

Curriculum Vitae Ben Chernys

Address	2756 Signal Hill Heights S.W. Calgary, AB T3H 2H9 Canada	Welserstrasse 1 München D – 81373 Deutschland / Germany
Mobile	+1 403 554 0887	+49 171 380 2329
Time Zone	GMT – 7	GMT + 1
Email	Ben.Chernys@softwaretoolhouse.com	
Web	www.softwaretoolhouse.com	
Languages	English	fluent
	French	working knowledge
	German	participate in discussion but responds in English, reads well

Work Experience Summary

Ben Chernys is a senior software architect with 23+ years experience in the computing industry.

Spending the first two years of his career in Control Program Testing for the Bank of Montreal gave Ben a good sense of completeness and thoroughness that has stayed with him in the software that he has developed.

The next eight years of his career, he developed extensive knowledge of the internals of operating systems, assemblers, compilers, networking, transaction systems, and database management software on mainframes and other platforms

Ben had years of uninterrupted, multi-threaded, software development at all levels. Ben wrote platform-independent, low-level networking protocol and device drivers, Windows GUIs and other platform GUIs, and developed client / server code to run on the NetWare, NT, Unix platforms. Often, Ben was responsible for the complete project, from developing the requirements, designing the solution, documenting both the user's guide and the system internals, training the users, to turning over the code to the client's staff.

Ben currently specialises in BMC Remedy ARS and ServiceNow consulting. His Remedy experience is current, international, includes fast, painless OOTB implementations, ITSM 23.6 and older customisations, high-performance transactional bridges on differing platforms, and the development of sophisticated, configurable applications. He has also worked with Telephony and PDA devices.

Ben develops and maintains [Meta-Update](#), a Remedy and ServiceNow API scripting, data import and migration tool. Using [Meta-Update](#), Ben's successes include: fixed price ITSM data migrations, CMDB Class corrections, complex migrations of Clarify and bespoke Identity and CMDB data to ITSM foundation and transaction data. Ben also develops [Meta-Archive](#), the only ITSM Archiving solution, and [Meta-Databot](#), an automated BMC Data Wizard with expanded functionality.

Throughout his career, Ben has had to communicate complex subjects with a wide variety of people. This includes training "computer illiterate" end users, giving seminars to management, mentoring support staff and technical personnel, and formal academic teaching.

Ben's reputation is for bug-free, robust, configurable software solutions that stand the test of time. Ben has garnered an international reputation for excellence in the work he produces and honesty in the hours he bills. His competent, pragmatic thinking solves customers' problems.



Work History

Current, ongoing **Software Tool House Inc** Calgary, Alberta, Canada

Since 1984, Ben has worked for Software Tool House Inc. Whilst the bulk of the work has been contracting Ben to companies including those listed below, Software Tool House has grown to include two developers, two marketers, and three directors. Ben maintains, designs, and manages the development of the following commercial products:

- [Meta-Update](#) a Remedy and ServiceNow API ETL scripting facility that radically reduces costs and time to market for any batch data operations, file imports, data migrations. Bundled with Meta-Query, Meta-Delete, and Meta-Schema and includes Meta-Update Job Automation.
- [Meta-Archive](#), the only sophisticated, configurable, ITSM and Bespoke Archiving product that checks associations, allows easy inclusion of bespoke tables, and multi-tenancy customer specific dates, and archives to HTML, different servers, or archive forms.
- [Meta-Databot](#) an automated, extensible, BMC Data Wizard with an Undo.
- [ITSM Migration Script Package](#), a set of 100 scripts designed to migrate all foundation, transaction, and CMDB data with a high degree of customer mapping flexibility. Companies, Sites, Support Structure, CMDB classes, and more, can all be changed. Full customer control over the migration from manual single root requests (Incidents, etc), to fully automated updates on multiple servers.
- ServiceNow Script Package similar to the above but between BMC ITSM and ServiceNow is being readied for GA.

Ben supplies a fixed-price service migrating data from older of ITSM into the ITSM 9 suite.

These products are available at www.softwaretoolhouse.com.

Software Tool House is a BMC Technology Alliance Partner.

