

# Warren S. Reid

## Founder, Managing Director of WSR Consulting Group, LLC

### A Brief Biography



Warren S. Reid, founder and Managing Director of the WSR Consulting Group, LLC, is a computer and software systems 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. He 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”) in 1988.

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 the quality of systems project management (including performance reviews of project managers, Project Steering Committees (PSC) and the Project Management Office (PMO), 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. He has been disclosed, deposed or testified in over 100 cases.

Warren Reid and the WSRcg Consultants and Expert Witnesses have represented plaintiffs, defendants, developers, customers, vendors, integrators, implementers, VARs, 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

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

- Internet software (B2B, B2C, GUI, Cloud, SOA, APIs, mobile); ERP systems failures including SAP, Oracle, Peoplesoft, J.D. Edwards, Cerner, Retek ERP Systems.
- Ambiguous technical contract interpretation incl. roles/resp. of each party/team, IT meaning of contracts/licenses for sw/equipment: maintenance, development, testing, installation, staff augment, hosting, systems 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 SDLC chosen for a project (waterfall, spiral, agile, scrum, etc.). Project metrics used to report progress.
- Creation of proper project plans and estimates, including:
  - work breakdown structures (WBS),
  - prioritized tasks and dependencies,
  - project staffing/skills needed, critical path.
  - Estimating software project size & complexity.
- Quality and reliability of:
  - project estimates, estimates to complete, earned value,
  - time reporting processes, status reports,
  - project management concepts/tools use.
- Scope creep issues and change request process.
- Selected approach & execution of the following processes:
  - helping define and measure “success”
  - software requirements elicitation/management,
  - software architecture, systems design,
  - programming standards used, prototyping, demos
  - integration and interface efforts,
  - data conversion, including extraction, cleansing, transformation and loading,
  - go-live readiness and the settling period,
  - Was the system a success? The project?
  - handoff of system to maintenance,
  - appropriate use of automated tools.
- Software testing and acceptance including development/execution of test: strategy; cases; error id/pattern id; correction/management; progress reporting; issues resolution; software quality evaluation.
- Training – including planning, managing, takeaway materials, practice sandboxes, and job aids.
- Organizational Change Management (OCM); Business Process Re-engineering (BPR).

- Project deliverables vs. industry standards, contracts, project success requirements.
- Creation and management of software environments.
- Suitability of system architecture & database schema to meet performance and growth goals.
- Ability to support customers/update large systems remotely.
- Quality of the maintenance group and its ability to support new product fixes, versions, and releases.
- Quality, usefulness, and testedness of contingency plans.
- Ability of quality control staff & processes to catch deficiencies early and improve overall product, project, decision-making.
- Quality, integrity, completeness of functional, performance, & “-ibility” requirements (i.e., reliability, recoverability, security, auditability, upgradability, testability, scalability, etc.) requirements, RFP, vendor selection, and contract processes.
- Role and effectiveness of IV&V, internal and external QA.
- Execution of party/staff roles & responsibilities compared to contracts, best industry standards/practice, promised SDLC.
- Evaluation of project risks: planning, identification, management, reporting, mitigation.
- Stage-gate reviews to promote product to next project phase.
- Go-Live Readiness checklists, reviews and communication
- Predictable system settling challenges based on ‘shortcuts’ taken; identifying the most likely post Go-Live interrupters.
- Systems operations – ongoing organizational scheduling of operations staff/IT systems, QA, help desk and emergency fixes.
- How and how much 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 & IT asset valuations.

## Thought Leadership

At Andersen Consulting, (now 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 is still used today. Warren has also co-authored several books and monographs covering 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 computer 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 (USC)’s Software & Systems Engineering and Management of IT Assets Schools covering topics including: comparing SDLCs including waterfall, spiral, and agile methods, proper project management, outsourcing to India, managing project risks – before they appear, systems and software testing, prototyping, the trouble with ERP Systems Implementation (SAP, Oracle, MS Dynamics), and basic & advanced uses of best-automated estimating models including COCOMO II (CONstructive COSt MOdel).

Mr. Reid is a member of a twelve-person international team of estimating experts currently developing COCOMO III.

In addition, for the past seven 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”.

## Education

M.B.A., Management Information & Control, Wharton Graduate School (1971)

M.S., Accounting Theory, Wharton Graduate School (1970)

B.B.A., Baruch College (CCNY) (1969)

Certifications (currently held or lapsed): 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)

## 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 the case. Legal References are available upon request.

**Contact Warren Reid at 818-986-8842** or e-mail: [wsreid@wsrcg.com](mailto:wsreid@wsrcg.com) for more information.

Full CV can be found at [Litigation Resume of Warren S. Reid](#)