

CURRICULUM VITAE

Jason P. Coyne

Date of Birth 5th February 1970

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Education St Bedes Roman Catholic High School, Lytham St
Annes. Fylde. Lancs.

Cardinal Newman Collage, Preston. Lancs

Qualifications **8 O Levels**

2 A Levels

Computing Technology and Design
Advanced Statistical Mathematics

- Prince2 Practitioner (OGC Project Management)
- Cardiff University (Bond Solon) Expert Witness certificate
- Law Society Accredited 2002-07 for the presentation of evidence in England, Ireland, Scotland and Wales
- Hastam accredited for the analysis of risk in business operations
- Practicing member of the Society of Computers and the Law
- Regular contributor to IT risk publications
- Complex Project Mentor to a number of large commercial and public sector organisations

Synopsis

I am a computer consultant who specialises in the rectification and avoidance of problematic technology implementations. I was educated at Cardinal Newman College, Preston. I studied statistical mathematics and computer technology and design.

On completing my studies I began my employment as a computer programmer at a specialist software company called Exact Business Systems in Leyland, Lancashire. The company later traded as Exact Abacus Limited.

During my employment at Exact (July 1989 to Feb 1995) I was a member of a team of programmers developing financial systems and an integrated business control suite of software constructed in Dataflex 4GL and FoxPro. The product was installed in excess of one hundred sites covering many thousands of users.

My role at Exact developed outside of the programming arena. I was particularly keen to develop ways of making the systems operate much more efficiently and reducing response times from the system. I devoted a considerable amount of my time to researching different operating systems and programming environments in order to further my understanding of how different environments worked, and which systems would be the most effective for our clients to gain the best value from the software. It was during this process that I gained in-depth knowledge of a number of variants of the Unix, Microsoft server and PC based operating Systems.

Between 1989 and 1995 I installed and supported in the region of 85 financial control systems. In total, there were some seven different

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variants of the Unix operating system along with MS-Windows, Novell and WindowsNT which I personally supported.

In 1995 I took the decision that I would further my career by implementing larger scale installations of business systems. After considering a number of options, I accepted a position at British Aerospace in Warton, Lancashire working for Computer Sciences Corporation (CSC).

I was employed as a rationalisation consultant. This involved the implementation, configuration and support of approximately forty large scale IT systems supporting financial and manufacturing requirements planning for up to two thousand users, handling the communications both nationally and internationally across a number of sites within British Aerospace (now BAE Systems).

During this period, I implemented different variants of Unix and Windows NT systems, across a number of types of Hardware systems, including Intel, IBM, DEC, HP and SUN.

In 1997 I had completed the rationalisation process at British Aerospace and started work for Resolve. I was appointed as the Principal Technical Consultant looking at distressed or failed computer system implementations.

In January 2000 I co-founded Best Practice Group PLC. BPG specialise in assisting organisations purchasing or supplying IT systems to resolve difficulties with their implementations. In particular, where a vendor is having difficulties in identifying and resolving defects within their solution and/or project management issues. This has often included identifying the link between the defective technical process and the business

function, for the purposes of accurate quantum analysis. To date we have dealt with over 500 client matters.

BPG reviews the issues identified from its dispute, expert witness and project recovery work and advises its clients on 'Best Practices' in the procurement, implementation and project management of technology based systems and services. This work has been carried out for a number of organisations for business applications, complex infrastructure and outsourcing project procurements.

I have rectified many dysfunctional installations by a process of identifying specific problems, advising the vendor of the defects and assisting in how to resolve the defects. In addition, when mediation takes place between the IT vendor and the purchaser, I have attended to discuss the technical aspects of the dispute. I have been involved with discussing evidence and opinions in excess of 300 matters. In this respect, my experience covers a number of industry sectors such as:

- Stock broking
- Banking
- Manufacturing
- Retail (EPOS)
- Wholesale and Distribution
- Publishing
- Local Government (Revenues \ Benefits \ Housing etc)
- Mail Order
- Call Centre Management
- Leisure Management
- Ticketing and Administration
- Electronic Document Management
- Health (Acute/Community)

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Many of the cases I am instructed on involve the forensic examination of hardware, software and different types of infrastructure and communications systems. Cases have often hinged on my opinion in defining what would be considered reasonable practice in design, implementation and Project management roles and responsibilities as well as the associated costs and fitness for the intended purpose.

