

PERSONAL DETAILS

Name Francis Kwabena Boachie
Home Address 51 Little Legon University of Ghana Accra
Telephone Home +233(0)202040177 Mobile: +233 (0) 207338457
Date of Birth 14th September, 1965
Marital Status Married with five Children
Education PhD Development Student (KNUST now writing thesis)
MBA University of Wales – UK /Robert Kennedy College (Zürich) –Switzerland
M.Sc. Information Engineering – City University, Now City, University of London UK
B.Sc (Hons) Electrical/Electronic Engineering KNUST-Kumasi (Ghana)

KEY SKILLS AND COMPETENCIES

- Technical Specialist in IP and Data Networks,
- Design and Development of High Level and Low-Level Information and communication systems consultant
- Development and support of different vendor IT platforms and system integration
- Twenty-seven years' experience in IT Support
- Quick at adapting to new roles and understanding of new technologies and 21CN (21st Century IP and Cyber security) capabilities and deployment
- Have strong initiative and believe in innovation as the bedrock of development and competitive differentiation in corporate environment
- Humble and appreciate the values of teamwork, encouragement, and empathy in the corporate environment.
- Management of ICT and IT services and delivery including providing policy, auditing and strategy formulation, implementation, and consultancy service to medium and corporate institutions in UK and Ghana
- Has had ten years security clearance in the UK working for Department of Defence project.
- Excellent team player and consistently display professionalism, integrity, and a committed attitude towards my work
- Have strong written and verbal communication and interpersonal skills and able to motivate teams to produce quality materials within tight deadlines and simultaneously manage several projects
- Have a wide appreciations of leadership impact on IT development, services and deployment

INVOLVEMENT IN SOME NATIONAL ASSIGNMENTS**Chairman of UGMC ICT Steering Committee - 2022 Spetember till date.**

- As Chairman, I provide the leadership in supporting the policies and procedures to prevail for the IT team to help UGMC attain its vision of being distinguished for world class Health Care, Training and Research using appropriate technological solutions,
- I have been leading the team to facilitate the achievement of consensus on ICT priorities and trade-offs. and provide a continuous basis for ensuring the alignment of ICT projects at the Centre with its business goals as enshrined in its Strategic Plan

Member of the Governing Board of Ghana-India Kofi Annan Centre of Excellence in ICT (AITI-KACE - 2022 February till date.

- As a member of the board, I work with others to steer the affairs of KACE by shaping the IT management team of the Institute by providing oversight support to key activities to the Management team of the institution.
- I also working with other board members on the finance and audit committee of the board to provide leadership and financial strategy in support of the operation of the Institute to improve the overall performance.

Member of the Governing Council of Holy Child College of Education Takoradi - 2019 October till May, 2021.

- As a member of the Council, I played the lead role in shaping the IT management team of the College by providing oversight support to the Principal and his team of management in making an effective and efficient use of IT in the overall management activities of the institution.
- I also worked with other members on the finance committee of the council to provide leadership and financial strategy in support of the operation of the college.
- I was a panel member in the recruitment interview session for a substantive Principal for the College

Member of the Oversight Committee of the E-Justice Project at the Judicial Service - 2019 October till date.

- As a member of the oversight committee, I have been providing high level technical guidance to the Technical Working Group to ensure the operationalisation of the court systems (CMS) for the customer relationship management (CRM) online platform which is a joint project of the World Bank and the Ministry of Communication based on systems and application products (SAP).
- I have been one of the key IT consultants working on the side of the Judicial service to engage with the consultants from EOH to provide a stable, secure, and scalable platform for use by the Judicial service of Ghana

I have worked with the IT team to ensure a more robust Data Centre with the required security protection and secure socket layer (SSL) applications to the ERP platform that has been developed for the project.

Task Force for the implementation of e-Justice Project (Judicial Service of Ghana) November 2010 to September 2019

As a member of the task force of this (e-Justice project), I provided technical expertise and leadership to guide the processes of collaborating with different consultants working on the project in line with World Bank standards. This includes IP connectivity, security and reliability with respect to the e-Government national project to link with the e-Justice design.

Providing IT consultancy and leadership in the evaluation of technical solutions for the 54 Court systems for the Judicial Service of Ghana.

- Worked with senior management and staff of the Judiciary in formulating strategies, change management and policies on how the project could be delivered to meet the judicial systems of the country for sustainability and support.

