Founder, Managing Director: Warren S. Reid

A Brief Biography

Warren S. Reid, founder and Managing Director of the WSR Consulting Group, LLC, is a computer expert with over 40 years of experience in managing, planning, designing, testing, implementing, accepting and turning around large-scale systems and software projects. Since 1987, 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 matters involving two U.S. Presidents, Her Royal Majesty the Queen of England in Right of Canada, and many Fortune 2000 companies as well as smaller organizations in numerous industries, and is known for his practical, independent, straightforward, credible, and persuasive testimony.

After a distinguished career at Andersen Consulting now Accenture), and as Partner-in-Charge of Large-Scale IT Systems Consulting for the Western States and creator of the Litigation Consulting Practice at Laventhol & Horwath, Warren S. Reid founded WSR Consulting Group, LLC "WSRcg").

For almost 30 years, Mr. Reid has focused on working with litigators and counsel in analyzing, investigating and giving expert opinions regarding: 1) software system failures, software project failures , "best" software development practices and systems project management, and related litigation, 2) IT intellectual property misappropriation and infringement matters including putting a value on "all things that are technology"), and 3) turning around computer, systems and software projects in trouble.

Warren Reid and the WSRcg Consultants and Expert Witnesses have 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 and international forums, as well as arbitrations and mediations.

Areas of Testimony

Mr. Reid has testified in the above forums in the following areas:

- Internet software (B2B, B2C, Retail Inventory & Warehouse Management/Control, GUI); ERP systems failures including SAP, Oracle, Peoplesoft, J.D. Edwards, Cerner, Retek ERP Systems.
- Software contract interpretation including contracts/licenses for software/equipment: maintenance, development, install, staff augmentation, consulting, hosting, systems integration, performance/SLAs, outsourcing.
- Explanation & proper use of software development methodology (SDLC) and project management (PM) best practices, and when and how to deviate from them.
- Appropriateness of a selected SDLC for a given project.
- Creation of proper project plans, including:
  - work breakdown structures (WBS),
  - prioritized tasks and dependencies,
  - project staffing/skills needed, critical path.
- Quality and reliability of:
  - project estimates, estimates to complete,

- Scope creep issues, positions & impact.
- Selected approach & execution of the following processes:
  - software requirements elicitation/management,
  - software architecture, systems design,
  - programming standards used,
  - integration and interface efforts,
  - data conversion, including extraction, cleansing, transformation and loading,
  - go-live readiness and settlement period,
  - handoff to maintenance,
  - appropriate use of automated tools.
- Software testing/acceptance including development/execution of test: strategy; cases; error id/correction/management; progress reporting; issues resolution.
- Training – including planning, managing, takeaway materials, practice sandboxes, and job aids.

- o   time reporting processes, status reports,
- o   project management concepts/tools use.
- Project deliverables vs. industry standards, contracts, project success requirements.
- Creation and management of software environments.
- Suitability of system architecture & database schema to meet performance goals.
- Ability to support customers and update large systems & ERP systems remotely.
- Quality of the maintenance group and its ability to support new products.
- Quality and usefulness of contingency plans.
- Ability of quality control staff & processes to catch deficiencies early and improve overall product, project, decision-making quality.
- Quality, integrity, completeness of functional & performance requirements, & RFP; vendor selection, contract processes.
- Organizational change management.
- Execution of party/staff roles & responsibilities vs. contracts, best industry standards/practice, correct SDLC.
- Evaluation of project risk planning, management, reporting, mitigation.
- Go-Live Readiness reviews and communication
- Predictable system challenges based on 'shortcuts' taken, identify the most likely post Go-Live interrupters.
- Systems operations – ongoing organizational scheduling of operations staff and IT systems, QA, help desk and emergency fixes.
- How each party contributed/caused system/project to fail; root causes of delays, cost overruns, poor quality, unsuitable software.
- Software IP: copyright & patent infringement, idea theft, trade secret misappropriation.
- Software company & asset valuations.

Thought Leadership

At Andersen Consulting, now renamed Accenture, Mr. Reid was on the development team of one of its early Software Project Cost Estimation models (STEP-3) and a principal author of one of the world's first and most successful large-scale Software Development Life Cycle methodologies, which evolved into "Method/1" – its successor which is still used for waterfall development projects today. Warren has also co-authored several books and monographs regarding Y2K and the areas listed above. His most popular works on software failure and accounts of his experiences as an expert witness have been translated and made available in Asia, Europe, and Israel. He co-created two successful international IT Law Forums, and has keynoted numerous IT seminars and conferences geared towards the legal profession and systems and software failure litigation.

For the past seven years, Mr. Reid has served as an ongoing guest lecturer in undergraduate & graduate programs in University of Southern California's Software & Systems Engineering and Management of IT Assets Schools covering topics including: Software Development Life Cycle methods SDLCs), proper Project Management, and proper basic & advanced uses of best-automated estimating models including COCOMO II).

In addition, for the past six years, he has guest lectured at Southwestern Law School teaching: How To Write & Negotiate Successful IT Contracts; Writing Successful Outsourcing Contracts; and helping to draft competitive cases for the law school student/class competition re "Developing & Negotiating Successful IT Contracts".

Contact Us

WSR Consulting Group, LLC is ready to assist counsel and their clients with the business, technology, liability, discovery, exhibit preparation and expert testimony aspects of your case. Legal References are available upon request.

Contact Warren Reid at 818-986-8842 or e-mail: wsreid@wsrcg.com for a free consultation or for more information.

Full CV can be found at Litigation Resume of Warren S. Reid