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## OVERVIEW

Scott Godlew has decades of experience with ITSM and Business Service Management software development, testing, deployment, integration, and customization, including solution architecture. Scott's initial career focus was on software product development of network and systems monitoring products for Hewlett-Packard. Scott's latest career focus has been on solution design, planning, development, testing, and delivery of the broader ITSM & BSM product line to manage IT services in large corporate environments. Scott has delivered many successful solutions, assessments, POCs, and demonstrations. His assessment results, proposals, SOWs, solution documentation, and customer presentations are highly praised.

Scott has delivered software solutions that have lived up to intensive performance and long-term operational demands. He has created specialized components and tools that have integrated with HP OpenView (NNM, OM-U/L/W, OVSD), HP Software (BSM/OMi, OM-U/L/W, NNMi), and other commercial products at the API level to achieve highly effective results in the context of large scale enterprise systems. For the problems that have emerged, whether in his own solutions or elements of others, he is an effective troubleshooter, working with team members and support resources as needed to isolate the trouble.

An area of specialization for Scott is Monitoring and Event Management and Automation, where he has developed extensive strategies and techniques for interacting with sophisticated products and computing environments. He has been involved with applying M&EM principles to establish Instrumentation as a Service within the enterprise. He has extensive exposure to process development and improvement generally, as well as in the context of ITIL. He understands the unique concerns of different levels of management across the organization, including IT and lines of business. He has had extensive experience with solution and project planning, going well beyond core product development and deployment to include factors such as training, documentation, organizational touch-points, and more.

Due to Scott's broad background and multiple perspectives on network, systems and application software, he can quickly assimilate and understand the unique factors pertinent to new projects. He is comfortable with the variety of techniques that may be needed to address simple and complex scenarios. He has extensive depth of understanding that goes along with his breadth.

I sometimes provide pastoral care and spiritual companionship as Rev. Scott Godlew, ordained June 7, 2023.

Professional Highlights: [OpenView Development Portfolio](#), [Monitoring & Event Management Reference Model](#)

## TECHNICAL SKILLS

- **Monitoring/Test Automation and ITIL / ITSM – Networks, Systems, and Applications:**
  - Automation Tools and Languages and Other Skills (Site Reliability Engineering, Monitoring)
    - Languages: C/C++, Java, Python, Perl, Linux shell scripting, JavaScript, SQL, HTML, CGI, some Windows/DOS automation, and others
    - Tools: TeamCity, IntelliJ IDEA, PyCharm, VMware (including API), Git/GitHub, Splunk, Jira, Zephyr, Selenium
    - Skills: Trusted Thin Client, ITIL, SELinux, Agile, Extreme Scalability, High Availability, Cross-functional collaboration, Documentation, Training, Proof-of-Concept
  - Hewlett-Packard Software (OpenView, Mercury, Micro Focus)
    - Operations Manager (OM), a.k.a. OpenView Operations (OVO) (Unix, Win).
    - OM SPIs: OS, Database, Exchange, Active Directory, VMware, BaaN, WebLogic.

- BSM (Business Service Management): OMi 10, SiteScope, BPM, BSM Connector.
- HP/OpenView Network Node Manager (NNM, NNMi)
- Operations Orchestration (OO)
- Other
  - ServiceNow - support user
  - Jira, Zephyr, JUnit, Jupiter, Selenium, Jenkins, TeamCity.
  - Splunk, xMatters (AlarmPoint), TelAlert.
  - HP LoadRunner, HP VUGen, and Business Process Monitor (HP BPM)
  - Eclipse Java IDE, Xcode IDE, OM-U/L/W Policy IDE
- **Languages:** C/C++/Objective-C, Java, SQL, Perl, Python, Unix/Windows Shell Scripting, VBScript, JavaScript, HTML, Groovy, Swift, others (dozens over my career; I pick them up easily as needed).
- **Industry Experience:** CyberSecurity, Financial Services (Insurance, Banking, Investment, Accounting), Public Transportation, Education, Manufacturing, Utilities.
- **Operating Systems:** SE/Linux, HP-UX, Solaris, Mac OS X, iOS, MS Windows, VMware, embedded/RT.
- **Databases:** Oracle, MS SQL Server
- **Hardware:** Dell/HP/Sun \*nix Servers, HP/Dell Windows Servers, Mac Pro Server, iPhone, x86, Z80
- **Office Applications:** Microsoft Office (Word, PowerPoint, Excel, Outlook, Visio); Apple office products
- **Project Management Tools:** MSPProject, Git, Version 1, VCS, SCCS
- **Other Tools:** Remedy, Lotus Notes, SSH, Exceed, MSVisualStudio, RDC, VMware Fusion, XCode.