I am often asked to give opinion regarding the obligations of specialist technology vendors and to identify whether those obligations apply as part of a particular agreement.

My work also involves the preparation of expert witness reports providing opinion on the evidence examined, both in contemplation of, and during the litigation process. I have attended a number of mediation discussions as well as given oral evidence in various High Courts, the Technology and Construction Court and a number of Criminal Courts.

Testimonials provided in respect of the Expert Witness work undertaken specifically by Jason Coyne

“I would recommend Best Practice Group. Their written and oral presentation of evidence was clear, logical and persuasive.”

Matthew Lawson - The Chambers of Richard Ferguson QC

"I have recommended Best Practice Group to a number of clients in heavy IT litigation because their expert reports are balanced, lucid and above all, jargon-free."

Robert Onslow - The chambers of Mark Platts-Mills QC, 8 New Square

“I have a high opinion of their abilities. Their high level of expertise is always expressed in a clear, focused and logical manner. I have recommended them as experts in appropriate cases with complete confidence.”

Richard Mawrey QC - Henderson chambers, 2 Harcourt Buildings

"The technical investigation conducted by Best Practice Group was thorough and the presentation of their report was both objective and pertinent. I continue to have a high opinion of their abilities."

Martin Hicks QC – The chambers of David Waters QC, 2 Hare Court

“From the initial instruction Best Practice Group provided robust, coherent and purposeful advice which paid particularly close attention to the instructions, a trait not always forthcoming in experts. I have no doubt their intervention was pivotal in making the other side face up to reality and eventually led to settlement. I would recommend them without hesitation

Michael Green – Partner, Weightmans

Synopsis of recent commercial (Non solicitor) instructions

Organisation	Work undertaken
Ashfield District Council	<p>Provision of the Full Best Practice group Procurement framework which includes:-</p> <ul style="list-style-type: none"> • Creation of a procurement process that included the presentation of the entire current business process in the operation. • Presentation of an ITT following the OJEC principles. • Selection of prospective vendors. • Contract Negotiations. • Management of the pre-contract scoping process • Creation of project Management principles for implementation. <p>On-going Mentoring</p>
Ashfield Homes	<p>Provision of the full Best Practice Group Procurement framework in the areas of housing stock management</p> <p>On-going Mentoring</p>
Birmingham and Solihull Careers Connexions	<p>Provision of the full Best Practice Group Procurement framework for cohort management solution.</p> <p>On-going Mentoring</p>
Bradford's Group	<p>Provision of the full Best Practice Group Procurement framework for ERP solution and inter-branch communications.</p>
Planning and consultancy for a [Undisclosed] Housing Association involved in an emergency exit from outsource agreement [5 day notice] of entire remotely located IT services and human resources	<p>All equipment re-commissioned in-house and new staff hired to support the operation, all business systems operational with only 9 business hours lost</p>
British Airways	<p>IT procurement Risk Management consultancy</p>
Burgess Group	<p>Provision of the full Best Practice Group Procurement framework for an ERP solution.</p>
Churngold Construction	<p>dispute resolution and on-going management of an over budget and late installation.</p>
Dalmeny	<p>dispute resolution and on-going management of an over budget and late installation.</p>
Dunhelm soft Furnishings	<p>Advice on the management of project which was showing signs of delay</p>
Esporta	<p>Risk Management advice of continuing with legacy system provider.</p> <p>Best Practice Group procurement framework for the purchase of Member tracking solution and new WAN infrastructure.</p> <p>Contractual negotiations with Vendor.</p> <p>Best Practice Group procurement framework for in-source of payroll services</p> <p>On-going Mentoring</p>

