

CV OF LOUIS HORN

Business/IT Analyst, Architect and Systems Thinker

Offering advanced large organization experience in
Architecture & Solutions Analysis roles
– with special abilities to **foresee problems, identify patterns** and
create simple, elegant solutions that resolve issues.



- ❖ ITIL V3 Foundation Certified
- ❖ ITIL V3 Intermediate Certified in:
 - Service Strategy
 - Service Design
 - Service Transition
 - Service Operation
 - Continual Service Improvement

Updated - Feb 2016

Please see www.louishorn.co.za for latest updates

Current Position –Architect: Enterprise Architecture (2012 to present)

Targeted Positions – Enterprise Architecture, Enterprise Strategy, Solutions Architecture, ITSM roles

PERSONAL DETAILS

- **Nationality** – South African

ADVANCED SKILLS & TECHNICAL KNOWLEDGE

- **Enterprise Architecture** – A very thorough and experienced understanding of The Open Group Architecture Framework (TOGAF) - Process, Viewpoints, Language, Stakeholders. Including ArchiMate modeling.
- **IT Service Management** – a thorough understanding of managing, implementation and improvement of quality IT service management practices (ITIL Certified)
- **TMForum Framework** – A very good understanding of TMForum Business Process Framework (eTOM), Application Framework (TAM), Information Framework (SID) and Integration Framework.
- **Analysis, Design and Visual Modeling** – UML2 object oriented and structured analysis, modeling
- **Analysis** – understanding of business issues, working up a 'vision' of a simple, elegant, effective solution and writing crystal clear specifications – creating solutions, not problems
- **Software Design/Development** – writing trouble free solutions with high stability, scalability and flexibility – solutions that are easy to use, easy to change and do not require frequent changes
- **Systems Thinking** – Understanding the system and time context - Patterns, Pace, and Causal Loops
- **Technical Aptitude/Knowledge** – background of electrical engineering and ongoing interest in new technology/software trends/innovations and their potential use in a business environment
- **Teamwork** – well known for an adaptable, accommodating approach that values team effort
- **Kepner-Tregoe Management Thinking** – Situation Analysis, Decision making, Risk analysis, etc.
- **Experienced DRUPAL developer** – using a framework for any type of content and information management always yields faster and higher quality results
- **Programming** – .NET, ASP.NET, C#, VB, PHP (CodeIgnitor and YII), Java, Javascript & Javascript frameworks (jQuery, PrototypeJS), VBScript, SQL, CSS & CSS Frameworks (Blueprint), HTML, XML
- **Operating Systems** – Windows NT/2000/XP/Vista/7, Linux (Ubuntu), Mac OSX
- **Databases** – SQL Server, MySQL, Access
- **Software** – MS Office, NetBeans, Eclipse, Visual Studio, PHPMyAdmin, Toad, SOAP, Sparx Systems Enterprise Architect, Visio, Drupal, MediaWiki, PHPBB, Archi

Education, Career History follows on page 3

EDUCATION AND TRAINING

- **TOGAF 9** – Certified Feb 2012 (Knotion, ITWorx)
- **ITIL (IT Infrastructure Library) Certification (Foundation)**, HP/AXELOS, 2013
- **ITIL (IT Infrastructure Library) Certification (Intermediate - SD)**, HP/AXELOS, 2014
- **ITIL (IT Infrastructure Library) Certification (Intermediate - ST)**, HP/AXELOS, 2014
- **ITIL (IT Infrastructure Library) Certification (Intermediate - SO)**, HP/AXELOS, 2014
- **ITIL (IT Infrastructure Library) Certification (Intermediate - CSI)**, HP/AXELOS, 2014
- **ITIL (IT Infrastructure Library) Certification (Intermediate - SS)**, BCX/APMG, 2016
- **Certificate in Business & System Analysis**, University of Pretoria, 2008
- **MCSE (Microsoft Certified Systems Engineer)**, ISU Campus, 1999
- **National Diploma in Electrical Engineering (Light Current)**, Pretoria Technikon, 1993
- **Secondary Schooling**, Gerrit Maritz High School, 1988

CAREER HISTORY

Specialist: Strategy & Architecture

Telkom SA: Information Operations Strategy & Architecture

08.2009 to present

Architecting enterprise solutions for Telkom – with special focus on Fulfillment domain

- Defined architectures for various large and small-scale projects.
- Specific focus on Service Provisioning and Activation business processes.
- Applied strategic and architectural standards to change requests to ensure standards and alignment with long-term strategies.
- Extensive use of TMForum Frameworks, Archimate modeling and some UML2.
- Received Spotlight award for duties performed beyond normal performance plan.
- Team lead of the year award

Business & Systems Analyst | Solutions Developer

Telkom SA: Information Operations Solution Design & Build

03.2000 to present

Filling Senior roles as Analyst and Lead Developer/Programmer creating large, complex systems for Telkom – with major focus on a Work Force Management Solution

- Business Analysis – taking briefs, meeting with stakeholders, clearly identifying, mapping and documenting business processes, key issues and other requirements; Additionally providing strategic advantage by foreseeing, avoiding and resolving possible problems and unnecessary complexity
- Systems Analysis – researching existing and planning and recommending new technical solutions/architectures to meet business requirements and integrate and align with related systems
- Design and Development – leading and project managing the design of solutions, tools and innovations to facilitate improved design and solutions for organization-wide implementation and use

Career History, Additional details follows on page 4

Key Projects and Achievements

- Appointed Designer & Lead Developer building a Work Force Management system that was used by 3000 technicians for more than 3 years. The solution was an interim measure to fill a need while an "off the shelf" system was being implemented. The solution received wide-spread praise and was considered a genuine threat to the "off the shelf" commercial system that was already bought and paid for
- Designed a highly effective rules mechanism to avoid the need for overly complex and un-maintainable software designs – the mechanism has been extremely effective and is being deployed widely

Chief Technical Officer

Telkom SA: Telematics

01.1993 to 02.2000

Playing a key technical role in the Access Network Operations division

- Analysing operations, designing and developing systems to monitor and report on performance
- Improving defect tracking and logging in order to promote the quick resolving of problems
- In early position (Technical Officer, 1993 to 1998) held responsibility for the detection and repair of Diginet service faults and testing customer circuits from a central management centre

Key Projects and Achievements

- Led the development of a Management Information System and additionally of a network element defect tracking and logging system (NedLMP) – a system still in use in 2008

[1989 to 1992 – Received a bursary, completed an Apprenticeship (Data) studying Electrical Engineering.]

Informal Work/Interests (Ongoing) – Architecture, Strategy, Software Development and Project Management Methodologies such as Agile Development (particularly SCRUM and 2080; Open source initiatives such as Ubuntu; And Collaboration, Design and Development Patterns;

ADDITIONAL PERSONAL DETAILS

- Have achieved good placing in National mountain bike racing events. And have practiced Martial Arts for 9 years, 4 of which have been as Instructor.
- Am married and have 3 grand-children

*"I consider my strengths to be: 1) my ability to find **simple, effective solutions** to complex business and technical problems; 2) my vision – **foreseeing problems, envisioning possibilities** and understanding what the strategy and architecture should look like; and 3) creativity – designing views, mechanisms and processes to innovatively **resolve obstacles** and to make it simpler & easier."*

References and Certificates Available on Request

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