Software Tool House Inc
www.softwaretoolhouse.com

Curriculum Vitae
Ben Chernys

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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 as an Enterprise Architect. 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 bespoke apps. He knows ITIL, ITSM, ITOM.

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.

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 was 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-Databot was created to automate this requirement. With Meta-Databot, 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 that 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 need 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)

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

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 ob 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

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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 7and 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.

Nov 2004 to Feb 2005   **Column IT   Sungard Trading Systems**   Jersey City, USA

Ben was hired to implement an out-of-the-box ARS ITSM Suite installation comprising Help Desk, Change Management, Asset Management, SLA, Flashboards, the Email engine, and the Mid Tier. The primary ARS client was through a web browser and the mid tier.

The project included: Authentication and Integration with the MS Active Directory LDAP server, using the standard ARS plug-ins; Using the ARS Email engine with MS Exchange to raise tickets with free-form text emails; Several new forms and "mini apps"; Various customisations to the Help Desk forms; Many client meetings to educate, to derive requirements and configuration values, and a project plan; Coaching a new Column IT employee. Installing mid-tier 6.3

Platforms: Sun Solaris 5.8, Oracle 9i, Apache, Windows 2000 Server, MS Exchange
Tools: gcc, gdb, Shell scripts, Perl scripts, Remedy ARS 6.1, ARS API, ARS LDAP AREA Plug-in, LDAP ARDBC Plug-In, Authentication, Vendor forms integration. ARS Mid-Tier 6.1, 6.3; Apache, JSP, JAVA, Alert Tool.

Aug 2004 to Oct 2004   **Remedy UK: UBS Investment Bank**   London, UK

Remedy, on winning a high profile, large, multi-application, many Linux server, contract, hired Ben to implement the ARS External Authorisation (AREA) Plug-in that implemented their client's (UBS) in-house SOAP based authorisation scheme. The Mid-Tier user would sign on to any UBS Web app once, and the Mid-Tier would authenticate based on that single sign on (SSO).

The Plug-in was built with a high degree of flexibility so that UBS could design and change the relationship between their security model and that of ARS.

Platforms: Redhat Linux, Windows XP, Sun Solaris.
Tools: gcc, gdb, Shell scripts, Perl scripts, Remedy ARS 6.1, ARS API, ARS AREA Plug-ins, SOAP, Authentication, gSoap, OpenSSL, XML.

Oct 2008, 2006, 2003, 2002   **UK R.U.G.**   London, UK

Ben gave a presentation of Meta-Update to the R.U.G. PowerPoint presentations.

Jan 2002 to Aug 2004   **Cable & Wireless plc**   Munich, Germany

Cable & Wireless is global provider of secure Internet connectivity services. Ben was originally hired to merge two independently developed, custom Remedy Help Desk systems into one common system. This included separate Customer and technical data structures, a different human language, different platforms and databases: completely different ticketing systems.   It also included a daily automatic syncing of underlying customer databases.

Ben solved business problems in all their Remedy ARS applications, usually on an urgent basis with impossible timelines. Ben developed complex imports, exports, batch applications, Remedy applications, Remedy workflow and forms. Ben led peer informational talks, emergency management talks, motivational talks, and became lead architect for a group of four ARS developers.

Finally, Ben was tasked to Architect and develop a generalised Order Management / Provisioning Tasking application replacing one built with 4 man-years of effort in a matter of months. Using Meta-Update, Ben achieved something not done before in Remedy's Action Request System: the ability to configure and then dynamically control the generation and population of records based on data in an object's previously included record set.

Platforms: Windows NT, Sun Solaris, Redhat Linux
Tools: gcc, gdb, Shell scripts, Perl scripts, Remedy ARS 4.5, 5.1, ARS API, SOAP, AREA, Plug-ins, NetCool, HP Openview, Oracle, Oracle SQL, BMC Patrol, ripmime, Siebel, Arbor

Dec 2001   **Midwest ISO**   Indianapolis, Indiana

Ben was hired for a two-day "question and answer" session on the Remedy API. Instead, using Meta-Update and Meta-Extract, two of Ben's products, a proof of concept transactional Bridge between Remedy and an external Clarify application was built. The company's original plan was to hire three API programmers for one month and do the Java bit themselves. They saved the cost of the consulting – about $60,000 - and implemented a full time 24x7 Bridge in short order.

Midwest ISO is a Meta-Update, Meta-Extract customer.

Platforms: Windows NT
Tools: Remedy ARS, ARS API, Remedy HPD, Java, Clarify

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.

| 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

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.

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Ben.Chernys@softwaretoolhouse.com

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 **German**: can read, participate in discussions
OS	Windows, Linux, Solaris, OS/390, NetWare, VMS, VMware ESXi, others, CICS

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. Requirements, Architecture, Design workshops and docs.
	ITSM 1805 through ARS 2 experience.	
	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

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