Organisation	Work undertaken
F.M Birch	Advice on the management of project which was showing signs of delay
Essex Careers	Provision of the full Best Practice Group Procurement framework for the purchase of IP/VPN WAN infrastructure. Responsible for Vendor and overall Project management. On-going Mentoring
Glass's Information Services	Risk Management advice on on-going projects. On-going Mentoring
The London Borough of Hillingdon Council	Provision of the Best Practice Group procurement framework for the purchase of a Storage Area Network
Lonco Industries	Risk Management advice on on-going projects
Lafarge	Risk Management considerations for future projects
LongAcre Partners	dispute resolution assistance and on-going management of an over budget and late installation.
Music Box Leisure	Dispute resolution and on-going management of an over budget and late installation of an ERP solution. Provision of the full Best Practice Group Procurement framework for the purchase of a Warehouse Management solution. On-going Mentoring
Pelmark	Contractual Management of the termination of on-going failing project.
Prior Analytics	Advice on dispute resolution of an over budget and late installation.
Reilor (Holdings) Limited	Exit Management from Legacy ERP solution. Provision of the full Best Practice Group Procurement framework for the purchase of a replacement ERP solution. Project and Vendor Management. On-going Mentoring
Smart Energy UK Limited	Advice on dispute resolution of an over budget and late installation.
TBF Thompson Limited	Provision of the full Best Practice Group Procurement framework for the purchase of a replacement Dealer Management solution. On-going Mentoring

Organisation	Work undertaken
TDG plc	Provision of the full Best Practice Group Procurement framework for the purchase of a Warehouse Management Solution. On-going Mentoring
Tullis Russell Papermakers	Provision of the full Best Practice Group Procurement framework for the purchase of a Mill Wild and SOP Solution. On-going Mentoring
Rossendale Borough Council	Project and Contract Management assistance with a outsourced service agreement which thought not be delivering the expected benefits
North Hertfordshire District Council	Definition of measurable objectives for 20 eGovernment Technology projects. Assistance in the creation of Vendor Terms of reference.
Target Express	Establishment of the business Case for Service Centric Computing
[Undisclosed]	Investigation of the progress of the UK Patient Administration implementation being supplied to the National Health Service
Target Express	Provision of the full Best Practice Group Procurement framework for the purchase of a Multi depot Time and Attendance solution
Derbyshire Dales Consortium	Provision of project and contract management advise to increase the speed of implementation of a Revenues and Benefits solution in five local authorities.
Rossendale Borough Council	Assistance in the creation of an ITT and Terms of Reference for a outsourced (staff and technology) Revenues and Benefits solution
North East Derbyshire District Council	Provision of project and contract management, including the creation of Terms of reference for a Revenues and Benefits solution. Project Management of the delivery and implementation of a Revenues and Benefits solution.
Colchester Institute	Assisting with an IT delivery review and SLA contract re-alignment.
States of Jersey	Advising on the purchase of systems that are able to Produce a Single, Integrated Health Record for citizens
Orbit Housing Group	Advising on the purchase of a replacement Housing Management Systems for Registered Social Landlords

Alongside the above instructions, I am also currently retained as an expert witness on a number of litigation matters.

Synopsis of recent lawyers Instructions

Organisation	Work undertaken
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Organisation	Work undertaken
Expert Witness for Defence in R -v- Francis and Others	Expert Witness report regarding high value banking fraud and network security Oral evidence given at Trial.
Expert Witness instructed jointly by Devonshires and Picton Howell Solicitors	Expert Witness examination to establish provenance of disclosed computer generated material Opinion given verbally, case settled following day.
Expert Witness for IFP	Oral evidence given in court. IFP successful in the action
Expert Witness for Jonathan Wren	Out of court settlement achieved shortly after joint expert meeting
Expert Witness for SBG	Draft expert reports exchanged, Joint expert meeting conducted. Out of Court settlement reached.
Expert Witness for Denhay Farms	Out of Court Settlement achieved, after I was asked to present findings at Mediation.
Expert Witness for Scotland Direct	Draft Expert witness reports submitted, out of court settlement achieved.
Expert Witness for Service Business Forms	Out of court settlement achieved after presented findings at mediation meeting.
Expert Witness for Quayside Dental Practice	Out of Court Settlement reached after joint expert meeting
Expert Witness for Interclass Limited	Out of Court settlement reached after joint expert meeting
Expert Witness for Winslow Press	Out of Court Settlement reached after joint expert meeting.
Expert Witness for Safeguard Limited	Out of Court Settlement reached after joint expert meeting
Expert Witness for Martin Shelton Group	To support application for injunction
Expert Witness for Middlebrook Contractors	Expert Witness reports exchanged, on-going.
Expert Witness for SouthWest Highways	Settlement after exchange of Expert Witness Reports.
Expert Witness for Friday Ad's regarding the speed of performance and design of application software	Expert Witness report sent to mediator, attended mediation. Instruction on-going
Expert Witness for TFC regarding the fitness for purpose of application software	Technical Report constructed. Out of court settlement achieved
Expert Witness to assist in the creation of a bill in Scotland regarding prison security and the use of technology by inmates	Expert Witness report submitted
Expert Witness for Action Housing regarding the quality of application software provided	Litigation suspended as Vendor currently in liquidation.
Single Joint Expert Witness in the matter of Post Office PLC -v- J Wolsteinhume	On-going
Expert Witness for London & Quadrant Housing Association regarding the quality and design of application software provided	Settlement agreed after expert witness examination
Expert Witness for undisclosed FTSE100 company to support a restraining order against malicious e-mailer	Restraining order secured
Expert Witness for Ms Chris Brignall regarding the quality of IT training provided	Oral Evidence Given at Trial
Expert consultant for William Sutton Housing in relation to an implementation and project recovery.	Dispute resolved

