



SIV VIMALA ÖSTERLUND

CONSULTANT

INTRODUCTION

I have a great commitment to creating positive change for businesses, individuals and society at large. By combining "best practices" with curiosity and the ability to constantly improve in a professional and pragmatic way, operations, technical solutions and working methods are created that are effective and stimulating from a holistic perspective. Very goal-oriented and works under the motto "unconditionally constructive" to create situations that benefit everyone involved. Gets a lot of personal power from meditation and mindfulness and spreads positive energy to my surroundings.

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ROLES

BUSINESS & OPERATIONS DEVELOPMENT
CHANGE LEADERSHIP
REQUIREMENTS LEAD
PROGRAM- O PROJECT MANAGER, incl agile roles according to SAFe
FACILITATION
COACHING METHOD SUPPORT
AWARENESS TRAINER (MIND'FULNESS)

EDUCATION

SYSTEMS SCIENCE
Stockholms University / 88-91

SOCIAL SCIENCES
Vilunda Gymnasium / 81-84

AMERICAN HIGH SCHOOL
River Forest High School / 80-81

LANGUAGES

Swedish - mother tongue
English - fluent in speech and writing
French & German – upper secondary school, rarely applied

REFERENCES

Submitted on request

ERFARENHET: METODER O BRANSCHER

BUSINESS-, OPERATIONS- & IT-DEVELOPMENT, PROJECT MANAGEMENT, LEADERSHIP

The agile mindsets and working methods have been the foundation of my leadership since the 1990s, when the early agile methods and agile manifestos were established within Cap Gemini and I worked both as a project manager, facilitator, requirement leader and as a teacher for the agile methods. Today I am certified according to SAFe. Since I have run many different types of projects in different companies and industries, I also have extensive experience of most established methods in project management, business-, operations-, & IT-development, leadership and facilitation.

REQUIREMENTS AND MODELLING METHODS

Knowledge and experience regarding established methods for requirements definition and modelling, e.g. Agile stories, UML, ORM, Process modelling, Conceptual modeling, Information modelling, Data modelling according to Astrakan.

FACILITATION

Since the 1990s I have worked as a facilitator and also developed my own course material for facilitation and leading effective meetings. Member of IAF (International Association of Facilitators).

INDUSTRIES

The latest years have been dominated by assignments within banking and insurance and mainly focused on GRC, regulations within operational risks and internal control, including GDPR.

I also have experience in a variety of other industries and organizations, such as IT organizations in general, Healthcare Sector (Occupational HealthCare, X-ray, Pharmaceutical Prescribing),Municipal Operations, Vehicle Workshop (Insurance Damage), Education Administration (SFI), Package Logistics and Environmental and Waste Industry.



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
CONSULTANT


ASSIGNMENTS (LATEST)

EMPLOYMENTS


SELF EMPLOYED


Vimala Creative AB/Siv Österlund
Management Consulting / 06--


 CROSSKEY BANKING SOLUTION
Chief Project Officer / 07-09

 SUMMA INFORMATION
Information Manager / 03-04

 CAG CONTACTOR DATA AB
IT-consultant / 00-06

 alecta SPP/ALECTA
IT-coordinator Group level IT / 99-00

 CAP GEMINI
IT-consultant / 95-99

 SORAB SÖRAB
IT- & environmental work, adm / 86-95

POSTGIROT
Office worker / 84-86

OTHER MERITS

MEMBER OF THE BOARD
Contactor Data AB / 2003-2004


ASSISTANT COURSES/RETREATS
IN PERSONAL DEVELOPMENT
Baravara
Path Retreats

TEXTILE ARTIST
Studio Vimala Creations on the
island of Gotland

PERSONAL

Born 1964
Interests: Personal development,
meditation, friends, outdoor life
with my dog Sonja, my house in
Gotland, Textile craftsmanship

SENIOR TRAINER, AWARENESS TRAINING, MINDFULNESS

 Minds Unlimited / 2015-08 – (Ongoing)


As a senior trainer, I lead Minds Unlimited's training for the development of people and organizations in increased awareness and presence. The courses are based on mindfulness, emotional intelligence and social intelligence. The education is research-based and is based on MBSR and Search Inside Yourself (Google). See more at www.mindsunlimited.se and www.mindfulnessgruppen.se

DESIGNER

Vimala Creations/ 2018 – (Ongoing)

Own design in mainly knitwear. Spreading knowledge about sustainable textile, wool and slow fashion.

