



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:

- Fitness for purpose in application, requirements, privacy, 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 and duty of care;
- Intellectual Property review of algorithms, delivery methods and similarity of code, licensing, database rights;
- IT and Outsource procurement / sourcing. Requirements definition, governance, product selection;
- IT Project delay cause and quantification;
- 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.

Wrote a paper on "Delay Analysis in Iterative IT Delivery" published by the Society of Computers & Law in December 2025.

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 2025 I attended:

The Academy of Experts	32 meetings
EWI	1 meeting
Society of Computers and Law	2 meetings
Tech Disputes Network	3 meetings
BCS	3 meetings
ACM	5 meetings
Other bodies	16 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

Distressed and Delayed IT Projects

- A management consultancy had advised an African general insurer in the design and conduct of digital transformation. The first initiatives supported insurance products with sales and customer interaction on web and mobile. The transformation fell significantly short of contracted delivery. I reported and testified on the causes of failure and issues in arbitration. The claim was \$3.9m. My client was successful and was awarded damages.
- Reported as IT expert for the supplier of an ERP-based core business application suite. The delivery project was delayed and the quality of work was disputed. As expert-advisor supported the legal team through mediation. As testifying expert, reported on the quality of systems integration and test. The claim was for £50m.
- Testifying witness in a failed OOTB software delivery project. The supplier of SaaS software for the wealth and fund management pursued a claim for unpaid invoices through expedited arbitration. The customer said that the localisation to their market had not been delivered and that the supplier had misrepresented its readiness. I was asked to report on the state of the software and causes of delay.

IP Disputes

- 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. Reported on who had developed how much of the application and delivered an advisory report to inform pleadings and negotiations. Investigation involved the examination of similarity of code and commit history.
- A dispute between two suppliers of betting data for in-game gambling. My client accused the defendant of copying their data. I was engaged with an associate to examine the operation of the databases and the flow of data. I developed an approach and sought evidence of the data's provenance within the claimant and defendant. There were extended discussions between the lawyers concerning the conduct of the investigation that delayed our start. The parties settled. I was later informed that the defendant agreed to purchase a licence for the use of my client's data.
- Staff had left a systems developer for a competitor, taking confidential information with them, and later exfiltrating more. The competitor developed features designed to enhance their ability to win customers and migrate them from my client to their system. I examined the competitor's product code under a confidentiality hub to prepare an advisory report for the claimant. The parties settled before the hearing, my client receiving damages.
- A former employee had left to establish a competitor company to my client, an iOS applications developer. The developer sued for breach of copyright and of confidence, alleging their code had been copied. I delivered an advisory report to establish the strength of evidence for the case and advise on pleadings that my client used in determining its approach to the dispute.

Single Joint Expert

- Single Joint expert in a dispute between the developer of Peer-to-Peer lending software and a lender. The software was designed to be low-code and configurable, having many options that were challenging to get right. The lender was seeking venture funding and was short of cash. I found that the software was of reasonable quality and the contract was vague on who was to do what to deliver the platform, so gaps arose leading to faults.

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 RavenDB
Middleware	BizTalk
Payment Systems	POS Card Processing IntelliQ anti-fraud
Electronic Patient Records	iSoft Cerner TPP
Computing Languages	Java C# 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, Git	Eclipse Jupyter Notebooks, JupyterLab .NET GitHub Bitbucket

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)
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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)