

## Contact

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(LinkedIn)

[www.merselbeheer.com](http://www.merselbeheer.com)  
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[www.govfactory.nl/](http://www.govfactory.nl/) (Company)  
[nl.itsmportal.net/goto/thema/59.xml](http://nl.itsmportal.net/goto/thema/59.xml)  
(Other)

## Top Skills

Agile Project Management

Government

ISAE 3402

# Rob Mersel

Projectmanager at Ministry of Security and Justice | Director  
GOV.Factory

Rotterdam, South Holland, Netherlands

## Summary

Dr. ir. Rob Mersel (1966) studied technical informatics at Delft University of Technology. After achieving his engineering degree, he performed his doctoral research in information systems management at the same university. Since 1992, he is active in both major and small, profit and not-for-profit, organisations in the assessment, implementing and managing of information systems management. He has performed the roles of service manager, process manager and project manager.

These days, he is involved primarily with the alignment between People, Process and Technology. In particular with implementing transitions in IT service management organisations and implementing information systems. At present his main attention is on implementing the Hybrid Cloud and the challenges of combining traditional service and project management with the Scaled Agile Framework principles.

Personal: Creative solutions by application of theoretical models in practical situations. Co-ordination, management and consultancy, training and coaching of Information Systems Management (ISM)-teams.

Method: CobiT, COSO-ERM, SAS70/SAS78, ISAE3402, NEN7510 (ISO27000 series for Dutch healthcare), SIAM, BiSL, ASL, ITIL, TMAP, MSP, PRINCE2, Agile/Scrum

Software: Office, Mavim, SQL, HTML, Javascript, ASPX, C#, C, Python

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## Experience

Independent Business Consultancy Network

Director

September 2011 - Present (13 years 5 months)

Alphen aan den Rijn, The Netherlands

## Mersel Beheer Advies en Management

Owner

February 2010 - Present (15 years)

## Ministry of Security and Justice

Project Manager

November 2022 - December 2024 (2 years 2 months)

The Hague, South Holland, Netherlands

Implementing Identification, Authentication and Authorisation systems

## Gemeente Tilburg

Project Manager Upgrade DTAP environment

January 2022 - October 2022 (10 months)

Tilburg, North Brabant, Netherlands

## Zilveren Kruis

IT Project Manager

April 2019 - December 2021 (2 years 9 months)

Apeldoorn en omgeving, Nederland

## Achmea

Projectmanager IT Infrastructure

April 2018 - December 2021 (3 years 9 months)

Apeldoorn

## Gemeente Hengelo

Project leader interface SquitXO and Microsoft Dynamics CRM

January 2018 - August 2018 (8 months)

Hengelo

## Netherlands Court of Audit

Information Technology Consultant

October 2017 - December 2017 (3 months)

Den Haag en omgeving, Nederland

## Municipality of Amstelveen

Project leader interfacing Case Based Working

May 2016 - March 2017 (11 months)

Amstelveen

## Gemeente Tilburg

## Implementation Coordinator DTAP environment

May 2014 - March 2016 (1 year 11 months)

Tilburg Area, Netherlands

Design and implementation of the Services Catalogue, Service Management Processes, Organisational embedding and supporting Tooling for the IT-infrastructure for Development, Testing, Acceptance and Production

## NOVI

Part-time lecturer Process Governance, Information Management and Policy

2004 - May 2015 (11 years)

Utrecht Area, Netherlands

## Marval Benelux

Service Manager

July 2013 - January 2014 (7 months)

## Diakonessenhuis

Security Officer and Project Leader NEN7510 (ISO27000 adaptation)

2011 - August 2013 (2 years)

Utrecht Area, Netherlands

## Erasmus University Rotterdam

Part-time lecturer Accounting, Auditing en Control

September 2007 - August 2013 (6 years)

Rotterdam

## Datacenter Services

Implementation of SAS70 and ISAE3402 compliant service 'on-line backup

October 2010 - May 2013 (2 years 8 months)

Leusden

## Hilversum municipality

Process analyst implementation Case Based Working and BiSL

August 2010 - November 2011 (1 year 4 months)

Hilversum, The Netherlands

At ICTU the programme "GovUnited" aims to implement a SaaS solution for 'Case Based Working'. This solution is implemented using the application "TripleC". Case-based work is aimed at the realization of the e-government objectives in The Netherlands. The services provided by municipalities to

citizens and businesses as much as possible web-based. This leads to better efficiency and quality for all concerned. The municipality of Hilversum is among the leaders in implementing this SaaS solution. The introduction of the General Provisions Environmental Law (Wabo) is an important factor in the implementation of the Case Based solution.

#### ICTU and Teylingen municipality

Process analyst implementation Case Based Working and BiSL

February 2010 - July 2010 (6 months)

Teylingen municipality

At ICTU the programme 'GovUnited' aims to implement a SaaS solution for 'Case Based Working'. This solution is implemented using the application "TripleC". Case-based Working is aimed at the realization of the e-government objectives in The Netherlands. The services provided by municipalities to citizens and businesses as much as possible web-based. This leads to better efficiency and quality for all concerned. The municipality of Teylingen is among the leaders in implementing this SaaS solution. Using a SaaS solution requires the implementation of adequate information management to maintain control over the application.