One of two Consultants who worked with the IT sub Committee of the Board of ADB on Cybersecurity Implementation and IT support – 2018 December till date.

- As the key Technical consultant on the IT infrastructure and deployment for the Cybersecurity for ADB in line with the Bank of Ghana's directive, I provided high level expertise to guide the vendor's selection, devices for use and the provision of alternative solutions to ensure the aim is achieved.
- I provided technical advice and support for the board's sub-committee on IT to achieve value for money and good return on investment for ADB
- I reviewed proposals from the vendors to ensure it is in line with the directive from the Bank of Ghana
- I advised the board on IT structure, staffing and professional development to manage the IT

The Judicial Service Automation Committee (Judicial Service of Ghana) November 2010 to 2019

- As a member of this committee, I provided technical expertise, consultancy, and leadership to guide the processes of evaluating the different options available for the Judicial Service to automate their court systems to allow for efficient and reliable services to the country. I worked with the IT staff and senior Appeal Court Judges and the Chief Justice of the service and provided well-structured different scenarios to help realise what they want to achieve.
- I also worked with others in formulating strategies to help with the external vendor services support, change management and policies and how the Court automation project could be delivered and sustained for the Judicial systems of the country
- Worked on the court automation of Land court documents in the digitization of all records.

National Digital Broadcasting Migration Technical Committee (NDBMTC) January to August 2010

- As a member of the technical sub-committee of the above ((NDBMTC), I provided input to the final technical specification to the government of Ghana to aid in migrating the national TV Broadcasting frequencies from Analogue to Digital Broadcasting to help Government benefit from frequency spectrum economics of scale.
- Worked with others to provide policy recommendations to the Government to enable Ghana to achieve a cost effective and timely migration process from analogue to digital Broadcasting so that spectrum re-assignment could take place early enough to bring benefits to the country.

Chairman for part of MiDA's Compact I BID evaluation for Computers (2008 to 2009)

- As a member of the technical sub-committee for the evaluation of Computers during the compact I, I led the team to make a proposal to change MiDA's and World Bank's own guidelines where one company was not to be awarded two lots of the PCs for other regions. This caused the procurement manager from Washington coming to see me in person. At the end of the explanations, he supported our opinion which saved about **\$300, 000** to the government of Ghana in that single decision.
- I led the team to complete the evaluation within a reasonable time with few days remaining.
- I worked with the other panel members to submit timely recommendations to MiDA for that procurement.

Consultancy for the Audit of MiDA's IT infrastructure Systems and Operational Status to the MCA Ghana Compact II Project Development Team. (December 2013 to January 2014)

- I single-handedly consulted, reviewed the IT infrastructure for MCA Ghana Compact II Project Development team and provided recommendation for IT staffing.

- This included the audit, review, redesign, and support for the running of the MCA Ghana Compact II Project Development team requirement for IT services and the required platform.
- Worked with other key stakeholders in MiDA to streamline the operation and support for minimum enterprise architecture to run the offices of the MCA team.

PROFESSIONAL EXPERIENCE**July 2021 University of Ghana Computing Systems****Chief Information Technology Officer**

- Providing overall managerial and technical support leadership to the IT team and ensuring that they are working to serve the University in all aspect of IT applications and mentoring all the Deputy Chief IT Officers to work to standards, policies, and procedure in alignment to the University's vision and goals in the enlarged new IT setup of University of Ghana Computing Systems.
- Providing overall vision and direction of IT Systems, Data Centre operations, Networks and Telecommunication platform for the University of Ghana as well as doing all the other activities as may be directed by the Pro VC, Registrar and the VC.
- Providing enhanced strategy of the unit to serve the University for the 21st century needs.

July 2013 to date University of Ghana Teaching Hospital Project Implementation Unit.**IT Specialist/Consultant**

- I Provided an intermediary consulting services/advise for the Project Implementation Unit (PIU) to the Israeli team for the IT systems deployment for **this \$217 Million US dollar state of the art teaching Hospital**
- I managed correspondences and reviewed designs with respect to the Telephony Systems, IP layers design, switching, server platform, storage, and provision of internet to site as well as advising on the enterprise resource management systems for the teaching hospital.
- I provided inputs to the design and build of the Data Centre, LAN and MAN of the hospital complex including the fibre optic design for the buildings
- I ensured the provision of the right mix of security and firewall installations
- I interfaced the main IT unit of University group and PIU with the contractor on suitable platform selection for the hospital complex including an in-house solution for Mobile communication services.
- Was the IT specialist on the Project Management Team of the ministry of Health.

