Consultant profile

Magnus Carlsson

Magnus Carlsson is an accomplished project manager with strong social skills, solid leadership qualities, and twentyfife plus years of experience as an IT consultant.

His areas of expertise are:
IT-service management
Project management/technical project management
ITIL (assessments, guidance, process design and implementation)
Application management
Mentoring/education
IT-operations
Team leadership
Infrastructure architecture
Procurement

Industry knowledge
Construction (NCC, Skanska)
Education (Fortbildningsförbundet, Medborgarskolan, Studieförbundet Bilda)
Banking and Insurance (Nets Norway A/S Swedbank, Länsförsäkringar)
Telecommunications (Stjärn-TV, Song Networks, UPC, ComHem and Ericsson)
On Line Gaming (Mr Green, NetEntertainment, Betsson and Unibet)
Pharmaceuticals/health care (Ambea, Aleris, Previa, Nycomed)
Logistics (IL Recycling)
Public transportation (Arriva, BaneNor)

Working in the public sector, he carried out assignments for the Swedish Transport Authority (Transportstyrelsen) and Stockholm County Council (Stockholms Läns Landsting).

Skills

- Project management/technical project management
- Infrastructure transformation/transition
- ITIL
- Technical architecture within infrastructure
- Assessing IT-infrastructure
- Team management
- Coaching/Mentoring

Courses and certification

- Leading SAFe 4.6
- ITIL 4 Foundation
- ITIL V3 Continual Service Improvement
- ITIL V3 Lifecycle Strategy
- ITIL V3 Service Operation
- ITIL V3 Service Transition
- ITIL V3 Service Design
- ITIL V3 Foundation
- ITIL V2 Foundation
- ITIL-Basics
- Dataföreningens project management education
- HPUX 11i System administration
- Solaris 8 System administration II
- ORACLE 8i DBA
- HPUX Administration
- HPUX Foundation course
- Administering MS-SQL-Server 7.0
- MS-TCP/IP
- NT-Technical education, one term in WM-data's direction
- IT/PC coordinator part I and part II in WM-data's direction
- 4 years of Technology (electronics)
- Beyond these qualifications, Magnus Carlsson has taken various courses in leadership, economics, etc., which were primarily designed for catering/retail, but are applicable everywhere.

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Assignments

Team management, mentor and coach

Magnus have been assigned and employed as team manager for teams up to 15 persons in businesses as different as infrastructure management teams and restaurants.

He has also been working as mentor and coach for both individuals and teams.

In these roles Magnus have been very successful mainly because of people skills, a great understanding of what drives people and because of his ability to "get every one on the boat" and working together as a team with common goals.

Project management

Magnus has been assigned as project manager at one of Sweden's major banks, for Sweden's biggest telecom companies, for Pharmaceutical companies and for companies within the on line gaming industry.

He has, been managing projects with up to 30 persons spread over 15 countries and with up to 35 M SEK budget.

Consolidation and migration

Project manager and technical advisor
Magnus has worked as project manager of and technical advisor to the consolidation and migration of infrastructures for companies including Swedbank, Ericsson, Nycomed and ComHem. These assignments dealt with as many as 1,400 servers, 27 Windows domains and 400 applications distributed across all continents.

ITIL

Incident manager, configuration manager, service desk manager, change manager, Service Design
With ITIL, Magnus worked on assignments in several lifecycles, designing processes as well as implementing, operating and improving them. He also sourced and implemented IT Service Management systems for ComHem and Net Entertainment.

Leadership

Team leader and supervisor
Magnus has been responsible for teams of up to 14 people, both working for clients and as an entrepreneur. His leadership skills were highly praised by his teams, clients and managers.

He has worked as a supervisor, a coach, and in recruitment and employment law. He has taken several courses in leadership as part of this work.

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- Omniback(up)
- Legato Networker
- Apache & IIS
- MS Sharepoint portal server

Languages

- Swedish – native speaker
- English – fluent

Other
- Swedish citizen
- Born 1964

Private Interests
- Photography
- Motorcycles
- Diving
- Music

Assignments

Project management

Project leader and architect
Magnus has undertaken assignments as project leader and architect for Nets Norway A/S, Swedbank, BaneNor, Ericsson, Swedish Transport Authority (Transportstyrelsen) and others.
Most projects has been transitions and migration projects.

ITIL process design, implementation and management

Change manager, Configuration manager, etc
Magnus have worked with ITIL-process management for BaneNor, H&M and NCC but also in all of his roles as operation manager.

Management

IT-Manager, IT-operations manager & Engineer
At Arriva, Aleris omsorg and IL.recycling magnus was contracted IT-manager.
At Arriva, IL-recycling, Net Entertainment, ComHem and Stjärn TV, Magnus was responsible for IT-operations and infrastructure development. This involved servers, clients, networks and storage, as well as responsibility for personnel. The assignments consisted of design and implementation of ITIL processes, large change projects and procurement of premises, systems and services.

