![Mats Häggström IT Consulting AB logo]

Mats Häggström

Program/Project Manager

Mats has more than 20 years of experience as a Program and Project Manager, primary in the field of IT Infrastructure projects. Mats has managed a vast number of corporate-wide projects within multinational companies and he is used to work with top management, as well as IT architects and technicians. Mats has managed projects with project organizations containing more than 100 persons and with mixed nationalities. With a technical background Mats has the ability to understand and explain technical issues for all management levels.

Assignment roles

Program Manager, Project Manager, Infrastructure Architect, Maintenance Manager

Contact information

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Competences

Industry Experience
Banking, Construction, Energy sector, IT Operations, Food industry

Tools and Platforms
Enterprise IT environments based on Microsoft, HP Quality Center, JIRA, Microsoft Office, Microsoft Exchange, Microsoft Office 365, Microsoft OneDrive for Business

Languages
English, Swedish

Areas of Expertise
Cloud Architecture, Cloud, Compliance, Global Rollout, Infrastructure Management, IT Architecture, IT Management, Project Management, ITIL, Mobile Device Management, Project & Program Management

Methods
ITIL, Maintenance methods, RUP - Rational Unified Process, RFI, RFP, RFQ, Risk Management

Education		Previous jobs	
1992 - 1993	Military service at S1 in Enköping	201909 -	Mats Häggström IT Consulting AB, Program and Project Manager Consultant
1990 - 1996	Master of Science Degree in Material and Metallurgy Technology at the Royal Institute of Technology in Stockholm	201804 - 201908	Acando AB, Program and Project Manager Consultant
1987 - 1990	Upper Secondary Technical School. Three out of possible four years. Proceeded to The Royal Institute of Technology.	200901 - 201803	SEB AB, Program and Project Manager Consultant
		200512 - 200812	SEB AB, Platforrm owner (lead architect) for three workplace related platforms
		199705 - 200511	WM-data AB, Program and Project Manager Consultant
		199609 - 199704	WM-data AB, application packager

Assignment experience

August 2021 to June 2022 – Skandia

Project Manager within the Next Program
Next is a large transformation program within the insurance part of Skandia where one of the targets is to move all (?) insurances to a new system, Lumera. A Program organization was established containing both administrative roles and so called cross functional streams. The latter's objective was to coordinate the vast number of parallel Epics in areas like Test, Requirements, Supporting processes, Maintenance handover, etcetera.

Individual Contribution:
Mats was the project manager for the cross functional stream "Infrastructure&Environments", which objective was to establish and maintain the necessary Lumera development and test environments that the different Epics required. Given that there were three to four different versions of Lumera in use in parallel, running in more than 20 different Lumera instances, and that updated versions were received monthly, the assignment transformed over time into a Configuration Manager role. Mats had ongoing dialogues with Epic Owners and their test teams, with the Tech teams managing installations, and with Lumera.

Competence areas within the assignment:
Project Management, Configuration Manager, IT Architecture.

September 2020 to June 2021 – Klarna

Project Manager for the technical stream of establishing Klarna in a new country
Klarna has decided to expand part of the business into a new country, which has a higher risk level than normal. Mats led the so-called Tech Stream with the responsibility of providing the technical prerequisites for a productivity solution in the new country. The approach was to first provide a short-term solution enabling Business Travelers going there and start working with short notice, and in parallel build a long-term solution for when the legal entity had been established. Many risk workshops were performed where not only technical risks were evaluated but also business, information security, legal and privacy related risks.

Individual Contribution:
Mats was the project manager coordinating all the different involved stakeholders throughout the process. This included working towards the business, Information Security and Privacy Legal to align the different requirements, and then work with the different tech teams to build a matching solution. The latter resulted in technical solutions related to the clients (computers/smartphones), applications, monitoring, IAM, Network etcetera. Mats worked closely with Information Security in evaluating the country's specific cyber security laws and with Privacy Legal to evaluate necessary measures when transferring personal data to and from the country in question.

Competence areas within the assignment:
Project Management, Risk analysis, legal, compliance and privacy related matters, IT Architecture.

