

David Best BSc; MSc; PhD; FIM; FRSA; MIoD



David is a highly experienced Senior Manager and Consultant with wide and deep experience of managing and advising on complex IT Environments, in both regulated and non regulated environments, as well as in the areas of Executive Coaching and Development. He is uniquely qualified through having managed both private and public sector programmes and projects that cross functional and organisational, and Geographical boundaries, or where a complex high value project needs to be managed to completion in difficult organisational environments. He has also trained as a Gestalt therapist, as well as having considerable experience of Integrative Psychotherapy and works with individual clients in therapeutic and coaching contexts.

He brings these skills to bear in his work in organisations, working across the boundaries of Strategy, IT, organisational effectiveness and personal development.

After an early career as a professional Geologist for the British Geological Survey, David gained a Masters and Doctorate in Operations Research and Cybernetics, before holding management roles in export and consulting organisations. He was partner in Deloitte Consulting for almost 10 years and now works independently as Trusted Adviser, Programme Director and Expert Witness and coach.

A specialist in knowledge and information management, David is respected in the external market and has written a number of publications, including 'The Fourth Resource: Information and its Management', published by ASLIB/Gower in 1997, and the general management guide for the ISO standard 15489:2001 the International Standard in Record Management. He has a PhD in Cybernetics, specialising in Control and Communication.

David is known for his charismatic but forthright managerial style which achieves results in highly complex organisational environments.

He has worked in sectors as diverse as Local Government, Central Government, Mining, Pharmaceuticals, High Technology; Oil and Gas, Museums and the Arts, and Financial Services.

Specifically his portfolio has included;

Organisational and Staff Development:

In Deloitte Consulting he was responsible for the training function of the UK Consultancy, serving on the International Training Committee of the Firm, and played a major role in the introduction of Mentoring at staff level and Coaching in the partner Group.

In the transition of Deloitte Consulting into a global practice he was a member of the Management Committee of the UK Consulting practice and a member of the International compensation Committee that provided oversight of the compensation and reward of partners in different jurisdictions.

In Anglo American plc he was an adviser to the CIO from 2002-2007 in the development and structuring of the IT function following the merger between Minorco SA and Anglo American Corporation of South Africa. He facilitated the annual IT council of Minorco and then Anglo American from 1996 to 2006.

He currently coaches private individuals at various levels of organisations in private practice.

Roles subject to Public Scrutiny:

During the introduction of Network Code to the Gas industry he was the Systems Monitor for the Regulator to ensure that the development and implementation of systems faithfully met the needs of shippers, suppliers and the network provider, reporting to the Director General of OfGas, occasionally to the Minister responsible, and working closely with the CEO and senior Management of British Gas TransCo. He was frequently required to judge the extent to which IT developments were or were not meeting the needs of the wide range of clients

During Rail privatisation he was responsible for the implementation of commercial accounting systems to the 14 infrastructure companies created from the then British Rail Infrastructure organisation reporting to the Finance Director of the British Railways Board.

He was also engaged as a senior member of a team working with the Scottish Electricity Settlements System to implement systems to handle the electricity market in Scotland in 1997.

He also prepared the Information Management Strategy for the NHS Headquarters organisation, and has published widely in the field of Information Management.

He has worked in a variety of Local Government settings since 1983 in the use of IT to bring about changes in service delivery or internal functions.

Driving Complex Change and integration of internal and external resources:

He was responsible for the Change Management programme of the then Contribution Agency in the period of market testing and the determination of whether CA and IR should merge, and in a period when many of the Agencies functions were considered for outsourcing. In this connexion he has had experience of the challenges of integrating in house and external teams in a harmonious team structure working under pressure to very tight deadlines in an atmosphere of public scrutiny.

In the development of the British Library he was responsible for a review of the building and fit out of the new library and the organisational changes, which it required in the structure of the Library management, at a time when the project was daily in the public eye.

For Macmillan Cancer Relief UK. This project, won in competition with IBM and others, was to implement the JD Edwards OneWorld package to automate the service delivery capability of Macmillan Cancer Relief. Valued at more than £2m and running for nine months, the project involved the development of the Strategy, Design, configuration development and implementation, and subsequent user training and roll out of the system to all Macmillan regions in the UK. We worked directly with Macmillan with whom our contract was drawn, and JDE were also contracted directly by Macmillan.

For the Electricity Supply Board Dublin, he advised the Commercial Director, Head of Corporate IS and the CEO on the appropriate structure and governance of the IT function in the approach to the opening of the Electricity market in Ireland.

For a major global mining company he is currently responsible for the Governance work stream of their global Portal implementation based in the IBM product set.

He implemented a global portal in fifteen sites across seven countries with a total of 5500 users, and brought this project (worth \$3.6m) in on time and under budget.

For the same client he is currently managing the implementation of a planning and budgeting system for users across the world. The project budget is in excess of \$8m.

For the Government of the States of Jersey the development of an organisational structure for IM and the appointment of the CIO

For the Government of Cyprus the specification and design of the Department of Vehicle Licensing and accompanying systems

During the early part of his career he carried out engagements for the ILO, UNESCO (in Hungary and the then Yugoslavia) and worked extensively in Europe and the Middle East, presenting key note addresses and material, for example to the Conference of the Arab Association for Vocational Education, and presenting papers regularly at the biennial International Symposia on Systems and Cybernetic Research in the areas of research and consulting methodology, systems theory and problem analysis.

Asset Management, Governance and Value for Money;

He has advised a number of major public and private sector organisations on IT corporate governance from the perspective of asset management, accountability and value for money, including; Yorkshire Electricity plc; Midlands Electricity (and subsequently GPU power UK, its successor company); Mobil Oil Coryton; The British Library; BP Oil International, Nationwide, NPower and many others

General Information.

He has delivered Key note speeches on Knowledge Management for the Conference on this subject of the Federal Government of Canada in Ottawa in 1998 and on the same subject at events in London in 1997. He was one of the co founders of the Information Management Awards (now the BCS Information Management Awards) which have been run annually for the last ten years in London, and attract over 500 entries nationally.

David has operated at the most senior levels since 1993 and was a Partner in the Deloitte and Touche Consulting practice from 1989 to 1998 during which time he held positions as Partner responsible for the European Energy practice, the IT consulting Practice and, internally for Training and coaching, as well as serving on the Global Compensation Committee and the International Training Committee. He has worked in Europe, Middle East Africa, South America and North America, and is fluent in English and French.

In the Museums and Arts sector he has been responsible for engagement in organisations such as the UK National Museum of Science and Technology, the National Museum of Wales, the National War Museum and the British Library.

He was founding Chairman of the East of England Orchestra (now VIVA) the professional Chamber Orchestra of the East Midlands of the UK, and has taught and played Double Bass.

He was educated at Worcester Royal, and Hales Owen, Grammar Schools, and at the University of Aston Management School, as well as having attended various post graduate courses including the Top Management programme of the UK Cabinet Office, the Wharton Management School of the Penn State University and leadership training courses at Bath University.

His Masters Degree is in Systems Theory and Operational Research, and his PhD is in Cybernetics and systems theory.

He is a Fellow of the Institute of Management, A Fellow of the Royal Society of Arts and Manufactures and a Member of the Institute of Directors. He is non Executive chairman of Interagate Ltd, an Artificial Intelligence start up company, and is a Member of Gerson Lehrman Councils, an IT advisory and Research group based in the US.