Application development

Project manager and process developer
Magnus have managed application development projects for Nymans El, Erimedo and Previa.
At Previa Magnus worked as project manager and process developer whereby he and his team developed and implemented a new identity and access management system based on Microsoft ILM.

Engineer / Technician

Technical specialist
Magnus has, for several years, been working as a technical expert with Microsoft, Linux and UNIX technologies. He has a broad understanding of server operation, communications, security, storage, handling of backup-restore, surveillance and client management. This work also includes infrastructure architecture and procurement.

Clients Magnus has worked with:

- Swedish Armed Forces
- Nets Norway A/S
- Aleris omsorg/Ambea
- Bane Nor
- Arriva Sverige
- H&M
- NCC
- IL Recycling
- Skanska ITN
- Studieförbundet Bilda
- Medborgarskolan
- Fortbildningsförbundet
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Assignments history

2020-   Swedish Armed Forces
Application manager

Magnus was hired to establish management of 180+user applications used by the Swedish Armed Forces.

The main goals were to

- Design and establish application management processes and routines

- collect information, document, upgrade or decommission where needed and analyze state of the applications.

- Consolidate the application flora to eliminate applications with same or similar functions

So far the result is

- License cost redused by >80.000 Sek/month

- 98 applications documented and under management

- 76 applications uppgraded

- 85 applications decommissioned

2023   Bankgirot (BGC AB)
CMDB Specialist

Bankgirot hired Magnus to help improve and develop structure, routines and working methods with their CMDB. Much of the work involved implementing automation of data collection, relationship creation and data verification.

2019-2020   Nets Norway A/S
Project manager for implementation of a password and privileged access management system

The project Magnus was hired to manage lasted for 2½ year out of which Magnus managed the last year.

Challenges in the project were a very tight timeframe, a complex infrastructure with high security demands and resource allocation.

The >10 project members were located in US, UK, Norway, Denmark and Sweden.
Project budget 33 M SEK

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Assignments history (continued)

2018-2019   Aleris omsorg

IT-Manager

Magnus was hired as IT manager for Aleris omsorg, which during the assignment period was purchased by Ambea.

The focus during the assignment was to ensure the operation of IT with a focus on Aleris Care which, IT-wise, was part of Aleris AB.

During the assignment, several large projects, such as the change of outsourcing partner, and the separation of the companies IT-environments took place. The biggest challenge in this was governance since the interests of the two companies to be separated was not always aligned.

2018   Bane Nor (Norska banverket)

Project manager for Change och Configuration management during implementation of the new signaling system for the Norwegian railroad

Magnus assignment at Bane Nor was to implement tools, processes and routines Configuration och Change management in a program to upgrade the signaling system of the Norwegian railroad to a European standard digital signaling system.

Read more about ERTMS [here](#)

The program runs for 18 years and the budget is 30 bilion NOK

2017-2018   Arriva Sverige AB

IT-operations manager
Magnus has been responsible for the IT-operations at Arriva Sverige AB. A transportation company running busses and trains in several areas in Sweden
In the time he has been engaged by Arriva the company has
- Implemented a new servicedesk
- Implemented a new ITSM-tool
- Migrated the network to a new operator
- Switched to a new client platform (operating environment, hardware and supplier)

2014-2017   H&M

Configuration Manager
At H&M Magnus have been assigned as Configuration Manager.
In this role he has been working with
- Verification and updating information in the CMDB
- Preparing CMDB for migration from HP Service manager to Service Now
- Design of new data structure for the CMDB and migrate to
- Education of users

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Assignments history (continued)

2014   **NCC**

Service Design and Bundling
For NCC Magnus was responsible for bundeling services for the management and operation of applications.
The assignment was
To analyse existing services and how these were delivered
To produce a target design of which services NCC Group IT would deliver, how to deliver them and bundle them
Create a gap analysis of what is needed to make it possible to deliver services as specified in the target design.

2014   **NCC**

Change and Service manager
Magnus has been assigned as Change Manager responsible for that changes are performed according to the principles defined for the change process.
When he began the assignment, the process was designed but yet adopted by the organisation. Main focus was to set up CAB's, create joint working and creating procedures for follow-up.
The second part of the mission was as Service Manager for Common workplace. The responsibilities include client deployment, images, managing patches and ten common applications to about 7.000 pc's.

2013-2014   **IL Recycling**

IT Operations Manager / Team leader
At IL-Recycling, Magnus has been hired as head of IT operations, and as team leader.
The IT environment consisted of about 40 servers in production and 80 in the test environment. Most of the servers were virtualized.
Users were primarily working in Citrix via thin clients.
The team consists of team leader and ten team members. Three operating engineers, two service desk employees and 4 systems specialists.