Platforms: Windows, Sun Solaris Unix, Linux, VMware ESXi

Tools: MS Visual C++, MFC, gcc, HTML, Java, Perl, ITSM / Remedy 9.1, 8.1, 8.0, 7.6.04, 7.1 (constantly running) – Remedy API, Oracle, MS SQL Server, Apache, Tomcat, MS IIS, VMware, Valgrind

Mar 2022 to current **Vattenfall** München (remote), Germany, Poland, Sweden

Vattenfall, a long Meta-Update customer, hired me for the CMDB Next project to increase data correctness and completeness in the CMDB for their servers. Ben quickly noticed tons of duplicates and investigated and resolved each of the various root causes. Ben trained their staff and outsource supplier, TCS, on the Recon engine, setting up different recon rules for the data from various different integrations. A Meta-Update Recon report script was run regularly. Ben wrote “Dup-Fix”, a Meta-Update script that copies missing data, relations, associations, logs, and audits to one CI and renames and moves all others to status Delete. He standardised a set of PowerShell REST API scripts to be used by different integration partners. He also educated and guided Vattenfall staff in their learning and use of the REST API. He corrected old data and implemented fixes and work-arounds for various BMC issues even when BMC Support failed to do so. He created a Site move enhancement to Databot to allow all references in all forms to be migrated from one site to another. He wrote a GUI enhancement so that manually entered CMDB servers were correct and taught staff on writing maintainable quality workflow. He added a GDPR Compliance module to Meta-Archive.

Sep 2020 to Feb 2021 **Software Tool House** Calgary, Germany, remote

Created a GUI for Meta-Update comprising a BMC Remedy application and a Job Queue server, a long term process that can run jobs in slots. Templates are used to describe scripts and jobs are queued for the queue server to process. The Queue server is itself a Meta-Update script.

Aug 2019 to Jan 2020 **Wirecard** München, Germany

Designed, wrote and documented many complex Service Requests for the DB team. One included 500 Questions. Handled complex processes. Worked around bug that causes all mappings to be dropped when adding new process variables. Automated question changes, menu and conditional changes, . Automated two reports for Question management, One on Service Requests and approvals. Automated Image, Op Cat, Prod Cat, and Approval mappings migrations across environments on a Remedy on Demand platform. Conducted “train the trainer” on the BMC REST API. Release 1805.



Software Tool House Inc
www.softwaretoolhouse.com

- Jan 2019 to Jun 2019 **WDR Media Group** Köln, Germany
Designed, wrote and documented many complex Atrium Integrator (Pentaho) jobs getting data from various LD Servers to determine Company structures, Organisations, Departments and Cost Centres. People had to be placed in some 35 customer companies. Also created two CMDB Classes and wrote AI jobs to load them, the relationships between them and the relationships to the people. Advised on system architecture and usage. Also included SmartIT and DWP. Release 1805.
- Sep 2018 to Oct 2018 **MainTegrity** Canada (Remote / On-site)
MainTegrity needed proof of concept integration from their mainframe software to ServiceNow using the REST API and firing mainframe jobs from ServiceNow. This is so that development of a ServiceNow automation gateway can proceed..
- Sep 2016 to Feb 2017 **Software Tool House** Canada (Remote / On-site)
A marketing decision was made to make Meta-Update work for both Remedy and ServiceNow servers to enable data migrations between the two systems. Ben studied the ServiceNow API and implemented to 25k lines needed to make that reality. Ben also developed a set of scripts to migrate data between these systems in a generalised way using mapping Excel sheets.
- Dec 2017 **Deutsche Bank** USA (Remote)
Deutsche Bank had already migrated to ServiceNow when they approached me for an HTML Archiving solution. Configuring Meta-Archive for their bespoke app took two WebEx sessions and a few of hours of their Remedy person. Deutsche Bank decided that they would like the generated URLs, attachments and key fields from their bespoke app in a searchable ServiceNow table. That change to Meta-Archive was done in under a day and they were able to change the solution with one WebEx.
- Feb 2017 **Spark NZ** NZ (Remote)
Spark had a major Support Organization change and needed to implement hundreds of Support Group / Org name changes. Meta-Datobot was created to automate this requirement. With Meta-Datobot, the single job ran some 45 minutes and changed all data required.
- Dec 2016 **Vattenfall** Berlin (Remote)
Vattenfall ITSM 9.1 upgrade. Some changes to Meta-Update and Meta-Archive were required to support BMC ITSM 9. Covered under standard support and done in two weeks.
- Mar 2016 to Jul 2016 **Spark NZ** NZ (Remote / On-site)
Tasked with converting 4000+ customers from HP Service Now to ITSM 8.1, Spark developed their own Data load spreadsheets that allowed multiple customers and were more encompassing than the OOTB Data templates. Ben automated the loading of these sheets with Meta-Update. These include foundation data, CMDB data and relationships, and SLM data and configuration.
Platforms: Windows Server 2012, MS SQL, ITSM 8.1.0, Meta-Update, Excel VB.
- Dec 2015 **Swisscom** Eli, Switzerland (Remote)
Meta-Archive for HTML implementation support. Analysis of performance issue using Linux and Valgrind led to a performance improvement from 1000 root records per hour to 6000 per hour. Each root had approximately 200 child records.
Platforms: Windows, MS SQL, ITSM 8.1.0, Meta-Update, Meta-Archive; Linux, Oracle, Valgrind
- Oct 2015 **Vattenfall** Berlin (Remote)
Meta-Archive implementation support. Vattenfall archives data from a production instance to an Archive instance. They required CMDB archiving, an enhancement to the Meta-Archive product which was completed in 1 month.
Platforms: Windows, MS SQL, ITSM 8.1.0, Meta-Update, Meta-Archive; ITSM 9.0
- Jun 2014 **Spark NZ (was: Telecom NZ)** NZ (Remote)
Ben implemented the STH Meta-Archive ITSM Archive Solution. Ben also implemented a People import that only updated data when a source file field indicated an update was needed saving Telecom NZ reducing the daily import from four hours to fifteen minutes. This was developed in three hours as a Meta-Update POC. Another script (2 hours) imported CI Lease contract associations saving the customer 12 hours per week manual effort.
Platforms: Linux, Oracle, ITSM 7.6.04, Meta-Update, Meta-Archive.
- Feb 2014 to Apr 2014 **Unisys Corporation** US, India (Remote)