June 2013 to 2015 University of Ghana ICT Based Distance Education Project (Phase II).**IT Team Lead for Cloud Computing Support**

- Provided a lead role in ensuring that the deliverables within the project are delivered to specification **for this \$37 Million US dollar project** with respect to Cloud Infrastructure and fibre back bone extension work to UG's network at the Data Centre.
- Reviewed the WAN design for the fibre connections to the 8 Regional Distance Learning Centres and approving the deployment of the same with smart classroom and video conferencing setups in all of them.
- Managed redesign and issues concerning IT infrastructure and coordinating other activities with other team members.
- Provided the technical and managerial direction for the team under my purview and providing appropriate reports and feedback to senior management.

July 2013 to July, 2021 University of Ghana Computing Systems**Deputy Chief Information Technology Officer (Infrastructure Support)**

- Provided managerial and technical support leadership to the IT Infrastructure team and ensuring that they are secured and in good working conditions and mentoring technical staff to work to standards, policies, and procedure to align to the University's vision and goals in the enlarged new IT setup of University of Ghana Computing Systems.
- Provided overall support for the technical teams of IT Systems, Data Centre operations, Networks and Telecommunication platform for the University of Ghana as well as doing all the other activities as per the activities below from 2008 till July 2013.

January 2008 to July 2013 University of Ghana Legon ICT Directorate**Deputy Director ICT for Infrastructure Support**

- Provided managerial and technical support leadership to the IT Infrastructure and ensuring that they are secured and in good working conditions and mentoring technical staff to work to standards, policies, and procedure to align to the University's vision and goals
- Had overall responsibility for the technical support division of the Directorate – this involved the repairs, maintenance, and operation of the University's ICT infrastructure – server computing systems, telecoms, networking systems, email, internet, and other communication systems
- Managed IT infrastructure projects and provided IT design leadership with the systems, Telecom and Network team to re-align the old UG network into a segmented and well-structured design making it easier for management, operation, and support
- Negotiated with vendors on contracts relating to IT functions, negotiated, and followed up on change management issues relating to systems and solutions and Implement ICT strategic plans, policies, standards, procedures in support of the University's core business
- Provided pseudo-consultancy service for the implementation and deployment of the Chinese assisted ICT Distance Education project to the **tune of eight million dollars** – this involved making sure that the right specifications, standards, and numbers of devices are deployed to the benefit of UG.
- Managed the technical installations and deployment and team of different systems implementation of the project using strategic planning and execution scenarios.

May 2008 to date University of Ghana Legon Computer Engineering Department**Lecturer (Part-time) at Department of Computer Engineering Faculty of Engineering Sciences**

- I lectured two Level 400 courses for the Computer Engineering Department. These were:
- Advanced Computer Systems where computer architecture design and relevant technological advancement in the computing industry is introduced and related to relevant job market and R&D scenarios **2008 to 2021**
- Communication and Control where communication opportunities as abound in the country and elsewhere are introduced as well as the usefulness of control as the bedrock of innovative development in the aeronautics industry and R&D industries across the globe. **2009 to 2011**

March 2001 to September 2007 British Telecommunication plc (OneIT or BTexacT UK)

Senior Professional Engineer

Technical specialist in IP and Design, Development and Consultancy Services in the ICT Centre of Excellence

- Managed and Led Technical development and IT solutions to Governmental and International Financial Institutions to the tune of hundreds of millions of pounds. These included the **Department of Defence National Network design and deployment**, Department for Education and National Health Service for the national network connectivity for surgeries for England, Scotland and Wales and the European Bank of Frankfurt Germany.
- Led a team of engineers, IT designers and integrators to design and deploy the Voice multimedia Internet Protocol (IP) platform for BT across England, Wales and Scotland while interfacing with procurement of relevant IT devices including their installations and support to the tune of a few hundreds of thousands of pounds.
- Worked with diverse teams of consultants and groups of different vendors on major IT designs and implementations across UK and Europe and leading technical teams to design, install and support diverse 21st century networks and applications for VISA National, LLOYDS TSB and London Transport Systems.
- Lead Senior Professional Engineer responsible for the migration of BT's Voice Multimedia Platform Core Network Nation-wide UK
- Responsible for producing designs and ensuring they were consistent with the live networks, provided migration design and plan to roll-out the new platform and provided support to testing, operational and platform teams. All having Country-Wide Network coverage. Each design involved working with vendors and other colleagues to test the end-to-end solution and provide operational support till completion.
- Lead Validation, Verification and Testing Senior Professional Engineer of the New National Health Service (N3 UK) Network Provider deployment of the Business DSL Nationwide and leading the Proof of Concept (PoC) testing and design of Business DSL for N3 community of network as well as supporting operation team to roll-out specific design to end customers