#### EXIN

Examiner 'Exploitation of information systems' and 'IT Service Management'

1994 - 2010 (16 years)

#### Steenbok Adviesgroep bv

Senior Consultant

August 2003 - December 2009 (6 years 5 months)

#### Schuuring

Information analyst NOC

July 2009 - September 2009 (3 months)

#### Spaarne Ziekenhuis

Consultant data migration

September 2008 - June 2009 (10 months)

#### Stichting BKR

Auditor acceptance and consultant performance contract

January 2008 - September 2008 (9 months)

ANWB Reizen BV  
Service manager  
October 2007 - June 2008 (9 months)

ANWB  
1 year 10 months  
Consultant IT-Strategy  
February 2006 - November 2007 (1 year 10 months)

Consultant Outsourcing and project leader IT-management and  
Infrastructure  
September 2006 - September 2007 (1 year 1 month)

Project leader Contract Office, Supplier and License Management  
February 2006 - September 2007 (1 year 8 months)

HTM  
Programme change and quality manager OV-Chipkaart  
August 2004 - September 2006 (2 years 2 months)

Haagse hogeschool  
Project leader IS implementation  
January 2005 - January 2006 (1 year 1 month)

ANWB Reizen BV  
Consultant IT-management and developer website  
January 2004 - October 2004 (10 months)

Hogeschool INHOLLAND  
Lecturer IT management  
September 2003 - December 2003 (4 months)

De Nederlandsche Bank / Dutch Central Bank  
Consultant application management  
July 2003 - December 2003 (6 months)

Volker Stevin Rail & Traffic  
Coach team leader Servicedesk  
November 2003 - November 2003 (1 month)

VGZ

Consultant IT-management IBM p690  
August 2003 - October 2003 (3 months)

Inter Access  
Senior consultant  
1999 - August 2003 (4 years)

InterProm  
Senior consultant  
April 1997 - August 2003 (6 years 5 months)

Holland Media Groep  
Web developer HP Service Desk 4.5  
April 2003 - May 2003 (2 months)

KLM  
Consultant TCO application management  
September 2002 - March 2003 (7 months)

Delta Energie  
Trainer ITIL Foundation  
December 2002 - January 2003 (2 months)

KLM Software Services  
Consultant financial process management  
September 2002 - October 2002 (2 months)

Port of Rotterdam  
Consultant reorganization IT-management  
April 2002 - July 2002 (4 months)

ING  
Auditor IT-management  
May 2002 - June 2002 (2 months)

KPN  
1 year 9 months  
Team leader change management Datacenter  
October 2000 - March 2002 (1 year 6 months)

Auditor IT-management Datacenter

July 2000 - October 2000 (4 months)

ALcontrol Food & Water

Auditor IT-management

July 2001 - July 2001 (1 month)

GlaxoWellcome

Consultant process documentation IT-department

June 2000 - September 2000 (4 months)

Gasunie

Auditor functional IS management SAP R/3

January 2000 - February 2000 (2 months)

ISS Nederland

Team leader millennium migration

August 1999 - January 2000 (6 months)

Rabobank ICT

Auditor IT-management NEWS

July 1999 - September 1999 (3 months)

ABN AMRO Bank N.V.

2 years 3 months

Consultant IT service level agreements

May 1999 - June 1999 (2 months)

Consultant IT cost management

May 1999 - June 1999 (2 months)

Consultant End-to-End service organization dealing-room

April 1997 - May 1999 (2 years 2 months)

Consultant procedures HP Openview/ITO

April 1997 - May 1997 (2 months)

BSO/Origin

1 year 7 months

Technical specialist

November 1995 - April 1997 (1 year 6 months)

Zoetermeer, South Holland, Netherlands

Consultant application management Software Development Center  
October 1995 - April 1996 (7 months)

Unisource Business Networks  
11 months

Consultant software selection  
September 1996 - March 1997 (7 months)

Consultant work-flow management  
May 1996 - August 1996 (4 months)

Delft University of Technology  
Ph.D. research assistant  
1991 - 1995 (4 years)  
Delft, South Holland, Netherlands

Hogeschool voor Economische Studies Rotterdam  
Lecturer Databases  
1991 - 1992 (1 year)  
Rotterdam, South Holland, Netherlands

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## Education

Delft University of Technology  
Dr, Information Systems Management, Information Systems  
Management · (1992 - 1996)

EXIN  
Agile Scrum Foundation · (2016 - 2016)

EXIN  
PRINCE2 Foundation, PRINCE2 Foundation · (2002 - 2002)

EXIN  
ITIL Foundation, ITIL Foundation · (2001 - 2001)

Delft University of Technology  
Ir, Informatics, Informatics · (1985 - 1992)