PROJECT MANAGER, BUSINESS DEV., REQUIREMENTS MAN - PROJECT GRC

 Länsförsäkringar / 2018-08 – 2020-01

Project manager, business developer and requirements manager for the definition and development of Länsförsäkringar's group-wide processes, procedures and reporting for governance, risk and control. Including procurement and evaluation of GRC systems.

PROJECT MANAGER, REQUIREMENTS LEAD – PROJEKT GDPR

 SEB / 2017-05 – 2018-09


Project manager and requirement lead for development and implementation of the group-wide processes and governance of the protection of personal data in accordance with the General Data Protection Regulation, GDPR.

PROJECT MANAGER, BUSINESS DEVELOPER AND REQUIREMENT LEAD FOR RISK MANAGEMENT - OPERATIONAL RISKS

 Länsförsäkringar Bank / 2014-02 – 2017-01

Project manager and business developer for project OpRisk with the aim of implementing Finansinspektionen's new regulations FFFS 2014:4 (operational risks), FFFS 2014:5 (IT risks), and parts of FFFS 2014:1 (governance, risk management, control) within Länsförsäkringar Bank, which also include the banking activities at all Regional Insurance Companies. The project involved the development, implementation and management of new models, processes, procedures and systems throughout the banking business. Acquired good knowledge of Nasdaq's system BWISE (Governance, risk, control, compliance)


REQUIREMENTS LEADER DRIVING LICENSE DEPARTMENT

 Transportstyrelsen / 2013-08 – 2014-02

Requirements led in IT projects to streamline driving license operations. In addition to the development of existing systems, the project included developing e-services for doctors for medical certificates together with the Health Authority and electronic flow of judgments to the The Swedish Transport Agency from the Swedish National Court of Justice. Page 2 of 8

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PARTNERSHIPS

 MINDS UNLIMITED

Senior Trainer / 2015 --

 NOX CONSULTING

Associate / 2014--

 DONALD DAVIES & PARTNERS

Partner / 2013 - 2014



IT-LEDARNA

Associate / 2011 – 2013



IT-OPTIMA (Sverige)

2010

 ANDERSSON & BYDLER

Associate / 2006 - 2007



Active Solutions

2004 – 2006

BRITTMARIE BOMAN IT-MANAGEMENT

Cooperation partnership / 2000-2010


ABOUT MINDS UNLIMITED 

Minds Unlimited is one of the first companies in the world to be certified IN the Search Inside Yourself awareness training, developed by Google. The method, also known as "The Unexpected Path to Success", is based on mindfulness and emotional intelligence. Minds Unlimited has trainings for both leaders and employees. The training leads, among other things, to better decision-making, strengthens the ability to cooperate, provides sustainable development and a better social working environment. The training is based on scientifically proven effects and designed exercises. See more at www.mindsunlimited.se.

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ASSIGNMENTS (EARLIER)

FACILITATOR/OPERATIONS DEVELOPMENT, IT GOVERNANCE & INFORMATION SECURITY INCL E-MANAGEMENT ORGANISATION

 Danderyds kommun / 2012-10 – 2012-12 and 2013-03 - 2013-06


Worked with the IT manager and information security manager within Danderyd municipality which implemented a large program to develop and coordinate the entire municipality's IT governance and information security including decision-making processes, strategy processes and financing models as well as e-government programs.

STRATEGY FOR SOCIAL MEDIA GOVERNANCE

 Folksam / 2012-02 – 2012-06

Defined group-wide governance including strategic and operational organization to focus on customers in social media, and acted as change leader when introducing the new organization and approach.