2012-2013   **Skanska ITN**

Team manager

Magnus have been responsible for the network team of Skanska.
This task included managing staff in Sweden, Finland and Norway.
The network were spread over all continents and consisted of both leased lines, mpls-network and vpn-connections.
At Skanska Magnus were part of the service catalogue design and the designing of several services.
Most of the hardware such as fire walls, routers, vpn-concentrators, proxy's and load balancers were Cisco.

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Languages

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Other
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- Born 1964

Private Interests
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- Music

Assignments history (continued)

2012-2012   Studieförbundet Bilda
IT-Operations analyst

Magnus were hired by Bilda to investigate and analyse their IT operations and environment. The investigation was caused by that important staff had left the company and that management had no idea of the current operations situation, the need of competence and the workload of the staff.
The investigation resulted in a description of the current state and a list of activities and project that needed to be undertaken to create a stable foundation for the IT delivery.

2012-2012   3dB Network (Mr Green)
Infrastructure Architect

3 dB Network is the technology part of Mr Green, which develops, manages and operates Mr Green's gaming platform.
Magnus was contracted to design a new hardware platform and new work and management processes for this.
The work involved
• Design of redundant technical solution with functionality for failover between multiple physical sites.
• Design of the hardware platform scalable to serve at least four years in performance and storage.
• Development of processes for backup / restore, deployment of both new servers and new releases of applications as well as patch management.

2012-2012   Fortbildningsförbundet
Coach

Fortbildningsförbundet is the Cooperation organisation of the Swedish public education companies. They own and develop an application, which is used by all affiliates for reporting, monitoring and statistics for completed courses.
Magnus has been contracted to help improve cooperation between development / management group for the application and the affiliates that uses this. The work has included interviews with stakeholders, workshops and conflict management.

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Assignments history (continued)

2011-2012 **Swedbank**

Project manager

Magnus has been contracted by Swedbank's project office and on their behalf
driven 4 infrastructure projects and 2 pre studies.
Projects Magnus has led include:
• Exchange of public and private encryption keys for external payment
solutions
• Upgrading of two risk management system
• Design and implementation of VPN solution for third-party vendors
• Upgrading and relocation of the Bank's entire network when moving to a
new data centre
The pre studies Magnus has conducted are
• Procurement of new data centre
• Separation of the mainframe environment (production, development and
testing) to separate hardware

2010-2011 **Ericsson**

Project manager
After relocating to the new data centre, the situation has gone from bad to
worse for one of Ericsson's most important applications.
Magnus has led the project to get this application up to a level where
performance and availability meets the specifications in the SLA.
Biggest challenges in this project have been to get application manufacturers,
infrastructure provider and application provider to work closely together
without prestige.

2010-2010 **Nycomed**

Project manager
Nycomed is an international pharmaceutical company with representation in
37 countries.
Magnus has been contracted as project manager in a project with the goal of
merging nineteen Windows domains into one, and to consolidate the server
environment and infrastructure to one location.
His role has been as a project manager and technical advisor for nine of the
countries where Nycomed is represented. The work included investigation of
the servers, applications and dependencies that are to be migrated, migration
planning and monitoring of finances, schedule and quality
The project in figures
• 8 months
• 28 persons
• 9 domains, 80 servers
• 35 M SEK (includes hardware, licenses and man hours)

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Assignments history (continued)

2009-2010   Ericsson
Project manager

Relocation of 400 + applications to new hardware in a new data centre.
The project was aware that there are several undocumented applications and servers with unknown function and role.
Magnus part of the project was to lead the work to identify, investigate, document and prepare these unknown servers and applications for migration to the new data centre.
The project in figures
• 11 months
• 6 persons
• 60 servers

2009-2009   Previa
Project manager

On behalf of Previa Magnus led a project to design, build and implement a system for automatic management of identities and permissions.
The application were based on Microsoft ILM
The project involved
• Project Management
• Pre study and process analysis
• Solution Proposal
• Development
• Implementation
Magnus's role in the project was as project manager.
Greatest challenges of the project were to adjust the system to proprietary solutions and to help the customer in the specification and ordering.
The project in figures
• 6 months
• 4 people, 3000 hours
• 6 applications and 1,500 user accounts
• 8 M SEK (includes hardware, licenses and working)

2008-2009   Transportstyrelsen
Project manager

While the new authority Transportstyrelsen (Swedish Transport Agency) were created, Magnus was project manager for the development of the new standard workplace, services for the standard workplace and inventory of required application and packaging applications.
The challenges of the project has consisted of very limited time frame and that the new authority merged four existing agencies with different operating suppliers.