Software Tool House Inc
www.softwaretoolhouse.com

Ben was contracted to help Unisys tailor and implement a modified STH Meta-Archive ITSM solution. This allowed a backlog of some 3 million Incidents to be archived in 23 days and the monthly archive to be completed in 16 hours.

Platforms: Windows, MS SQL Server, ITSM 7.6.04, Meta-Update, Meta-Archive.

Jan 2013 to Feb 2014 **Cambia Health Solutions Inc** Portland, Oregon (Remote)

Ben implemented an STH fixed-price ITSM Data migration using Meta-Update. This involved all aspects of foundation, configuration, transactions, and CMDB Data. The company moved from one to nine operating companies and had different sites, restructured support groups, merged and restructured the operational and product catalogues. CMDB changes associated with new 8.1 structures and classes were also handled. Changes of type "Release" were migrated to the Release module.

Platforms: Windows, MS SQL Server, ITSM 8.0, 8.1, 7.0.3, Meta-Update.

Sep 2012 to Nov 2012 **Kabel Deutschland / Computacenter** München, Germany

Ben was contracted to implement a web services integration to Oracle ILM.

Platforms: Windows, MS SQL Server, ITSM 7.6.04

Apr 2012 to Jun 2012 **Alcatel / IBM / BMC** Düsseldorf, Germany

Ben was contracted to implement a web services integration to an Alcatel provided endpoint.

Platforms: Linux, Oracle, ITSM 7.6.04

Sep 2011 to Feb 2012 **Cassidian, an EADS Company** Manching, Germany (Remote)

Ben was contracted to migrate a Clarify 10 database – without a client – into Incident, Problem, and Tasks of ITSM 7.6. Friday evening, the Clarify analysts logged out and Monday morning, signed into Remedy and resumed working on their now converted Clarify tickets.

Platforms: Sun Solaris 10

Tools: ITSM 7.6 ARS 7.5, Oracle, Meta-Update

Jun 2010 to Jul 2011 **Cassidian, an EADS Company** Munich, Germany

Ben was initially contracted as an ITSM / CMDB / ARS Subject Matter Expert and was responsible for leading workshops, writing design documents, advising on security issues, and evaluating a provider's offerings and work. Cassidian's requirements included a complex data migration of a bespoke Identity, CMDB, Services and Charging application's data into the foundation data and CMDB of ITSM 7.6. Over 100 source tables were handled each generating many ITSM records and CMDB instances and relationships. This work was carried out with a separate providers' implementation and customisation team. Meta-Update scripts were used to implement the migration. Over 500,000 CMDB CIs were generated on ITSM along with a similar number of relations.

Platforms: Windows Server 2008

Tools: ITSM 7.6 ARS 7.5, MS SQL Server, Meta-Update

Jan 2010 to May 2010 **Logica Sweden / BMC** Gothenburg, Sweden (Remote)

Ben was contracted as an ITSM / CMDB / ARS Subject Matter Expert. Logica contracted BMC to implement ITSM 7.6 Service Management on ARS 7.5 and needed a complex three way integration between an external hardware vendor and an internal end-user web development. Ben was responsible for the attending customer workshops, the design, the implementation, and managing two other developers of this web services based integration. Using Meta-Update, Ben also assisted other BMC staff in loading CMDB Associations and the Product Catalogue from legacy Asset CSV files. Included was a simulator to test the web services development which became a real data entry vehicle. A Meta-Update testing script also generated random number of article orders using random article ids and responded with appropriate status update calls.