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Organisation	Work undertaken
Expert Witness for Software/Hardware vendor to support an application for infringement of IPR	Settlement achieved
Expert Witness instructed by JM Solicitors (Birmingham) regarding the precise time of computer usage to assist in Murder Case	Expert report submitted
Expert Witness for [undisclosed] Housing Association regarding the provision of Best Value services during an outsourced IT relationship	Matter Settled
Expert Witness for defendant charged with conspiracy to steal regarding the data recording and computer usage within armed Cash In Transit vehicles	Oral Evidence given at Trial Defendant found Not Guilty
Expert Witness instructed by Field Fisher Waterhouse for claimant in a matter concerning commercial web site intellectual property infringement.	Report submitted, Case Settled
Expert Witness instructed by Blake Laphorn regarding Quality and Fitness for Purpose of a CRM implementation	Expert Witness report provided. Case Settled
Expert Witness instructed by Field Seymour Parks regard the alleged infringement of IPR in within a software application	Expert Witness Report submitted. Case Settled
Expert Witness instructed by Capital Law regarding the implied obligations of a software solution vendor	Expert Witness opinion provided. Case Settled
Expert Witness instruction by Field Seymour Parks regarding the provenance of a electronic document signature	Expert Witness report provided. Case Settled
Expert Witness instructed by Capital Law regarding a failed (MRP) Manufacturing implementation	Expert Witness report provided.
Expert Witness instructed by Walker Morris Solicitors regarding accounting and currency conversion technology solutions	Expert Witness report provided.
Expert Witness instructed by Private Commercial company to review e-mail and pc usage to support an application to examine an employees home pc for company prospect data	Report and Evidence provided. Matter resolved
Expert Witness instructed by Walker Morris Solicitors regarding the fitness for purpose of a phase 1 medical trial data collection solution	Expert Witness report submitted
Expert Witness instructed by Panesar & Co regarding missing payroll monies via electronic transfer	Expert Witness report submitted. Case Settled
Expert Witness instruction by Howard Cohen and Co Solicitors regarding the likely causes of a technology failure in an automated telephone dialling centre	Case Settled whilst Expert Witness examination in progress.
Expert Witness instructed Weightmans Solicitors regarding the fitness for purpose of a Ticketing and Administration system at a UK Football Club	Expert Witness examination conducted, Presentation of finding at Mediation. Case Settled at Mediation.
Expert Witness instructed by Irwin Mitchell regarding the loss of commercial data.	Data Recovered by the Investigation
Expert Witness instructed By Devonshire's Solicitors concerning the actual date of creation of employment contracts	Case Settled as the on going technical examination located evidence
Expert Witness instructed by Devonshire's Solicitors concerning the level of modification of letters on a pen drive	On-going
Expert Witness instructed by Devonshire's Solicitors concerning the fitness for purpose of a housing management systems, and the adherence to project	Case Settled at informal Mediation

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Organisation	Work undertaken
management standards	