## PROFESSIONAL EXPERIENCE

### Sandia National Laboratories (direct)

July 2023 - Present

#### Computer Software Support Technologist (Q clearance)

- Supporting engineers and software specialists in their use of documentation management tools for the storage of classified documents, drawings, and configurations.
- I help to lead Agile / Scrum stand-up meetings; we use Jira for user stories, epics, and sprints.
- Using ServiceNow for Requests and Incidents, including Universal Requests, Incidents, Request Items, and Service Catalog Tasks.
- Creating automation through Confluence wiki tools and ConfiForms.
- Running jobs in Jenkins

September 2021 - June 2023

#### One Spirit Interfaith Seminary

- Completed Seminary and became an Ordained Interfaith / Interspiritual Minister
- Currently studying to become a Spiritual Director / Companion

#### TEKsystems / transitioned to direct hire with Forcepoint

May / August 2019 - August 2022

#### Consultant (3 mo) and then Direct Hire at Forcepoint, LLC

- My exclusive assignment and then direct hire tenure has been on the Quality Assurance team for the TTC (Trusted Thin Client) product at Forcepoint LLC, creating custom automation of testing using Java, Python, and PERL scripts, UNIX and DOS shell scripts, HTML/CGI scripting, TeamCity, Jenkins, VMware, and other advanced testing automation techniques.

- I help to lead Agile stand-up meetings and sprint planning meetings.
- I was provided and have extensively augmented a custom testing framework that interacts with VMs running the TTC product to automate testing procedures. This is especially challenging in light of the extensive use of SE Linux security features and the complexity of the product to provide a secure environment for intelligence workers to access highly classified information.

## **TEKsystems / State Farm**

**May 2015 - May 2019**

### **Consultant (2 yr) and (remainder) Direct Hire at State Farm**

- My exclusive assignment and direct hire tenure was on the Tier 3 OVO/ESM team and Network Automation team at State Farm, creating custom monitoring/testing scripts based on OVO (OML) templates, PERL and Python scripts, UNIX and DOS shell scripts, HTML/CGI scripting, Splunk, and other advanced monitoring and testing techniques.
- Splunk: used to detect events in monitored systems and software; notifications sent directly to DevOps personnel to resolve incidents quickly; also used to report and search for details for monitoring activity and circumstances surrounding incidents.
- I have been a leader in the adoption of Agile tools and techniques on the teams I am involved with.
- I created an extension of the monitoring framework at State Farm involving advanced configuration of the various OVO leaf servers to forward messages to a MoM (Manager of Managers) to facilitate correlation of OVO events across the entire enterprise.
- I have developed customized monitoring and testing for key business partners that involve complex state-based programming techniques.
- Business partners have been provided with tools to control their monitoring and testing needs, ascertain the current status of the target elements, and to report on outcomes.
- I have made extensive adaptations of the monitoring/testing framework to handle the unique requirements of Disaster Recovery - a DR Control Panel was delivered for R22275.
- Due to my past experience and training with BSM and OMi 10, I have been a key resource for consideration of HP's proposed replacement of OVO with OMi at State Farm.

**Environments:** OML9 (OVO), SiteScope11, and continued use of programming and scripting to fill in the gaps where the products leave opportunities for customization to meet unique customer (e.g. Perl, Unix shell, DOS shell, SQL, HTML, CGI, etc.), including web-app development.

## **The FAIRE Company, LLC**

**May 2014 - May 2015**

### **VP and Principal Engineer**

- Subcontracting to work through HP Channel Partners on BSM projects, including programming and scripting for custom instrumentation to monitor applications and tailored 3<sup>rd</sup> party product integration.
- Contracting to develop iPhone software for unique needs.
- Business Development with partner to open new medical writing opportunities, including web-app development and back-office support.