PROGRAM MANAGER STRATEGIC GROUP-WIDE INTERNET PROGRAM

 Folksam / 2011-02 – 2012-06

Responsible for group-wide coordination of strategies and development for the customer meeting through the internet channel. The program included development of functionality, architecture, organization and working methods. The programme included some 20 defined feasibility studies and projects that to varying degrees ran in parallel during 2011-2013. The assignment was owned by the Communications Director.


BENCHMARKING PROJECT



IT-Optima / 2010-10 – 2011-01


Further developed IT-Optima's measurement for benchmarking project activities. Conducted measurement, analysis and follow-up at Apoteket AB.

PROGRAMME MANAGER/RESPONSIBLE PROJECT OFFICE IT-DRIVEN BUSINESS OPPORTUNITIES

 Previa / 2009-08 – 2010-06

Change program to make better use of the opportunities of IT for the offering to Previa's customers and to streamline the business processes. After the establishment phase, the programme was transferred to a line organisation where I was responsible for the project office.

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ABOUT CROSSKEY 

Crosskey, www.crosskey.se, is a subsidiary of Ålandsbanken and headquartered in Mariehamn, Åland. The business consists of developing and operating IT systems for banking companies. The systems include a full range of banking products. When I was recruited, Crosskey had just started its establishment on the Swedish market.

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ASSIGNMENTS (EARLIER)

HEAD OF PROJECTS DEPARTMENT, CHIEF PROJECT OFFICER

🌀 Crosskey banking solution / 2008-06 – 2009-08

Head of Crosskey's project department with responsibility to create efficient project deliveries. Member of Crosskey's management team. Crosskey had many positive, but difficult challenges to develop staff, organization, processes and systems to meet customer and market needs and wishes for the development of new banking products and more efficient banking processes. The project department was one of three governing functions in this change.

PROJECT MANAGER PRE-STUDY FOR 4 SWEDISH BANKS

🌀 Crosskey banking solution / 2008-01 – 2008-06

Project manager for investigation of conditions, consequences and costs for 4 Swedish full-range banks to switch to Crosskey's banking system and outsource all IT operations and some banking administration to Crosskey. The investigation included review of all banking products, the bank's internal processes, functionality in all channels, all infrastructure and operation and support. Business implications for the banks were also investigated. The study also included a survey of all development needs in Crosskey's system to adapt it to the Swedish market.

HEAD PROJECT MANAGER SEPA PAYMENTS

🌀 Crosskey banking solution / 2007-08 – 2009-05

Head Project manager for the development of Single Euro Payment Area (SEPA) in the banking systems as a joint project for Crosskey's four banking customers. Successful start of production for all banks from the first start day of European banks in January 2008. The project consisted of 7 sub-projects and involved about 25,000 manhours. After the first start of production, some of the sub-projects continued to develop functionality in additional channels.

SUB-PROJECT MANAGER SEPA PAYMENTS – INTERNET BANK

🌀 Crosskey banking solution / 2008-01 – 2009-05

Sub-project manager for the development of new payment functionality for SEPA in the Internet and mobile bank in a joint project for Crosskey's four banking customers. The project involved developing several new components in the core banking system in accordance with new modern architecture. The sub-project involved approximately 11,000 hours

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COURSES & CERTIFICATIONS

I am constantly learning – in formal courses, web courses, own studies, pure curiosity. These are some of the formal:

Leading SAFe, certified 2020

COSO, - certified 2019

Operational risk management, control management, governance, compliance. Nasdag/BWise 2015-2016

Minds Unlimited Trainer 2015-2016

Certified Mindfulness instructor, Mindfulnessgruppen, 2014

Projekt management, Workstorm, Requirements management, Test management. Donald Davies 2013

Astrakan method . 2009

Deep Lean, Deep Scrum. Crisp 2009

Several banking courses. Crosskey 2007-2008

Facilitation. Cap Gemini 95-99, IAF 2006

IFU, life insurance, 1999

Several courses: Project management, Leadership training, Agile development, RUP: 1995-2006

OTHER COURSES

I participate constantly in courses with great elements of personal development and meditation e.g.:

Balansekonomi, steg 1 och 2. 2016-2017

B-School, Marie Forleo, 2015-2017

Path retreats. 2012 and 2016

Training for life. Baravara 2010-2011

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ASSIGNMENTS (EARLIER)

PROJECT MANAGER INTRODUCING SYSTEMS FOR ITIL PROCESSES



Karolinska University hospital, IT-Forum / 2006-10 – 2007-07

The project included business development, specification of development and configuration, configuration/development, testing and implementation in Karolinska's IT organization, IT forum, which supports approximately 16000 users with development, management, operation and support.