NOVEMBER 1999 TO MARCH 2001**Technical/PC support Consultant (AAB Computers London):**

- Supported Customers for AAB Computers on Networking Platforms (NT & NOVELL)
- Tested CPUs, Memories/Mother boards and Hard Disk Drives for sale and for shipment to manufacturers on faulty ones and dealing with contract issues as well as warranty support and client databases.
- Built Personal Computers and supervising the returns department of the company.
- Liaised with external customers with Computer Support and Customer issues.

NOVEMBER 1998 TO MAY 1999**Technical Staff Liberty Computers UK**

- Built, configured and installed PCs for customers in and around South-East London and international destinations.
- Set up internet connections and e-mail accounts involving configurations and management of access controls within the greater London
- Upgraded PCs memories, hard drives and software(s) and dealing with client support and requests.

AUGUST 1995 TO SEPTEMBER 1998

Computer Systems Engineer - Volta River Authority - Ghana

- Worked as hardware Supervisor in the Management Information Systems department of VRA, working with a team of five technicians and supervising the testing, installation and configuration and allocation of all new Computer equipment purchased by the company and also servicing, supporting and maintaining all computer equipment in excess of 600 PCs (PCs, Laptops/Notebooks, including Printers, Hubs etc), on LANs/WANs across the various locations country-wide (from Bolgatanga, Wa through Sunyani and Kumasi to Takoradi, Prestea, Tema, Akuse, Akosombo and Accra) on Windows, Novell 4.1 and WinNT 3.5/4.0 platforms.
- Was responsible for the Preventative maintenance of all Computing Equipment and liaising with external vendor for computing orders to meet specifications of orders.
- Was responsible for keeping database of all such equipment and dealing directly with vendors with specifications and compliance issues as well as being team member of the company's technical Year Two Thousand issue also known as (Y2K) board.

NOVEMBER 1993 TO AUGUST 1995**Technical Engineer - Valco Tema (Kaiser Aluminium Plant) Ghana**

- Was responsible for reprogramming PROM Chips and fixing faults on Processors attached to smelter pots,
- Installed and configured PCs and Printers on Novell Network while taking back-ups of the Mainframe computer AS400.
- I also gave training to Line supervisors on the use of computers attached to the pot lines for their daily use. Fixing faults on computers and line printers attached to plotlines'

BETWEEN SEPT 1994 AND MARCH 1995

- I had a stint at Ghana Telecom for about two months' part of this was my leave from Valco as Telecommunication Engineer
- I also had a similar stint at Ghana Water and Sewerage Corporation in Cape Coast as Trainee Regional Electrical Engineer for about four months before moving back to Valco.

EDUCATION AND QUALIFICATIONS

University of Wales – UK /Robert Kennedy College–Switzerland (Then partner College) 2008 - 2011
MBA

City University, London/Now City, University of London 1998 – 2000
MSc in Information Engineering

- Core modules: Digital Signal Processing, Computer Architecture and design, Telecommunication Design and Systems, Control Engineering, Software Engineering.

University of Science and Technology now KNUST-Kumasi Ghana 1989 – 1993
BSc (Hons) Electronic and Electrical Engineering

- Awarded Second Class Upper honours degree
- Core Modules: Introduction to Telecommunication, Communication Systems, Signal Processing, Software Engineering/Computer Programming, Mechanics of Machines, Electrical Machines, Control Theory, Electromagnetism, Circuits & Systems, Electronic Systems, Engineering Mathematics and Microprocessors.