**Environments:** A broad cross section of the newest HP BTO/BSM product suite (e.g. OMW9, OMU9, OML9, OM SPI's, BSM9, OMi10, BPM, SiteScope11), and continued use of programming and scripting to fill in the gaps where the products leave opportunities for customization to meet unique customer requirements (e.g. Perl, C/C++, Unix shell, DOS shell, VBscript, SQL, Groovy, etc.); XCode IDE for iPhone app development; IT and back-office support for medical writing, including web-app development (Perl, Python, Apache).

## **Melillo Consulting, Inc.**

**March 2011 – May 2014**

### **Senior Consultant and Solution Architect**

- Work with account managers to demonstrate products, propose solutions, define project scope, and estimate effort required to meet customer requirements.

- Deliver consulting services based on the agreed scope of work.
- Develop white papers and other materials to promote Monitoring and Event Management best practices.
- Develop custom elements to fill the gaps left by off-the-shelf products.

**Environments:** A broad cross section of the newest HP BTO/BSM product suite (e.g. OMW9, OMU9, OML9, OM SPI's, BSM9, OMi, BPM, SiteScope11, Operations Orchestration), and continued use of programming and scripting to fill in the gaps where the products leave opportunities for customization to meet unique customer requirements (e.g. Perl, C/C++, Unix shell, DOS shell, VBscript, SQL, Groovy, Splunk, etc.)

### **Ernst & Young, LLP**

**September 2004 – February 2011**

#### **Senior Specialist Software Engineer**

- Assistant Director providing management and technical leadership for Enterprise Systems Management architecture and services for the E&Y internal corporate IT infrastructure.
- Provided technical leadership and assisted in the development and delivery of an Application Instrumentation service, which allowed various application teams to incorporate operational monitoring into their application architectures, and allowed the application-specific monitoring to integrate into the operational support processes of the enterprise, including a global service desk.
- Custom software development using appropriate OVO C/C++ APIs and other tight integration techniques to provide the ability to incorporate custom functions on the OVO platform. Continued use of various scripting technologies (Perl, Unix shell, VBScript, WMI, SQL) for monitoring, reporting, and custom web interface development.

**Environment:** OpenView Operations for Unix (OVO/U 7.x and 8.x) and Windows (OVO/W 7.5 and 8.1); OpenView Internet Services (OVIS 6.2); HP Business Availability Center (BAC 7.5), Business Process Monitor, and SiteScope 9.5; OpenView Service Information Portal (SIP 3.2); OpenView Performance Manager (HPPM 8.2); OpenView Performance Insight (OVPI 5.3); OpenView Transaction Analyzer (OVTA 3.1.1)

### **Godlew Consulting, LLC**

**June 2004 – August 2004**

#### **President & Principal Consultant**

- IT Service & Infrastructure Management consulting based on HP OpenView and related products.

### **International Integrated Solutions, Ltd.**

**August 2001 – June 2004**

#### **Senior Delivery Consultant**

- IT Service & Infrastructure Management consulting based on HP OpenView and related products.
- Clients include major financial, transportation, educational, retail, and energy concerns in and around Manhattan and the New York City Tri-State area.
- Most recent focus on IT Service Management process design, ITIL best practices, and Service Level Management.
- Project management for complex deliverables involving cross-organizational staffing.

**Environments:** broad cross-section of the HP OpenView suite (OV Service Desk, OV Operations, OV Internet Services, OV Service Navigator, OV Service Reporter, OV Service Information Portal, Database Smart Plug-Ins, and more), TelAlert, SiteScope, scripting (Perl, UNIX shell, JavaScript, VBscript, SQL), Java programming, customized web interfaces and reporting to integrate various database and application information sources

**Herman Miller, Inc.****October 1998 – July 2001****IT Service & Infrastructure Management Architect**

- Strategic planning and customization of Hewlett-Packard's OpenView and related tools for the purposes of ensuring service availability within the Herman Miller computing infrastructure.
- Project coordination for personnel from multiple technology and business areas.
- Extensive shell (ksh), C, C++, and Java custom monitoring and reporting development, including integration with IT/Operations using custom templates.
- Focus on HP-UX 10.20 and 11.00 on HP 9000 series 800 servers (V2500, N4000, L2000, K380, D370, etc.).
- In-depth experience with installation, configuration, and instrumentation of Barcode Scanning middleware for RF data entry applications.
- Exposure to BaaN ERP, i2 Rhythm, Oracle, Lotus Domino, Apache, MS IIS, Lucent VitalSuite, Quest, Gentran, MQSeries, ActiveWorks, and other technologies for the purpose of integrated service management.