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Assignments history (continued)

2007-2008   **Ericsson**

Project manager

Project manager for part of the Windows Vista deployment at Ericsson
Magnus was Project Manager at Ericsson, responsible for Windows Vista
deployment at sites in the UK, USA and Germany.
The main challenges of the project consisted in coordinating work between
HP and CSC both of which were involved in the delivery of standard
workplace and in getting "buy in" for the solution by the local IT-managers.

2006-2007   **Net Entertainment NE AB**

Professional services manager (IT-manager)

Managing a team of ten engineers and graphic artists.
Responsible for the operations, application verification, deployment,
management, customer and user support in a company with 70 employees
and about 50 servers with operations in Sweden, Malta and Costa Rica.
During his time at Net Entertainment Magnus managed (amongst other
things) these projects and changes
• Load Balancing of application servers.
• Upgrade and Clustering of SQL Servers.
• New test environments as well as new system for testing.
• Upgrade and Clustering of firewalls
• Procurement and implementation of web-publishing tool (EPiServer)
• Virtualization of test and development environments
• Uniform Server Configuration
• Implementation of ITIL processes
   • Configuration Management
   • Incident Management
   • problem management
The environments comprised of Linux, MS Server 2003, SQL Server 2003
cluster, Java, Flash, MS Project Server, Subversion, Bugzilla, IIS, Exchange,
Firewall 1, Hobbit.

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Assignments history (continued)

2004-2006   ComHem

Team leader and responsible for operations and servicedesk

Responsible for implementations, operation and management of the systems within ComHem except from TV distribution (CRM, billing, AD, firewalls, telephony, web, intranet and various special applications).
The environments consisted of 150 servers and 400 workstations.
Managing a team of eight engineers.
As project manager Magnus were amongst others responsible for these projects
• Pre study and investigation of IT infrastructure, applications and dependencies preparing for outsourcing of the IT operations and management.
• Migration from Windows NT4 with Lotus Notes to Windows 2000 and Exchange
• Implement ITIL Service Support. (configuration and incident management).
• Switching to VoIP
• Upgrading of financial systems
• Migrating the intranet to MS SharePoint
• Requirements analyse and Development of ITIL-compatible documentation and ticket system based on PHP and MySQL
• Upgrading of mail server and implementation of mobility solution for e-mail
An important part of the work at ComHem consisted of testing and verification of the functionality of the new system.
The environments consisted of Sun Solaris, MS Server 2003, Oracle, SQL

2002-2004   Länsförsäkringar

Change and Configuration Manager

Change and Configuration Manager for a project with 30 consultants building a new web and Micros Soft based motor insurance system to which all the old motor insurance databases were migrated.
The environments consisted of Minerva change, IIS, SQL Server and Visual SourceSafe.

2002   Svefa

Project management / procurement

Magnus were responsible for project management, design and procurement of hardware and OS when Svefa were upgrading to a new price assessment system which compiles data from estate brokers and present the relevant pricing values of its clients.
The environments consisted mainly of HPUX and Oracle.

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MC Consulting

Assignments history (continued)

2002   UPC

Operations manager

Managing a team of five engineers.
Operations manager for an environment of thirty servers and 150 workstations. The environments consisted of SUN Solaris, Oracle, MS Server 2000 cluster, IIS, GIS Server, Exchange, SQL Server 2000, SCO Unix, Legato, Firewall One.

2000-2002   Song Networks

Operations manager

Responsible for managing the entire Unix/Linux environment os Song Networks consistent of approximately fifty servers. The environments consisted of SUN Solaris, Oracle, MS Server 2000 cluster, IIS, GIS Server, Exchange, SQL Server 2000, SCO Unix, Legato, Firewall

2002   Stockholm's läns landsting

Project management / procurement

Procurement and project management for upgrading of accounting system. The environments consisted of HPUX, SAS and oracle.

2000   Unibet

Project manager / Engineer

In 2000, Unibet moved its offices and operations centres from London to Malta. Magnus was involved in procuring and projects led the construction of the new office, the design of the new IT infrastructure and the relocation of applications and staff. The environments consisted of Free BSD, Postgre SQL, MS Server 2000, Exchange, IIS, Apache, Legato and Cisco PIX.

1999-2002   SVT (Sweden's national TV)

Operations responsible / Engineer

Design and implementation of automated operation and monitoring of the ERP system Agresso. Procurement of hardware and project management when upgrading the system. Magnus was also responsible for the operation of SVT's ERP system. The environments consisted of Digital UNIX, Oracle, MS Server 2003 and Agresso.

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1998-2000   **Stjärn TV**

Operations responsible / Engineer

Operating all Unix / Linux system for Stjärn TV. Amongst others Billing and CRM systems. Magnus was also project manager for Y2K assurance of these systems. The environments consisted of HPUX, Linux, Oracle and Legato.

1998   **Albins patentbyrå**

Operations and user support. MS NT4, IIS, Lotus Notes

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