



## Bill Goldman

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Bill has more than 20 years of hands-on experience managing IT operational and outsourced service delivery. He joined the DisputeSoft team in 2016 following 14 years of outsource management responsibility at Computer Sciences Corporation (CSC). Bill has intimate familiarity with outsource management best practices, service delivery, managing resources, and compliance with contractual requirements. He has led outsourced project initiatives, including schedules, budget and staffing. Bill's role at DisputeSoft includes evaluating managed service quality and performance to SLA's, analysis of service outages, root cause of system failures and service provider responsibility for disruptions of customer business operations.

Bill's background at CSC consisted of managing outsource engagements at Boeing, Rocketdyne, Pratt & Whitney, Raytheon, Children's Hospital Los Angeles, and Toyota. He began working for CSC in 2000 as a Network Engineering Services Manager for Raytheon, Boeing Satellite Systems, and Children's Hospital Los Angeles, supporting the operation of 60,000 LAN nodes and all network-related projects. Bill's success in this role led him to become the Service Delivery Manager for three separate Boeing sites, where he seamlessly transitioned 700 servers and mainframe to CSC operational responsibility and best practice.

In 2006, Bill worked as CSC's Service Delivery Manager/Account Executive for Pratt & Whitney Rocketdyne. He achieved a high level of customer satisfaction supporting desktop, network, server, and mainframe environments for 3,000 employees engaged in design and engineering within an ITAR-compliant environment.

Bill became the CSC Service Delivery Executive for Toyota Financial Services in 2012 where he managed the onshore and offshore CSC service delivery team which supported 5,000 Toyota employees at Toyota's North American Corporate Headquarters and at 28 remote nationwide locations. He was the direct point-of-accountability for all ongoing daily outsource issues, projects, infrastructure availability, and contractual delivery compliance. Bill and his team consistently met SLA's and additionally created a value-add process to identify imbedded waste, improve efficiencies, and deliver substantial savings and cost avoidance to the customer.

Just prior to joining DisputeSoft, Bill worked as a service improvement Program Manager for multiple CSC IT customers. In this role, he identified and diagnosed program process gaps and implemented action plans to enhance and improve identified service delivery deficiencies.

Prior to his work at CSC, Bill successfully managed corporate IT infrastructure in multinational environments, including Teradata Corporation, Candle Corporation, and TRW Credit Services (now Experian). He has directed the implementation and support of LAN, WAN, MAN, UNIX, and Wintel computing resources, Internet infrastructure, telephone systems, videoconferencing, and applications.

Since joining DisputeSoft, Bill has been involved in a managed services matter, in which he evaluated allegations of an outsourcer's failed implementation and support of a new telephone system installed at a federal Government Sponsored Enterprise (GSE). Bill identified and documented substantial evidence to establish a pattern of poor outsourcer performance via analysis of incident tickets, root cause analysis reports, and other project documents.

## EDUCATION

B.A., *cum laude*, Pepperdine University