Platforms: Windows Server 2008

Tools: ITSM 7.6 ARS 7.5, MS SQL Server, Meta-Update



Software Tool House Inc
www.softwaretoolhouse.com

Apr 2008 to Jan 2010

T-Systems

Berlin, Germany

Ben was contracted as an ITSM / CMDB / ARS Subject Matter Expert. T-Systems is building a sophisticated multi-tenancy ITSM suite for a mobile network telecoms customer. This includes a set of CMDB Classes, multiple datasets, reconciliations across these datasets, a unique arbitrary CI attribute facility, reconciliations, differences, and operations within these attributes. This is a heavily customised ITSM implementation. It also includes multiple XML, SQL, and other integrations, data loads, and, using Meta-Update, a facility for transferring foundation data across server environments, a set of reconciliation jobs and reports that the ITSM product was not designed to implement.

Platforms: Windows, Sun Solaris Unix

Tools: ITSM 7.0.3 ARS 7.1, Oracle, Meta-Update

Apr 2008 (4 days)

Met Office

Exeter, UK

Ben was contracted to write a data correction script in Meta-Update to move 12,000 CIs to correct classes keeping all relationships to other CIs, changes, problems, incidents, contracts, maintenance, Worklogs, and so on. Implemented with temporary Meta-Update licenses and controlled by a class selection CSV, the script took two days to write and two days on-site with an additional 10 hours support. All CIs were successfully moved and deleted. The Met Office's own staff were able to modify the script as needed.

Tools: ITSM 7.0.3 ARS 7.1, Meta-Update

May 2007 to Nov 2007

Dataport GmbH

Hamburg, Germany

Ben was contracted (ultimately to BMC) to do a data migration of a customised production ITSM 6 Suite to the ITSM 7. The contract was fixed price and had milestones across a block of time within a separate ITSM 7 implementation project culminating in the production transfer weekend.

Data to be migrated included 160K Help Cases to Incident Management, 35K Changes to Change Management, and 75K related CMDB 1.1 CIs to the CMDB 2.0. The migration created all expected ITSM 7 subsidiary records including Tasks, Work Logs by parsing the diary field contents, transferring the attachments, building additional entries conditionally according to the data in the records, additional data with value records for data in some fields, the setting of core fields, and the cleaning of the data elements to conform to the 7 foundation data requirements, and all relationships between Incidents and Changes to each other and to CIs..

Foundation data was excluded and the responsibility of BMC. The migration data had to be cleansed for successful ITSM 7 insertion and the scripts employed customer provided translate tables and regular expression pattern matching to do this. All associated foundation data elements had to be validated.

Platforms: Windows 2003 Server, IIS, MS SQL, ARS 7.1, ITSM 7: Incident, Change, CMDB 2.0; ARS 6.3, ITSM 6: Help Desk, Change, CMDB. 1.1

Tools: Meta-Update

Aug 2007 to Current

HZD

Frankfurt, Germany

Ben did a Meta-Update presentation that resulted in HZD evaluating and then purchasing licensing and support services for Meta-Update. That presentation solved this customer supplied problem:

Permission Group IDs are changed from release to release of a bespoke application. Change the permissions field to implement a set of permissions Group ID changes

May 2007 to Sep 2007

Capgemini

Turing SMI

Atlanta, USA

Bangalore, India

Ben was contracted to do the integration work for a Turing SMI ARS Application, OS3 (a Telecoms Help Desk product) and various other applications using a Turing proprietary Message Logic XML integration engine and IBM's MQ Series through the IBM Data Power device.

Integration software partners where Siebel, Meta-Solv, Workforce Management. Ben was sent to Bangalore to train the Capgemini Offshore team on the OS3 product and on developing integration to said product using the Turing Message Logic integration engine.

Platforms: VM Ware: Windows 2003 Server, IIS, Oracle; ARS 7.0, HP-UX, ARS 7, Oracle; IBM Data Power;

Tools: XML Spy, Turing SMI OS3, MessageLogic, XML, XSLT, Java



Software Tool House Inc
www.softwaretoolhouse.com

Mar 2007 to Apr 2007 **Dimension Data Turing SMI** Sydney, Australia
Ben was contracted to correct an implementation of ITSM 7 including Knowledge Management, Mid-Tier, and an LDAP AREA integration as well as an automated LDAP import. He was also responsible for transferring 15,000 Help Desk tickets and 2000 people records from ITSM 6.3 to ITSM 7 using Meta-Update. This included all Request Management records for the users submitting the incidents.

