

Thorsten Franz

INTERIM IT MANAGEMENT

Advertised as: Interim IT Manager · Head of IT (Interim) · IT Manager on a temporary basis

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• AVAILABLE — DACH, CYPRUS, REMOTE & ON SITE — DIRECT CONTRACT

Running an IT function is not a new role for me

For over fifteen years I took on the head of IT role for mid-sized companies – externally, but in full. Companies with up to 120 employees, up to five engagements in parallel, some clients continuously for more than ten years. There was no internal head of IT to hand anything over to: strategy, budget, operations, service providers, data protection – it all ran through me.

15+

YEARS AS EXTERNAL HEAD
OF IT

up to 120

EMPLOYEES PER COMPANY

up to 5

PARALLEL ENGAGEMENTS

10+

YEARS LONGEST CLIENT
RELATIONSHIP

WHAT AN INTERIM ROLE IS MEASURED BY

ARE OPERATIONS RUNNING?

At an international food retail group, responsible for the IT infrastructure of 14 EU distribution centres – over 99 % availability while three new builds ran in parallel. An outage in one warehouse means a standstill in the supply chain.

WHO LEADS THE PEOPLE?

On the cloud platform of an international retail group, led interdisciplinary teams from compliance and organisation. An interim manager does not restructure the team but stabilises it.

WHAT DOES IT COST?

Budget, schedule and quality responsibility in new-build projects, RFI/RFP processes, bid evaluation, performance review and variation negotiations. I can explain to a managing director why one investment is due now – and why another can wait.

WILL WE HOLD UP IN AN AUDIT?

ISO 27001, BSI C5, GDPR, NIS2. Led the first C5 programme of a cloud organisation with a Big Four auditor, built ISMS and DSMS for several mid-sized companies.

WHAT THAT COVERED IN PRACTICE

STRATEGY

IT roadmap aligned with business planning, investment planning and budget responsibility, make-or-buy, system selection and lifecycle planning

OPERATIONS

Servers, network, workstations, telephony; monitoring, backup and restore testing, patch management, incident resolution, user support – over 99 % availability

SECURITY

Firewalls (Fortinet, Securepoint), VPN and network segmentation, system hardening, endpoint protection (ESET), threat detection (Cynet), MDM, role and permission concepts

APPLICATIONS

ERP and CRM selection, implementation and migration, data modelling, EDI and web shop interfaces, document management, time and production data capture

COMPLIANCE

External data protection officer over eight years, DSMS and ISMS build-out, policy framework, training, audit documentation

SUPPLIERS

Tendering and bid evaluation, contract negotiation and performance review, management of external service providers and building trades

TYPICAL SITUATIONS

SITUATIONS

Vacancy after a resignation – the head of IT has left, the search is under way, day-to-day business is not. Bridging until the position is filled – nothing can be left to slide until then.
A head of IT role for the first time – building the structure the eventual post-holder will take over.
Special situations – setting up a site, carve-out, integration after an acquisition, an acute security or compliance situation.

HOW I GO ABOUT IT

APPROACH

First two weeks: assessment. Systems, contracts, service providers, running projects, open risks, the team. I change nothing that is not on fire.
Then: a prioritised list – agreed with the management, not announced to it.

Ongoing: decide rather than administer, and document why.

At the end: a handover that holds. Your new head of IT should be able to work from day one.

CERTIFICATIONS

CERTIFICATES

Project Manager (IHK, 2018) · Data Protection Officer (TÜV, 2023 · DSC/IHK, 2018) · Data Protection Expertise TTDSG (BvD, 2022) · ITIL4 Foundation

FRAMEWORK

TERMS

Available by arrangement, scope by agreement, duration from three months. DACH region, remote with regular on-site presence. Direct contract as an independent consultant; collaboration with agencies possible.

CONTACT

Describe the situation to me. In a first conversation I will tell you whether I am the right person – and if not, why.

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Full CV, further references and terms on request. Clients are identified in the full CVs and can be named in conversation; this short profile refrains from naming them.