**Environment:** ITIL, HP OpenView IT/Operations & Network Node Manager, HP OpenView Resource and Performance Management Tools (PerView, MeasureWare, Glance), HP OpenView Smart Plug-Ins for BaaN and Oracle, VantagePoint Internet Services, VP Reporter, VP Service Desk, Event Correlation Services, Telamon's TelAlert notification software

**Hewlett-Packard, NetMetrix Division****September 1997 – October 1998****Engineer/Scientist**

- Worked on new products within the HP OpenView NetMetrix product suite for availability, performance and fault management of networks, systems, and applications in large enterprise environments.

**Environment:** SNMP, Java, C++, RMON, UNIX, WindowsNT, Windows95, KL Group JClass Chart, Symantec Visual Cafe for Java, JDBC, HTML, FrontPage, X-Windows, TCP/IP, ISDN, Ethernet, Token Ring, Cisco NetFlow, etc.

**VitalSigns Software****February 1997 – July 1997****Senior Software Engineer**

- Involved in the development of the Net.Medic product. This product was all about measuring the services offered by ISPs and e-commerce.

**Environment:** Technologies include WindowsNT & Windows95 platforms, Visual C++, RogueWave Threads.h++ and Tools.h++, Windows Sockets, Windows Registry, SourceSafe, Windows GUI

**Hewlett-Packard****June 1984 – January 1997****Software Engineer / Architect****Software Architect – NetMetrix Division** (January 1994 – January 1997)

- Responsible for the Internetwork Response Manager running within the OpenView Integrated Network and Systems Management framework.
- Lead engineer working on all aspects of product development, from definition through maintenance. This product contributed directly to the ability to measure service levels related to availability and response time.

**Environment:** OpenView, SNMP, RMON, TCP/IP, Ethernet, Token Ring, Emanate subagent development, UNIX platform (HP-UX), X-Windows, ClearCase, RogueWave Tools.h++, C++, BSD Sockets, STREAMS, DLPI, HTML, FrontPage

(September 1992 – December 1993 – Educational pursuits)

**Software Engineer – OpenView Software Division** (May 1991 – September 1992)

- Performed research related to knowledge-based systems in the context of network and systems management.
- Collaborated with HP Labs engineers to assist with the application of emerging technologies toward new product plans.
- Required an understanding of the fundamental processes of fault isolation and the detection of trouble within network and systems infrastructures.

**Environment:** C, C++, SmallTalk, Prolog, LISP, expert systems shells, OpenView, UNIX (HP-UX), Model-Based Reasoning

**Software Engineer – Network System Test Division** (June 1984 – May 1991)

- Responsible for a variety of products related to HP data communication protocol analysis instruments.
- Products include knowledge-based control of instruments and automated test suites for field service data communication technicians.
- Software scope ranged from deeply embedded assembly language system programming to high level artificial intelligence development environments.
- Contributed to refinement of product development process methodologies.

**Environment:** SmallTalk, C, C++, embedded systems, assembly language, expert system shell development, virtual memory subsystem, wide variety of LAN and WAN protocols for the purposes of data stream analysis and device testing (TCP/IP, X.25, ISDN, SNA, Bisync, SDLC, LAP-B, RS-232, 802.3, 802.5, 802.2, SNAP, Ethernet, Token Ring, etc.)

## ADDITIONAL PROFESSIONAL WORK

- Member of Vivit and the [OpenView Forum](#). Solid involvement in Michigan local chapter. Assisted in meeting planning and presenting best practices at member meetings.
- Extensive use of web technology for dissemination of documentation and information related to work results and product objectives. Have used [Microsoft FrontPage](#) and [WebGain Visual Cafe for Java](#) as web content and applet development tools.
- Worked as a volunteer in the [Interop95](#) show net. Involved with the assembly, testing, and operation of the network during pre-show staging, and worked in the NOC during the actual show in Las Vegas.