CEng Chartered Engineer UK/EC 563926

MIET – Member of the Institution of Engineering and Technology

Member of Ghana Institution of Engineering (Professional member)

SOME RELEVANT COURSES, CONFERENCES AND FELLOWSHIP ATTENDED

- **Registrar's Management seminars (2023 and 2024)**
- Attended the 10th Edition of Digital Transformation Summit, Africa on 24th February **2022**
- Attended Cybersecurity Seminars/workshops in **2022, 2023 and 2024 - Ghana**
- Attended workshop on innovation for profitability with Nutanix – **2023 Accra, Ghana.**
- Attended Continental Conference on Trends and Innovation in Management, Engineering, Science and Humanities – **London UK 2024.**
- **Part of Government Nominee for the 3rd African Telecommunication Union (ATU) Preparatory meeting for the World Telecommunication Assembly (WTSA-20). 27th – 31st of July - 2020**
- **Attended an IDC Regional Webinar: on Africa** Envisioning a Resilient, Cloud based Digital Infrastructure - **14th May 2020 webcast.**
Discussion on the paradigm changes with cloud-based solutions for industries, institutions and corporations were subjected to analysis for the 21 century expectations.
- Attended an HP Enterprise Technology conference **for CIOs/CTOs** in South Africa – Johannesburg **16 -18 October 2019**
HPE Discover More Johannesburg, a conference that brings together our top partners, customers and Hewlett Packard Enterprise with the aim to learn about the newest strategies to help propel business now and into the future. This was a conference for CTOs
- **Presented a paper titled *IT infrastructure required for sustainable Library Services in the 21st Century: – Issues and challenges from a developing country's perspective*** at the 5th IEEE International Symposium on Emerging Trends and Technologies in Libraries and Information Services (**21st – 23rd February 2018 Greater Noida, India**)
- I have attended several technology related conferences in Accra on innovations, IT services delivery and operations over the years **between (2016 -2018).**
- Attended the building of IT capacity through the development of technical leadership and management skills of IT professionals in developing commonwealth countries (**Commonwealth Professional Fellowship UEL - UK, 2015**)
- VMworld 2013 Conference, San Francisco 26th to 30th August 2013
- VMworldEurope2012 Conference, Barcelona, Spain 13th to 18th October 2012.
- Building Scalable Cisco Internetworks (BSCI),
- Implementing MPLS- MPLS by Cisco Systems,
- Implementing Cisco Quality of Service by Global Knowledge
- Introduction to TCP/IP and Network Technologies and TCP/IP and Routing Technologies by Learning Tree International,
- Routing Protocols: OSPF and BGP by GLOBALNET Training,
- Personal and Professional Management Development Programme certificate of achievement by Living Vision Consultants.
- I attended several technical and management courses as part of BT's Management development programme as well as IP engineer in Cisco certifications earning CCNA and others. These were apart from the initial graduate development programme courses run by British Telecommunication for new graduate's management personnel for over a two-year

period. Apart from these I have attended several other professional and personal development programmes and many others all in the view to update my professional and management competencies in the field of IT and Leadership.

- I took and passed two business modules on BT MSc programme run by University of London (February 2006). Obtained grade B for both modules: -
 - Building Successful Business Case Module
 - Telecommunication Business Environment Module

SOME COMMITTEES SERVED ON IN THE PAST THREE YEARS

1. Member of the UG Internship Policy – Chaired by Prof Bawole
2. Member of VCs Classroom Modernisation and actually leading the technical installation and deployment
3. Member of the VCs One Student, One Laptop (1S1L) project coordinating the technical specification and allocation to the students
4. Served on the Senior Management Committee for about two years till July 2024.
5. Member of the POET committee.

PERSONAL PROFILE

I am a friendly and resourceful person with a lot of emotional intelligence appreciations, who welcome the challenge of working to deadlines and group targets. I have excellent inter-personal and social skills and approach problems with a methodical, enthusiastic, and committed attitude. In addition, I am an excellent team player and consistently display a committed attitude towards my work and to customers and stakeholders. And I respect others views but don't shy away to make my views known.

Finally, I am a self-motivated individual with excellent technical, managerial, and analytical skills and I am poised to build on my knowledge and interpersonal skills for business growth and make a difference in the IT, information, and institutional and technological advancement front. I am driven to offer my services for a position, not so I can maintain the status quo but to add to established institutional processes and to lead and transform the same.

REFEREES

(i) Emeritus Prof. Samuel K. Sefa-Dedeh

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(ii) Prof. Quartey

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