquisition targets, determining partner strategies & engagement
 |
|  | * Acquisition & Integration of Arqiva Secure Solution business, including due-diligence and cultural fit
 |
|  | * Technical design and assurance on bids / tenders, advising senior management and stakeholders
 |

**Career to date (Continued) -**

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| **Jun 2015 to Dec 2015** | **HEAD OF POLICE SCIENCE & TECHNOLOGY, Home Office** *(Interim)* |

***Responsible for creation of police IT solutions, cross-constabulary collaboration & transformation***

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|  | * Appointed to top-level role, advising the Home Secretary & Ministers on Science and Technology
 |
|  | * Drove the creation of a new Home Office unit, delivering policy on Police Information & Technology
 |
|  | * Instrumental in creation of a Biometrics & Forensics strategy, governing the use of new technology
 |
|  | * Project-lead transfer & migration of National Systems to Police and Crime Commissioner ownership
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| **Mar 2014 to Jun 2014** | **CDO/HEAD OF APPLICATION DEVELOPMENT & SUPPORT, ONS** *(Interim)* |

***Responsible for driving a step-change in application support for the Office for National Statistics***

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|  | * Appointed to assignment as Divisional Director, advising on optimised SIAM CDO / CTO leadership
 |
|  | * Championed implementation & adoption of Agile development methodology (c200 staff)
 |
|  | * Delivered ongoing evaluation & risk assessment of key programmes, ensuring appropriate delivery
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| **2011 to 2014** | **CHIEF INFORMATION OFFICER, CHIEF TECHNOLOGY OFFICER,****SENIOR INFORMATION RISK OWNER: West Midlands Police** |

***Responsible for IT leadership, vision & delivery with the UK’s 2nd largest police force, £500m+ spend***

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|  | * CIO / CTO role, Command Team Member (Executive Board Level), advising on IT and technology
 |
|  | * Provision of ICT services on a 24/7 basis, resource budget of £25m pa and capital of £10m+ pa
 |
|  | * Definition and execution of the West Midlands Police first Information Services Strategy & plans
 |
|  | * Programme Director responsible for forces business transformational change activity
 |
|  | Leadership, management and motivation of a multi-functional team of 300+ IM & ICT professionals- Full remit across IM & ICT, including digital, security & assurance |
|  | * Enterprise, Information and Business Architecture / Design, delivering mission-critical ICT services
 |
|  | * Relationship and stakeholder management with the Home Office, Local Authorities and 3rd parties
 |
|  | * Demand management through Big Data/Predictive Analytics programme
 |
|  | * Chair on National Police Digital CIO Council
 |
|  | Lead on “information join-up” programme: working across West Midlands: interoperability, data sharing, budget sharing and commissioning across multi-agencies & commercial partners |

***Key achievements & business outcomes include:***

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|  | * Realised £126m+ comprehensive spending review funding reductions via transformational change
 |
|  | * Created unified ICT and IM team with common shared purpose, vision, mission and values
 |
|  | * Delivered consolidated contact centres enabling digital “channel shift” and £4m pa cash savings
 |
|  | * Implemented customer-focused ICT services (ITIL based) and MSP / PRINCE2 project delivery
 |
|  | * Successfully adopted an internal SIAM model for governance & commercial control of service towers
 |
|  | * Effective leadership of digital strategy & delivery - performance independently verified by Microsoft
 |
|  | * Created a strategic alliance with Microsoft, - c£1m+ pa costs, enabling £3m+ pa cashable savings
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| **2006 to 2011** | **HEAD OF ICT, ACTING CIO, CTO, CDO & SIRO: Highways Agency, DfT** |

***Responsible for IT leadership within an Executive Agency of the DfT, annual spend of over £5bn+***

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|  | * Direct report to the Director of Information as a member of the Highways Agency Leadership Team
 |
|  | * Top-level relationship management to Executive level, including Department for Transport (DfT)
 |
|  | * ICT management, closely aligned with the transformational government / Gershon efficiency agenda
 |
|  | * Definition and execution of an ICT strategy, underpinning business change & investment across ICT
 |
|  | * Leadership of a multi-functional team of 40+ internal staff, 200+ account based staff and 3rd parties
 |

***Responsible for IT leadership within an Executive Agency of the DfT, annual spend of over £5bn+***

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|  | * Spearheaded delivery of all ICT-enabled business change activities, delivering best value services
 |
|  | * Resource budget management of c£25m yearly, capital £8-15m+ and outsource asset value £120m
 |
|  | * Strategic execution of business transformation initiatives, realising 5%+ year-on-year efficiency gain
 |
|  | * Successfully implemented the SIAM model for governance & commercial control across the Agency
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Early career:

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| 1986 to 2011 | SENIOR ICT LEADERSHIP POSTS IN PRIVATE/COMMERCIAL SECTOR |
| On-line Strategy Consultant (Interim) | RWE nPower |
| CTO & Head of IT Development (Interim) | Davis Langdon (now Aecom) |
| IT Strategy Manager | Rowley Ashworth Solicitors |
| Head of IS (Information Services)  | Siemens Energy Services  |
| Head of ICT | TNT Express Parcels (UK & Ireland) |
| Chief Information Officer (CIO) | Keane Ltd |
| Programme Manager / Senior Project Manager | TNT Logistics |
| Project Manager / Leader | NatWest (National Westminster Bank) |
| Senior Systems Analyst / IT Consultant | HSBC |
| Project Leader | Lucas Engineering & Systems  |

Professional accreditation & memberships

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| Managing Successful Programmes | MSP (Foundation) |
| PRINCE2  | PRINCE2 Practitioner  |
| M\_o\_R | Management of Risk (Foundation) |
| ITIL (Information Technology Infrastructure Library) | ITIL (Foundation) |
| PPM Programme & Project Management | Moderated at Level 3, Accredited Gateway Reviewer: High Risk Projects |

Education & qualifications

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| Aston Business School, Aston University | **MBA** Master of Business Administration |
| University of Glamorgan | BSc (Hons) Mathematics & Computing (2i) |