Platforms: Windows 2003 Server, IIS, MS SQL, LDAP
Tools: Meta-Update

Oct 2006 to Mar 2007 **Virtusa; BT:** Watford, UK
BT outsourced their bespoke Remedy application for Telecoms provisioning and ticketing to Virtusa, an Indian based IT outsourcer. Expedio, the BT application, is complex with many SQL procedures and DB links to other apps. Its development encompassed ARS releases 2 through 6. Virtusa is one of India's leading IT outsourcers with offices in the UK, USA, Sri Lanka, and India.

Ben was contracted to provide technical expertise on both ARS and Expedio to technical staff and management. Ben's responsibilities included: learning the Expedio system, resolving any technical problems across all areas of the ARS systems, educate both technical and management staff on all aspects of ARS development and Expedio issues, and, provide expertise and direction to the Service Improvement project to enhance Expedio performance.

Platforms: Sun Solaris 5.8, Oracle 9i and 10g, Windows 2003 Apache, Tomcat, NetCool
Tools: gcc, gdb, Shell, Perl scripts, SQL scripts procs, tuning, Remedy ARS 6.0 - 7.0 API, Java.

Apr 2005 to Oct 2006 **Materna** Munich, Germany
Materna is the largest Remedy VAR in Germany. Ben was assigned to various projects during his engagement with Materna.

May 2006 to Oct 2006 **O2** Munich, Germany
O2 was moving from a two server environment with ARS 6.3 and CMDB 1.1 and ARS 5 and a bespoke application to a single ARS 7 and CMDB 2.0 with the Early Availability Program. They are also moving from an HP UX to a Sun Solaris environment.

Ben was responsible for portions of the form, workflow, external scripts and binaries, and data migration from the two servers into the CMDB 7. The CMDB data underwent an inversion of relationships, some class changes, and the required data transformations to conform to the CMDB 2.0 structures. Ben migrated a series of Perl scripts and wrote a replacement for several HP UX binaries.

Platforms: HP UX-11, Sun Solaris 5.8, Oracle 9i and 10g, Apache, Tomcat
Tools: gcc, gdb, Shell scripts, Perl scripts, SQL scripts, Remedy ARS 6.0, 6.3, 7.0 ARS API, JAVA, CMDB 1.1, CMDB 2.0.

Two weeks **Porche** Göppingen, Germany
Ben wrote a security enhancement to a bespoke system to force user password changes and expiry using only native ARS facilities and no AREA plug-in. These were for users with read licenses as well as write licenses and had to work on the Mid-Tier as well as the User tool. The user forms and messages had to be delivered in the user's language. The Password Expiry time, number of historical passwords to maintain, and a password bad list were configurable. A total of some 10 or so forms with workflow were developed to allow a generalised facility, the retention of encrypted password histories, and the GUI forms.

Platforms: Sun Solaris 5.8, Windows Server 2003, Oracle 9i, MS Sql Server
Tools: Remedy ARS 6.3, Init-Form, Mid-Tier

Apr 2005 to Apr 2006 **Siemens Business Services** Munich, Germany
Using Meta-Update, Ben set up a DSO like synchronisation of a heavily modified ITSM 5.6 on ARS 6.0 and ITSM 6.0 on ARS 6.3. Ben also handled the migration of ca. 1.2 M records from a legacy system into the CMDB and set up a user driven import into the CMDB. Ben was also responsible for an AREA Plug-in, coaching other Materna employees, and incorporating Materna's Process Engine into the ITSM suite - a sophisticated enhancement to the OOTB Change Management assignment, configuration, and approval processes.

Siemens SBS is a site licensed Meta-Update customer.

Platforms: Sun Solaris 5.8, Oracle 9i, Apache, Windows 2000 Server, MS Exchange
Tools: gcc, gdb, Shell scripts, Perl scripts, SQL scripts, Remedy ARS 6.0, 6.3, ARS API, AREA Plug-in, Filter API Plug-ins, JAVA.



Software Tool House Inc
www.softwaretoolhouse.com

Feb 2001 to Apr 2001 **Brocade Communication Systems** San Jose, California
Ben was hired to implement and develop a new Help Desk based on the standard Remedy offering but including over 50 Brocade desired customisations, including a web and email interface. Time allocated for the project was **nine weeks**. In addition to the development of the Remedy Forms and Workflow, Ben developed an integration utility using the Remedy ARS API to upload data from Brocade's HR corporate repository into Remedy's People and User forms, upload all the old ticket data including enumerated value changes and one to many field mappings, a complete replacement for the ARS mail reader that handled updates and new tickets from free-form emails, and utilities to transfer data from Remedy to spreadsheets and vice versa. These programs were written using Ben's ARS Meta-Layer which offers configurability in the Remedy data assignments, a dynamic level of messaging, and full reporting of Remedy API errors.

