



William Hooper

Curriculum Vitae

Expertise and Professional Specialisms

I work as an expert witness, neutral advisor and expert determiner in IT and outsource services. My areas of expertise are:

- Intellectual Property review of algorithms, delivery methods and similarity of code, licensing, database rights;
- Fitness for purpose in application, requirements, design, code review and forensic analysis, infrastructure, project and service management. I have particular experience in large-scale delivery (up to £250m a year), multi-vendor services, managing people through IT-supported change, transformation, Agile methods and professional competence;
- IT Project delay cause and quantification;
- IT and Outsource procurement / sourcing. Requirements definition, governance, product selection;
- Artificial intelligence (AI), The design, training, delivery, implementation of AI systems. Data Science, Machine Learning, Analytics and Data Management. Compliance, performance, bias; and
- Competition Act. Report to clarify the operation of IT and associated markets in the context of class action and other competition act disputes.

I also practice as a consultant in the delivery of IT and outsourced services, notably of digital transformation.

Qualifications, accreditation, training

Master of Business Administration, London Business School. BSc(Eng) Imperial College, London.

Fellow, BCS The Chartered Institute for IT. Chartered IT Professional. Chartered Engineer. Chartered Management Accountant.

Programme management (MSP foundation, practitioner). Machine Learning / AI (Stanford Online). Service management (ITIL Foundation). I also attend IT Law events and training delivered by BCS The Chartered Institute for IT, The Association for Computing Machinery and the SCL.

Past and Present Positions

2012 - Present	Director, Oareborough Consulting
2017 – 2018	Director, Finsbury Sourcing
2012	Principal Consultant, PA Consulting
2006-2012	Managing Consultant, Fujitsu Services Ltd.
1999-2006	Senior Advisor, Xerox Global Services

Other Professional Responsibilities

I am currently a member of both the council and executive of the Academy of Experts and am Chair. I have previously served as a regional council member of the Chartered Institute of Management Accountants.

Memberships of Professional Organisations

I became a member of BCS The Chartered Institute for IT in 2014 and was elected Fellow in 2022. Member, the Society of Computers and Law. I have been a member of the Institution of Mechanical Engineers and the Chartered Institute of Management Accountants since 1991. Member, the Association for Computing Machinery (ACM) from 2021.

Publications

I have published approximately 50 articles in Computers & Law, Outsource Magazine and Intelligent Sourcing. I have also been published in Finance Management and The Business Strategy Review.

I was an author of the “Service Integration and Management Professional Body of Knowledge” published by Van Haren 2017.

Training, qualifications and Accreditation as an expert witness

I joined the Academy of Experts as a practicing associate in 2013, becoming a practicing member in 2018. The Academy accredits the work of those applying for membership. I have been a Full Member of the Expert Witness Institute since 2015.

I have attended the Academy of Experts courses “Foundation training”, “Procedure Rules”, “Law for Experts”, “Into Court”, “Expert Determination”, “Report Writing Masterclass” all between 2013 and 2020.

I frequently attend events and webinars to maintain both my primary professional development and my expert witness development. In 2024 I attended:

The Academy of Experts	7 meetings
EWI	5 meetings
Society of Computers and Law	4 meetings
Tech Disputes Network	4 meetings
BCS	4 meetings
ACM	4 meetings
Other bodies	10 events

In addition, I contributed to the work of BCS as a member of a project group on software resilience and The Academy of Experts as a member of the Executive and Council and Web Site working group.

Experience – Sample Projects Undertaken

- Party appointed witness in a disputed systems delivery and business transformation £50m claim of a line-of-business system. Initially advised on the strength of the claim. Later appointed to report on the IT project’s delivery and quality of design.

- Acted as expert advisor in a delayed business transformation and applications development project. The claim was initially for £150m, later revised to £128m. Investigated IT project delivery to qualify and quantify the causes and attribution of delay.
- Reported on the disputed delivery of a SAP logistics system where the customer claimed that the system was unfit for purpose and that significant work was required to remedy the supplier's shortfalls in performance. The claim was for £300k.
- Reported in a claim by an ecommerce systems developer for unpaid invoices for the development of a new web site and redesign of user experience. Investigated the discovery phase, issues on launch and the overall level of performance delivered. Claim £50k.
- Acted in a matter concerning the value and ownership of IP in an application. A new venture startup had developed an application that proved successful in the market. The founders had not documented their agreements and had different understandings. The dispute concerned what was due to each. I reported on who had developed how much of the application and delivered an advisory report to inform pleadings and negotiations.
- Acted as expert advisor for a housing association that had procured a system to support its management of its housing estate. The delivery of the system was delayed, the scope of requirement was uncertain as was who was to undertake which parts of the delivery. Advised the parties on a mechanism, criteria and standards applied in a notice for remediation.
- Acted as IT expert in a case before the Court of Appeal, Dubai on the similarity of code in the matter of an investment company that had funded the development of a game. My investigation found that the code developed had infringed the rights of another party. Misrepresentation was involved. The investment company won the appeal and was awarded compensation for fraud, expressing thanks for valuable clarity brought to the proceedings.

Experience - Vertical Markets

During my career, I have worked in a variety of sectors including:

IT Services
Financial Services
Gaming, On-line Betting
Transport, Travel
Retail
Government, health, police and local authorities
Business Services
Not for Profit
Manufacturing
Utilities
Pharmaceuticals

Technologies and Services

I have worked in and with the following:

ERP	Oracle Financials / Fusion SAP
Document Management, Workflow, CRM, Case management	Siebel Sharepoint Microsoft Dynamics Documentum Docushare DocuPlex eiStream Metastorm Kofax
Cloud Services	Azure Amazon Web Services Google Cloud Office 365 SalesForce IBM CloudServices Oracle Cloud
Operating Systems	Linux (Debian, Ubuntu) Unix Windows (11, 10, 8, 7, Vista, XP, NT, 3.1) zOS

Databases	Oracle MS SQL MySQL DB2 MS Access
Middleware	BizTalk
Payment Systems	POS Card Processing IntelliQ anti-fraud
Electronic Patient Records	iSoft Cerner TPP
Computing Languages	Java Javascript Python Fortran Pascal Basic
Email systems	Microsoft Office 365 Microsoft Exchange
Web content management	Drupal Wordpress Fuel CMS CodeIgniter Magento
Programme Management and Development suites	Clarity Rational VersionOne ActiveCollab
Artificial Intelligence, Big Data, Analytics	Octave Fast.ai
Integrated Development Environments and frameworks	Eclipse Jupyter Notebooks, JupyterLab .NET

IT Outsourcing (ITO)	DevOps Cloud broking and provisioning Hosting / Infrastructure / Cloud Data Centre End-User Computing (EUC) / Desktop / Contact Centre Networks, telecommunications Applications Delivery & Management (ADM) Applications Maintenance (AMS) Systems Integration (SI) Service Integration and Management (SIAM) Service Transition Security, Information Governance and Cyber
----------------------	---

	Project Management, Programme Management Applications Portfolio Management Governance Service Management Contract Management IT Strategy DevOps Testing
Business Process Outsourcing (BPO)	Finance & Accounting Procurement Mortgage Services Insurance Services
Legal Process Outsourcing (LPO)	Discovery services
Document services	Translation SGML tagging Scanning, Indexing Transactional print and mail Managed print services
Project and Programme Management methods, Delivery methods	Agile (Scrum) Waterfall (Prince 2, PMI) Managing Successful Programmes (MSP)