June 2018 to October 2020 – Swedavia

Program and Project Manager for the IT Workplace 2.0 Program
Overall responsible for the IT Workplace 2.0 program. The program originally consisted of four projects. One was called the Client Upgrade Project and included upgrading the IT workplace platform from Windows 7 and Office 2010 to Windows 10 and Office 365 ProPlus. The other three projects were aiming to implement different Office 365 services. The services and projects in question were; Skype Online, OneDrive/SharePoint Online, and Exchange Online. The last one was however postponed top further notice due to the Corona situation. Instead a new project was started with the target to replace the existing Mobile Management solution, based on Citrix, to Microsoft Intune. Mats was appointed Swedavia's project manager also for this project.

Individual Contribution:
Mats was Swedavia's Project Manager for all the projects within the program, and thereby the counterparty to the different project managers from the outsourcing partner delivering the projects. Mats was also deeply involved many technical/architectural questions as well as the legal and compliance related assessment that was required to get the approval from Swedavia's top management to start using these cloud services.

Competence areas within the assignment:
Program Management, Project Management, Risk and Vulnerability assessment, legal and compliance assessment of agreement, Architecture, hand over to maintenance and support.

2015 to 2018 – SEB

Program and Project Manager for the Collaborative Tools Program
Overall responsible for the Collaborative Tools Program, which main objective is to introduce improved tools for file collaboration within SEB. Also, Project Manager for two of the projects within the program; one that built and rolled out an EMM solution for the mobile devices, and one that enabled SEB to start utilising their first Office 365 services, OneDrive and Office Online.

Individual Contribution:
Mats was deeply involved in the technical design of the solution as well as in the legal and compliance assessment that was required to get an approval from the Swedish Financial Supervisory Authority (FSA) to use these cloud-based services. Involved in the renegotiation of the agreement with Microsoft to meet the requirements of FSA and managed the risk and vulnerability assessment which served as the basis for the internal approval to start using the services.

Competence areas within the assignment:
Program Management, Project Management, Risk and Vulnerability assessment, legal and compliance assessment of agreement, Architecture, hand over to maintenance and support

2012 to 2015 – SEB

Project Manager in the FX Risk project
Responsible for the project stream that provided all the necessary Dev, Test, Acc, and Prod environments for the rest of the project organisation in a project that implemented a new FX risk system within SEB, and at the same time replacing the old one. Provided at times more than 20 different Dev and Test environments for different parts of the project. Implemented the necessary tools and processes for running end of days in the different environments.

Individual Contribution:
Managed a mixed team of employees and foreign consultants where much time was spent on planning the other 7 sub projects' mixed environment requirements. Intense communication every day with the other sub project managers and the developers, as well as with the software vendor (Murex). Highly involved in the choice and implementation of the scheduler tool, which still is in use for the running the End of Days in both test and production.

Competence areas within the assignment:
Project management, Communication, Hand-over to maintenance and support

2012 – SEB

Program Manager for a cost saving program SMART
An aggressive cost cutting requirement from top management was addressed by setting up a program (SMART) that actively involved the employees to find ways to reduce costs.

Individual Contribution:
Responsible for setting up the program structure, collecting and prioritizing proposals of cost cutting initiatives, continuously presenting the outcome for the staff and measuring the effects of executed initiatives. Program ran another three years with the same setup but with other program managers.

Competence areas within the assignment:
Program Management

2011 to 2012 – SEB

Project Manager in the Common Front Private Project (CFP)
Responsible for the Environments project within the CFP project that intended to build a new internet bank for SEB's private customers. The Environments project developed a new platform based on zLinux on Mainframe (which later was reused for other Linux hosted applications) and provided the necessary Dev, Test, Acc, and Prod environments for the rest of the project organisation.

Individual Contribution:
Responsible for the sub project that designed and implemented the new platform and handed it over to the maintenance and support organisation.

Competence areas within the assignment:
Project management, Hand-over to maintenance and support

2010 to 2011 – SEB

Project Manager in the separation project when selling SEB's Germain Retail business to Santander
Involved in the technical separation of SEB's Retail Business in Germany when it was procured by Santander. Responsible for all the PC- and Mail-related changes that had to be executed at all the branch offices on the actual transition date. Later also responsible for the succeeding mail migration project.