APPLICATION MANAGER AND FACILITATOR



Lernia / 2005-10 – 2007-03

Responsible for management, investigations and proposals regarding further development of the applications Svea, Butler and Svea Analys that had recently been deployed in the organization, in support of educational and student administration for Lernia's operations of SFI (Swedish for Immigrants). In parallel, also assignments as facilitator within Lernia.

PROCUREMENT SYSTEMS FOR SUPPORTING ITIL PROCESSES



Karolinska University hospital, IT-Forum / 2006-05 – 2006-09

Procurement of new business system, case management system, for Karolinska's IT organization, IT Forum, which supports about 16000 users with development, management, operations and support. IT support was an important part of IT Forum's change efforts to establish processes based on ITIL and over time to be revenue financed.

WORKSHOP LEADER/FACILITATOR TRAINING



Consulting AB (CAB) / 2006-02

Conducted three one-day courses (28 participants) in workshop management with self-developed course and course material.

PROJECT MANAGER SYSTEM AND E-SWITCH FOR E-INVOICE SERVICE



Consulting AB (CAB) / 2004-10 – 2006-02

Establishing and development of e-switchboard, associated e-invoice service and management and operations organization (procurement of external operations service). The project involved extensive coordination with the Swedish insurance companies (the big four), about ten business system suppliers and the car workshops (about 1500) for the establishment of system connections and common business processes.

MENTOR IN PROCUREMENT RIS, PACS AND IMAGE ARCHIVES (digital X-ray)

Uppsala County Council / 2005-03 – 2005-04

Mentor for project manager and requirements group.

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ABOUT SUMMA INFORMATION AB



Summa was created jointly by Bliwa insurance and the insurance broker Max Matthiessen. The intention was to create a hub and services for compiling pension and life insurance policies online. The intention was also to be able to provide advice to those who did not have access to those services in other ways. The base was the advanced system that Max Matthiessen had built up. In parallel, however, the Swedish Pension authority began to build the service Minpension.se, which could partly compile the same information. The owners chose in this position to close the company Summa information.

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ASSIGNMENTS (EARLIER)

INFORMATION MANAGER

 Summa Information/ 2003-11 – 2004-08

Responsible for the provision of information from external parties to Summa's services, which meant developing and improving electronic services and information exchange with life insurance companies.

WORKSHOP LEADER, METHOD SUPPORT AND DOCUMENTATION

 Summa Information/ 2003-09 – 2003-11

Project for Summa's New IT platform. The work included a complete review of the current situation, needs/requirements and strategy and tactics for the Summa's entire IT operations, both technology, methods and organization.

PROCUREMENT DEVELOPMENT OF ADMINISTRATIVE SYSTEM FOR SFI

 Lernia/ 2003-08 – 2003-11

Project manager for the procurement for administrative support system for the operations of SFI (Swedish for Immigrants)

WORKSHOP LEADER AND METHOD SUPPORT

 Consulting AB (CAB) / 2003-08 – 2003-09

Project definition for development of business-critical system. The workshops included object modeling, process modelling and user case modeling.

WORKSHOP LEADER AND METHOD SUPPORT

 Green Cargo / 2003-06


Definition of project directives for the restart of central SAP-based project.

WORKSHOP LEADER, ANALYST AND METHOD SUPPORT

 Consulting AB (CAB) / 2003-01 – 2003-03

Strategy phase for building a new system support for the entire CAB production process (time analyses for vehicle repair). Inception phase according to RUP method.

