

## BACKGROUND

A computer and software systems expert with over 40 years managing, planning, designing, testing, implementing, accepting and turning around large-scale software projects, Mr. Reid has specialized as a consultant and an “expert witness” in litigation matters involving systems and software failures and IP disputes internationally. He has either consulted on or testified as an expert witness in over 100 matters involving two U.S. Presidents & many Fortune 2000 as well as smaller companies in numerous industries. He is known for his practical, independent, straightforward, credible, and persuasive testimony.

Warren Reid has represented plaintiffs, defendants; developers, customers, vendors, integrators; implementers, consultants; CIOs and governments in North America, Asia and Europe. Since 1987, Mr. Reid has been engaged as an expert in litigation in numerous U.S. federal and state courts, the U.S. Court of Federal Claims, international arbitration forums, special state administrative forums, and mediations.

## AREAS OF TESTIMONY

Some of the areas about which Mr. Reid has testified include:

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| <ul style="list-style-type: none"> <li>• Internet software (B2B, B2C, Retail Inventory &amp; Warehouse Management/Control, GUI); ERP system failures including SAP, Oracle, Peoplesoft, J.D. Edwards, Cerner, Retek ERP Systems.</li> <li>• How each party contributed/caused system/project to fail; root causes of delays, overruns, poor quality, unsuitable software.</li> <li>• Software contract interpretation incl.: contracts/licenses for software/equipment: development, testing, staffing, maintenance, systems integration, outsourcing and the roles of each party.</li> <li>• Explanation of software development methods (SDLC) &amp; project management (PM) best practices, and fitness for a given project.</li> <li>• Creation of proper project plans, incl.: work breakdown structures, prioritized tasks, project staffing skills needed, critical path.</li> <li>• Quality and reliability of: project estimates, estimates to complete, earned value, time reporting processes, status reports, project management concepts/tools use.</li> <li>• Project deliverable vs. industry standards, contracts, requirements.</li> <li>• Suitability of system architecture &amp; database schema to meet performance goals.</li> <li>• Quality of the maintenance group and its ability to support new product fixes, versions, and releases.</li> <li>• Scope creep issues and change request process.</li> </ul> | <ul style="list-style-type: none"> <li>• Selected approach &amp; execution of: software requirements elicitation/mgmt., software architecture, systems design, programming standards used; demo, prototyping, integration and interface efforts, data conversion, including extraction, cleansing, transformation &amp; loading, go-live readiness &amp; stabilization, handoff to maintenance, appropriate use of automated tools.</li> <li>• Software testing and acceptance including development/execution of test: strategy; cases; error id/pattern id; correction/management; progress reporting; issues resolution; software quality evaluation.</li> <li>• Training – including planning, managing, takeaway materials, practice sandboxes, and job aids.</li> <li>• Organizational Change Management (OCM); Business Process Re-engineering (BPR).</li> <li>• Evaluation of project risk planning, identification, management, mitigation.</li> <li>• Stage gate reviews to promote product to next project phase. Go-Live Readiness reviews and communication.</li> <li>• Predictable system challenges based on ‘shortcuts’ taken, identify the most likely post Go-Live interrupters.</li> <li>• Systems operations – ongoing organizational scheduling of operations staff and IT systems, QA, help desk and emergency fixes</li> <li>• Role and effectiveness of IV&amp;V, external QA and testing.</li> <li>• Software IP: copyright &amp; patent infringement, trade secret misappropriation.</li> </ul> |
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## THOUGHT LEADERSHIP

**At Andersen Consulting:** Development team of Software Project Cost Estimation models (STEP-3).

Principal author of one of the world’s first and most successful large-scale Software Development Life Cycle methodologies.

**Books/Conferences:** Mr. Reid has co-authored several books and monographs covering Y2K and the areas listed above. He co-created two successful international IT Law Forums, and has keynoted numerous IT seminars and conferences.

**Educator:** Ongoing guest lecturer in undergraduate & graduate programs in University of Southern California Software & Systems Engineering Schools on topics including: outsourcing to India, testing, the trouble with ERP Systems Implementation (SAP, Oracle, MS Dynamics), and best uses of estimating models including COCOMO II.

Guest lecturer at Southwestern Law School on “How to Write & Negotiate Successful IT Contracts/Outsourcing Contracts.”

**COCOMO III:** One of the twelve-person international team of estimating experts currently developing COCOMO III.

## EDUCATION & CERTIFICATIONS

M.B.A., Management Information & Control; M.S., Accounting Theory – both degrees from Wharton Graduate School

B.B.A., Baruch College (CCNY)

C.M.C. (Certified Management Consultant), C.F.E. (Certified Fraud Examiner), C.S.T.E. (Certified Software Test Engineer),

C.S.Q.A. (Certified Software Quality Analyst)