"I've been through a few of these Help Desk implementations and you were the best and the fastest I've ever seen." - The Help Desk manager.

Platforms: Windows NT, Sun Solaris, Apache, Oracle

Tools: gcc, Gdb, Shell scripts, Remedy, ARS API, ARWeb, HekpDesk, HTML, Tomcat, Java,

Dec 2000 1 wk **Elorasoft , Inc** Santa Clara, California
Ben was hired to integrate Remedy ARS into a new Java servlet application demo for Elorasoft's bid on the IWR project for Brocade Communication Systems. Total time: One week for a web application that allowed logins to and could read, query, and update Remedy ARS forms. Elorasoft garnered the business with this quick and successful demo. Ben's Remedy API Meta-Layer allowed the development to be completed in the short time given.

Platforms: Sun Solaris

Tools: Gnu C, GDB, Shell scripts, Remedy, ARS API, HTML, Tomcat, Java, Apache, Remedy CRM

Nov 00 to Jan 01 **K-Par Systems** Bristol UK, remote
Ben was hired to fix customer problems with the K-Par software. That software comprises device drivers, file systems, and network servers on both NT and Unix for Optical Disc drive and Jukebox devices. Ben quickly became productive on the code fixing long-standing customer problems within the drivers as well as the NT controlling GUI.

Platforms: Windows NT, Sun Solaris

Tools: MS Visual C++, MFC, Gnu C, NT DDK, multi-threaded GUI tasks.

Jun 00 to Jul 00 **IBM Canada Limited** Calgary, Alberta
Ben was hired to learn the Tivoli Policy Director (PD) product to assist IBM's customer by encapsulating the PD Authentication API and to write an NT single point of authentication.

Platforms: Windows NT, Web Security, Tivoli Policy Director, IBM SecureWay

Tools: MS Visual C++, MFC, GINA

Jan 98 to Apr 00 **Beta Systems Canada Limited** Peterborough, UK
Ben was hired to enhance the Distribution Component (DM) of the HARBOR product. To that end, Ben was sent to Pearl Assurance, a large UK assurance firm, to assist them with HARBOR / DM and to learn what enhancements a large DM customer needed. Based on that consultancy, Pearl outsourced the management of HARBOR to Beta Systems UK, and the contract has grown to include two full time staff. Work included assisting in Y2K readiness, running and using many tools on MVS.

Platforms: NetWare, PC (Windows 3.11, NT Server, OS/2, NetWare 3.x, 4.x, OS/390 (MVS)

Tools: MS Visual C++, Visual Basic, MS-Excel, HARBOR, REXX, Clist, JCL, OPCC

Sept 98, Jan 99, Jun 99 **Telus, ism-bc Limited** Calgary, Vancouver, remote
Ben wrote a Remedy bridge from a VAX order entry system, linked with MQ Series, to a still developing ARS system. The initial code was delivered in six weeks and allowed the VAX transaction formats, and Remedy schema and field assignments to be changed without changing code. The technical project leader declared, "It was a miracle". Ben's meta-layer was used. It implicitly allows incoming transactions' Remedy field assignments to be changed and both incoming and outgoing transaction layouts to be changed through configuration files. In addition, it offers dynamic production tracing that allows transactions to be rerun when data errors needed correcting.

Tools: Gnu C++ (GCC, GDB) and all Unix tools, MQ Series, Remedy, Remedy API

Sep 97 to May 98 **University of Calgary** Calgary
Continuing Education Instructor: Introduction to Programming and Visual Basic 5.



Software Tool House Inc
www.softwaretoolhouse.com

Aug 95 to Dec 97 **SHL Systemhouse Ltd** Calgary
SHL outsources Help Desk support. They use the Action Request System from Remedy Corp. Ben's duties included automating Notifications from ARS using an NT based Notifier. This included the Unix based Remedy API code as well as the Notifier server application which issues pages using the IXO/TAP protocol, interfaces to MAPI and various faxing servers. Other tools written include a Sign-Board driver, ACD queue statistics and ad-hoc message applications, generalized Remedy API utility layers, many Remedy API applications and integrations. . Duties included working with telephone switches and providing third level technical support.
Platforms: PC (DOS, Windows 3.11, 95, NT, NT Server), Unix, PBX
Tools: Borland C++, Visual Basic, MS-Access, MS-Excel, MAPI, FTP, HTML, MS-Internet Server
Unix tools: ADB, CGI, Gnu Gcc, Gdb, VI, sh, HTTPD, Remedy API