BUSINESS DEVELOPER, REQUIREMENT ANALYST, ACCEPTANCE TEST LEADER

 Medicinsk Röntgen (Praktikertjänst) / 2002-08 – 2003-06

Project for digitalization of the entire Medicinsk Röntgen (MRAB) X-ray operations. 13 X-ray departments, with the introduction of RIS and PACS systems from Sectra.

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ABOUT FACILITATION/WORKSHOP LEAD

We depend on each other – it is in collaboration and in real meetings where we think together that we create innovation, effectiveness efficiency. But we all have a lot of experience in ineffective meetings. And we spend a lot of time in meetings. A professional facilitator plans, structures and leads the meeting so that everyone's skills are taken into account, ensures that the group focuses on the goal and contributes to participation and accountability live on after the meeting.

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ASSIGNMENTS (EARLIER)

WORKSHOP LEADER

Cityvården/ 2002-11


Inzeathing work for the procurement of a common medical record system for all activities within Cityvården.

WORKSHOP LEADER

 Nordea IT/ 2002-06 – 2002-10

Workshop leader in Nordea's work to integrate its IT management organizations after Nordea's purchase of Postgirot.

ANALYSIS OF MEASUREMENTS

 Medicinsk Röntgen, avdelning Löwenströmska/ 2002-06


Analysis of and action proposals for the department's emergency situation regarding installation and use of IT including digital X-ray systems (PACS).

WORKSHOP LEADER AND BUSINESS ANALYST

 Proliva (Praktikertjänst) / 2002-04 – 2002-06

Common IT strategy for Proliva and its 17 independent subsidiaries.

WORKSHOP LEADER, BUSINESS AND SYSTEMS ANALYST

 Medicinsk Röntgen (Praktikertjänst)/ 2001-11 – 2002-04

Requirements documentation for procurement of integrated RIS (X-ray Information System) and PACS (digital X-ray image management) and central billing functionality.

PROJECT MANAGER, WORKSHOP LEADER AND ANALYST

 Karolinska Institutet / 2001-09 – 2001-12

Pre-study for development of IT support system to produce information about drug interactions and make the information available to prescribers via the existing prescribing tool Janus.

WORKSHOP LEADER, BUSINESS AND REQUIREMENTS ANALYST

Posten e-handel och logistik / 2001-05 – 2001-12

Projects for the development of logistics system at Posten.

PROJECT MANAGER

Contactor Data AB / 2001-03 – 2001-10

Development of system for supporting recruitment process. Incl trainee prgm

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ASSIGNMENTS (EARLIER)

PROJECT MANAGER, WORKSHOP LEADER, SYSTEM ANALYST

Pan Nordic Logistics (now Bring)/ 2000-08 – 2001-09

Data warehouse for production information. Involved in several other development projects.

SUMMARY OF ASSIGNMENTS AT CAP GEMINI 1995 – 1999:

MeritaNordbanken: Project manager documentation central deposit system

OAS-bolaget (a-kassor): Planning for changing technical platform & architecture

AMUGruppen (Lernia): Project manager, workshop leader, test leader system for course participant administration. Agile methods, modern web architecture. Also project manager for the total IT strategy at AMUGruppen

Pensionskassan Swedish Match: Project manager, workshop leader, test leader for development system for occupational pensions and adaptation of standard salary system for the payment of pensions.

Landstingsförbundet: Project manager introduction of Windows 95 throughout the organization.

Ericsson fastigheter: Acceptance tests of workorder system

Internal Cap Gemini:

Teacher in IAD (agile project management and development), Test, Workshop management, "Supporting Windows 95" 5-day course.

Development methods and quality system Perform

Several workshop leader assignments.

Project manager pre-study for CAP Geminis transition to Windows 95

SUMMARY OF ASSIGNMENTS AT SÖRAB 1986 - 1995:

IT Responsible: Developed the company's IT usage during a period when personal computers made their way through the companies. Introduced automation of weighing and customer reception of vehicles with waste. Managed procurement, development, operations and support

Other roles: Environmental communicator/trainer, Responsible statistics, Payroll administration. Initially secretary to the CEO.