## PROFESSIONAL AFFILIATIONS

- [OVForum](#) - OpenView Forum (a.k.a. [Vivit](#))
- [IEEE](#) - Institute of Electrical and Electronics Engineers
- [ACM](#) – Association for Computing Machinery
- [OSIS](#) - One Spirit Interfaith Seminary: spiritual standards body and ordination sponsor

## EDUCATION

### [One Spirit Interfaith Seminary](#)

September 2021 to June 2023 (full-time-as-programmed)

### **Reverend Scott Godlew (Rev. Scott)**

Graduated and Ordained, June 7, 2023, as an Inter-Faith / Inter-Spiritual Minister

### [National Technological University](#)

1985 to 1992 (part-time)

**Master of Science**, Computer Science, GPA=3.72  
Focus in the area of Intelligent [knowledge-based] Systems  
Completed degree while working full time.

[Colorado State University](#)

June 1992 to December 1993 (full-time)  
Substantial **progress** toward second BA in Psychology, GPA=4.00

[Michigan Technological University](#)

September 1980 to May 1984 (full-time)  
**Bachelor of Science**, GPA=3.44  
Major in Computer Science  
Minor in Economics

## CERTIFICATIONS

**Working toward:** Spiritual Direction and Companionship (not yet certified)

US Department of Energy security clearance: Q (active; granted Oct. 2023)

[IT Infrastructure Library \(ITIL\)](#)

- Foundation in IT Service Management, 08 May 2001
- Certification through [EXIN - Examination Institute for Information Science](#) in The Netherlands; training through [Quint Wellington Redwood](#) of The Netherlands

[HP OpenView](#)

- HP Accredited Integration Specialist, 18 May 2003
- HP Operations Orchestration, 2012
- OpenView Service Desk 4.5, 11 March 2003
- OpenView Operations 8 Unix I, 17 June 2008
- OpenView Operations 7 Windows I, 19 June 2008
- OpenView Network Node Manager I, 14 June 2001

[Splunk](#)

- Architecting and Deploying Splunk, 07 June 2013

## PUBLICATIONS

Godlew, S. "An Automated Approach to Network Fault Identification." 6th World Telecommunication Forum. 10-15 October 1991; pp. 97-101, part 2, vol. II. [International Telecommunication Union](#): Geneva. [I presented this paper at TeleCom91, Geneva, Switzerland, on the FaultFinder Application that is a part of the HP 4980 NetworkAdvisor LAN Protocol Analyzer.]

Godlew, S., Unverrich, R., & Witt, S. "Embedding Artificial Intelligence in a LAN Test Instrument." Hewlett-Packard Journal. [Volume 43, No. 5](#) (October 1992).

## PATENTS

[Godlew, Scott A., & Smith, Mark S. "System and Method of Proactively and Reactively Diagnosing a Data Communication Network." #5,377,196.](#) Assigned to Hewlett-Packard Company. Dec. 27, 1994. [Resulted from work done on the FaultFinder application in the HP 4980 Network Advisor. Contributed extensively to the patent application process.]

[Smith, Mark S., & Godlew, Scott A. "Landmark Data Abstraction Paradigm to Diagnose Data Communication Networks." #5,317,725.](#) Assigned to Hewlett-Packard Company. May 31, 1994. [Resulted from work done by

Mark Smith and myself on the FaultFinder application in the HP 4980 Network Advisor. Contributed extensively to the patent application process.]

[Marbaker, William R., Godlew, Scott, & Wisdom, Thomas S. Jr. "System and Method for Distinguishing Proxy Replies of Interconnecting Devices from Duplicate Source Address Replies of Non-Interconnecting Devices on a Network" #5,229,988](#). Assigned to Hewlett-Packard Company. July 20, 1993. [Resulted from work done by Bill Marbaker, Tom Wisdom, and myself on the FaultFinder application in the HP 4980 Network Advisor.]