Jan 92 to Jul 95 **New Era Systems Services Ltd** Calgary
New Era's flagship product, HARBOR, is a backup product linking workstation clients to an MVS server. The HARBOR client runs on many platforms: DOS, Windows, OS/2, NetWare, MAC, UNIXs. It communicates to the MVS host through ETS. ETS supports many protocols including APPC, TCP/IP, HLLAPI, and LAN based protocols, NetBios, IPX, Npipes, Async. In some platforms, notably NetWare, HARBOR code is both a client to MVS and a server to the workstations attached to the NetWare server.

Ben was a large contributor to all areas of the HARBOR code. In addition to a large role in shaping HARBOR and ETS, Ben represented the company well on a trip to a customer site. Based on that trip, New Era began shifting more focus on the NetWare product.

A summary of my contribution to, and experience at, New Era (in buzzwords):

Designed, wrote, modified, tested, and debugged: sophisticated, operating system and network protocol layer C code, in a variety of multitasking platforms. Ported SMSSRVR.NLM and HARBOR.NLM to the NetWare platform; NetWare SMS, NLM, IPX protocol driver experience; wrote OS/2, NLM generalized shared memory code; NetWare server debugging experience; designed and implemented DLLs in 640K DOS; TCP/IP protocol experience; designed a generalized string facility to correct flaws in the MS C compiler and allow for language changes without code changes; designed and implemented a Windows NetWare Installation product.

Platforms: NLM (NetWare 3.11+, 4.1), OS/2, DOS, Windows
Tools: M/S C, WATCOM C, Visual C++, Visual Basic, RT Link, NLM platform tools, debugging, OS/2, Windows, Vermont Views, Visual Basic

Nov 90 to Feb 92 **Foothills Hospital** Calgary
Developed formal requirements, designed, developed, and implemented RADLINK, the RADCOM OSCAR interface. Involved understanding the RADCOM product, a 6 million line VMS Radiology order and text entry application, and OSCAR, an MVS CICS like system. Also involved getting the various parties together (Doctors, Radiologists, IP staff), defining, and signing off the requirements.

Platforms: VAX VMS, PC DOS, IBM MVS
Tools: VMS Data Dictionary, BASIC, COBOL; MVS COBOL, VAX, PC Assemblers, C, HLLAPI

Aug 89 to Feb 90 **JDA Software Services, Limited** Calgary
Created PC Connect. PC Connect is a data entry application that allows a courier company to place a PC at the shipping department of a volume customer. PC Connect is an extension of Customer Connect, a Courier Industry Billing, Tracking, Application running on an IBM AS/400. Ben was called in when the idea was just conceived and was responsible for all phases of this development. This included talking to the courier company that came up the idea, writing the user requirements, design, internal design, test, implementation at the client's end user, turnover to JDA. The end user was a burly forklift driver with a box to weigh and a keyboard to say hello with.
Tools: PC: Paradox, Pascal and assembler to talk to an RS-232 weight scale. AS/400: RPG.

Sep 88 to Aug 89 **North Canadian Oils, Limited** Calgary
Designed, developed, and implemented MAGI - Maximum Access to Geological Information. Complex database application including the user structuring of tables dealing with ERCB data written in Paradox and a bit of Pascal. Handled a 6 million record database. Allowed compound, complex, multitable queries using user structured data.

"MAGI is a jewel.", "Still no commercial product available that does what MAGI does." - Peter Jones.

Tools: Surfer, mapping transformations, Paradox, VMS, Pascal



Software Tool House Inc
www.softwaretoolhouse.com

Aug 83 to Sep 84 **Cascade Group/Sovereign Insurance** Senior Systems Consultant
Duties included: CICS, MVS "systems programming" solving CICS, VTAM problems in converting to ITT 9000 terminal controllers, InterTest recommendation, installation, and training, CICS application development support. PC Ombudsman. Writing APL data conversion utilities.

Aug 81 to Sep 82 **Petro-Canada Limited** Systems Programmer
Duties: CICS "systems programming", assembler interface of CICS with a billing system.

Mar 77 to Aug 81 **The Bank of Montreal** Software Programmer
Designed and implemented solutions within Bank modified CICS; implemented a new database system, a DEC BASIC source code reformatter, a non-terminal associated transaction processor, a new trace control program and operator command, and a mechanism generalizing syntax checking for any syntactical convention; conducted staff education; performed vendor software evaluation.
Tested implementation of software solutions, developed test aid tools, assisted in design and development of software solutions, acted as a member of the Software Review Board, was a member of the data centre migration team (JES 2 to 3 conversion).