Individual Contribution:
Project manager with resources in Sweden from both SEB and the outsourcing partner, as well as from Santander in both Germany and Spain. Participated also in other infrastructure analysis and discussions with Santander about how to solve some of technical separation challenges.

Competence areas within the assignment:
Project Management, IT Infrastructure architect

2009 to 2010 – SEB

Project Manager for the transition project when outsourcing the workplace service
SEB outsourced the workplace services to an external service provider, which also included staff transfer from SEB to the new service provider.

Individual Contribution:
Participated in the final negotiation before the signing of the agreement and then responsible for SEB's part of the transition project.

Competence areas within the assignment:
Project Management

2005 to 2009 – SEB

Platform Owner of 3 infrastructure platforms
Lead Architect for the following platforms: Workplace platform (PC platform based on Windows XP, AD, etc), Mail and Messaging platform (the Mail solution was based on MS Exchange), and Terminal Server platform (Citrix)

Individual Contribution:
Responsible for a team of three infra architects. Established SEB's maintenance model at the time (SEB BOMM) on the three platforms. Worked closely with Service Manager and Delivery Responsible.

Competence areas within the assignment:
Infrastructure Architect

2005 – SEB

Project Manager at SEB for some different workplace related projects
Facilitator for the hand-over from the workplace standardization project, that just had been rolled out, to the line organization. Then responsible for a pre-study regarding implementing Service Pack 2 on all PCs in the bank.

Individual Contribution:
Assisted the line organization with specifying the requirements on the project and facilitated the hand-over process so that the project could be closed according to plan.

Competence areas within the assignment:
Project Management

2004 – BMW Financial Services

Project Manager for a development project
Project Manager for a system developing project. The objective of the project was to develop a Front-End System for credit scoring of customers, both private and companies. The Front-End System was connected to a separate system that contained the scoring rules. The latter was developed by BMW Financial Services in Germany. The Front-End System was implemented in Sweden and Norway.

Individual Contribution:
Project and Test Manager for the team in the Swedish organization as well as for the developers who were situated in Norway.

Competence areas within the assignment:
Project management, Test management

2001 to 2003 – Fortum

Project Manager for a Workplace standardization project
Project Manager for an IT Infrastructure project with the objective to design, construct and implement a standardized platform for workstations, F/P servers and mail. The project did also introduce the necessary tools and processes to enable a controlled and safe management of the platform. The new platform included components based on Windows XP, Windows 2000, Active Directory, Exchange 2000 and SMS. The platform was mainly implemented in Sweden and Finland, but also at some smaller sites in 5 other countries. Approximately 14.000 users received the new platform.

Individual Contribution:
Project Manager from the first to the last day of the project. The project organization peaked at over 100 persons.

Competence areas within the assignment:
Project management

2000 to 2001 – IMP

Program Manager for the outsourcing transition of IMP's IT operation to WM-data
Program Manager for four infrastructure projects covering Customer Support, Platform Standardization, Network Standardization and Systems Integration. The objective with the projects was create a common IT-Infrastructure for the company worldwide, and at the same time transition the outsourced IT organisation to WM-data.

Individual Contribution:
Program Manager for all the IT-related services included in the outsourcing agreement. Detailed planning with the IT manager and legal resources at IMP. Four project managers reporting to me.

Competence areas within the assignment:
Program management

1997 to 2000 – Various Swedish companies

Project Manager for various workplace standardisation projects at different Swedish companies
Project manager for a number of workplace related projects at different Swedish companies like NCC, Scania, SalusAnsvar, Axfood, etcetera. Also Project manager for some other infrastructure projects that included establishing maintenance and support for Scancem's IT operation that had been outsourced to WM-data, and the move of a business critical system from CAP to WM-data for Intrum Justitia.

Individual Contribution:
The assignments varied between Project manager roles and being a key resource in a pre-study prior to the implementation project.

Competence areas within the assignment:
Project management