Platform: IBM MVS, JES 2, JES 3; DEC PDP 11, RSTS.

Tools: IBM Assembler, PL/1, Clists, JCL; DEC Macro, BASIC

Nov 78 to Mar 80 **Computer Institute of Canada** Programming Instructor
Developed and taught a complete commercial programming course.



Experience Summary

Ben Chernys

Updated
2020-Jan-10

Summary	c++ expert, Remedy ARS expert, ITSM expert. ITSM Data Migration service. Years of uninterrupted, multi-threaded software development experience. Attention to detail. Reputation for bug free flexible deliverables and exceptional "Problem Ownership". Well received speaker. Solid design skills. Exemplary documentation. Mentor and trainer.	
Languages	English: fluent	French: can work
OS	Windows, Linux, Solaris, OS/390, NetWare, VMS, VMware ESXi, others, CICS	German: can read, participate in discussions
Programming Languages, Tools and APIs	Windows	c++, VC, MFC, Java, VB, Delphi, Pascal, Assembler
	Linux, UNIX	c++, process, daemons, UI apps, Shell scripts, Perl scripts, Valgrind
	z/OS	Assembler, c, Valgrind, CICS, Rexx, Clists, ISPF Panels, JCL, PL/1, COBOL
	NetWare	c, c++, NLM servers, applications, SNA, IP, IPX drivers, ports
	VMS	Macro Assembler, c, Basic
Network Protocols	TCP/IP, SNA, Asynch, IPX, SPX, Named Pipes, NetBios, Unix message queue, IBM MQ Series, Open SSL, SOAP, REST, Json.	
Databases	Oracle on Sun Solaris, Linux, Windows, MS SQL Server; SQL procs.	
Project Types	ServiceNow	Extensive experience with the ServiceNow REST API. Foundation and CMDB data migrations from BMC Remedy.
	BMC Remedy	Extensive experience writing and enhancing bespoke apps, workflow and web services development, implementations, training, Plug-Ins.
	Action Request System	ITSM Suite out-of-the-box implementations, customizations, upgrades, integrations including CMDB, LDAP integrations and authentications, Web servers. ITSM data migrations from Clarify, bespoke, old ITSMs.
	ITSM 1805 through ARS 2 experience.	Requirements, Architecture, Design workshops and docs.
	DSO, AI, API	API applications, architecture, development, integrations, real-time transaction bridges, data migrations, products, utilities, software auditing, training. Plug-In development.
	ITSM 9.1, 7.6.04, 7.x, 6.0, 5.6, CMDB 1.1, 2.0	Extensive experience implementing and customizing the CMDB and all modules of ITSM since its inception in release 4 through 9.1.
	Meta-Update	Meta-Update – A generalized Remedy ETL tool. Provides a data scripting facility yielding an order of magnitude development time savings. Simplifies ARS development, allowing an Administrator with no programming skills to implement sophisticated batch data operations. All with no touches to the OOTB Remedy app. Provides data upgrade path from anything into the ITSM or ServiceNow.
	Meta-Archive	Meta-Archive – the only configurable ITSM data Archiving solution. Fixed-price migration references on request.
	Drivers	Platform independent protocol drivers for IP, IPX, device drivers for RS 232 devices; optical media device drivers; platform independent OS services such as semaphores, global shared memory.
	Databases	ERCB query apps, Generalized SQL and DB knowledge and familiarity.
	Web sites	Content, layout, maintenance, marketing, database support
	GUIs	Windows MFC and VB applications
	Code	Solidifying, absorbing, Changing masses of code
	Teaching	ARS Training, Academic c++, VB, programming courses
	Testing	Test strategies, writing test specs, performing tests, writing test utilities
Industries	Banking, Insurance, Oil & Gas, Medical, Manufacturing, Education, Software, Call Centre Outsourcing, Government, IP services, Telecommunications.	
Countries and cities	Canada:	Montreal, Yellowknife, Calgary, Vancouver, Toronto
	U.S.A.:	Portland, Atlanta, New Jersey, Indianapolis, San Jose, Sacramento
	U.K.:	Exeter, Watford, London, Peterborough
	Germany:	Düsseldorf, Munich, Göppingen, Hamburg, Berlin
	Australia	Sydney
	New Zealand	Auckland
	India	Bangalore



Software Tool House Inc
www.softwaretoolhouse.com

[Welserstrasse 1 München D-81373](#)

[+49 \(089\) 982 47 935](#)

Ben.Chernys@softwaretoolhouse.com

Sweden

Gothenburg