

Maarten Vermeulen

Interim CIO / CTO | IT & Programme Management

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Interim management profile

I combine more than thirty years of IT experience with collaborative leadership, entrepreneurship and commercial awareness. Having worked on both the client and provider sides, I connect client needs with practical plans, strong teams and sound financial performance. My experience spans healthcare and humanitarian services, including youth care, elderly care and care for people with disabilities.

I have extensive experience leading complex migrations, transitions and implementations under pressure and in politically sensitive environments. I align competing interests while maintaining control of progress, quality and service continuity.

Through ThinQIT-over, I help organisations with interim leadership, improvements to IT service delivery and complex change. I bring structure, connect people and translate ambitions into practical action. My approach is energetic, committed and results-oriented, with a focus on embedding improvements and handing over to the organisation.

Assignment focus

Interim CIO/CTO and IT line management; programme and transition management; service, process and supplier management improvement; implementation of information security frameworks.

Leadership and business management

People-focused leadership - Coaching and developing teams, clarifying responsibilities and guiding professionals through change. Experience in HR, restructuring, recruitment and succession.

Business accountability - P&L, revenue, budgets, contracts, outsourcing partners, procurement, KPIs and SLAs. Trusted adviser to executives, management teams and supervisory boards.

Processes and governance - Extensive practical experience improving and embedding processes, procedures, frameworks and guidelines, translated into workable agreements and clear responsibilities.

IT expertise

Data centres and service delivery - In-depth knowledge of data centre services, hosting, application management, infrastructure, networks and end-user computing. IT continuity and availability, managed services and outsourcing.

Cloud and architecture - Information strategy, IT roadmaps, enterprise architecture, sourcing and migration. Microsoft 365, Windows Server, Citrix and cloud migrations.

Information security - Extensive knowledge and practical experience implementing ISO 27001 and NEN 7510 and establishing and embedding an ISMS. Further experience with SOC/SIEM, security hardening, privacy, ISO 27002 and the Dutch government information security baseline (BIO).

Methods - ITIL, PRINCE2, Agile/Scrum, BiSL and Lean.

Recent experience

Centric

Customer Services Manager, Digital Government | Nov 2025 - present

Line management | 30 FTE | €18 million revenue responsibility | P&L and HR

- Leading 20 support engineers, 8 service managers and 2 sales engineers. Responsible for software licences and SaaS services within Digital Government, including civil affairs and payments.
- Responsible for end-to-end service delivery and KPI and SLA management. Restructuring people, processes and technology, focusing on quality, customer retention, contract management and tender support.

Openbaar Ministerie (Public Prosecution Service)

Senior Programme Manager, IT Infrastructure Renewal | Jan 2025 - Oct 2025

Programme management | €35 million programme budget | 3 subproject leads

- Led subproject managers and their release trains, with team composition varying over time. Developed the programme to move the application platform and underlying infrastructure to a government data centre service provider.
- Developed procurement, contract extensions, architecture, migration strategy and a multi-year budget. Managed suppliers and reported to the Board of Procurators General, prioritising continuity of core operations.

Municipality of The Hague

Senior Programme Manager, Civil Affairs | Jun 2024 - Dec 2024

Programme management | 10 FTE | €2.5 million programme budget

- Led product owners, architects, security specialists and release train engineers in the renewal of Centric Civil Affairs. Oversaw subproject leads, budgets, capacity and steering committees.
- Connected political stakeholders, management, technical teams and operations, formalising services in SLAs. Organised training for more than 230 employees with Centric.

Stichting De Zellingen

Head of IT and Interim CTO | Jun 2023 - Jun 2024

Line management | 5 FTE | €3 million IT budget | HR and budget responsibility

- Responsible for IT in an elderly care organisation with approximately 1,300 employees. Reported to the management team and advised the supervisory board.
- Led IT and network renewal, NEN 7510 compliance and the IT component of the Dutch Care and Compulsion Act. Established change and incident management and improved supplier governance.

Samen Veilig Midden-Nederland

Head of Information Management and Interim CIO | Jun 2022 - Jun 2023

Line management | 10 FTE | €5 million IT budget

- Led information management and IT for SAVE and Veilig Thuis. Management team member and participant in the national youth care CIO forum.
- Responsible for the Pink365 cloud workplace, day-to-day IT services, NEN 7510 and the introduction of Agile working. Involved in the Security Advisory Board.

IT leadership in public and care organisations

RIVM / SSC Campus

Manager, Core Infrastructure, Hosting and Security Services | Jul 2020 - Jul 2023

Line management | 47 FTE | HR and budget responsibility

- Responsible for approximately 3,800 systems for RIVM, KNMI, PBL and CBS. IT management team member; involved in an annual budgeting cycle of approximately €45 million.
- During the COVID-19 pandemic, led the build, testing and security of infrastructure for the national vaccination programme and secure connections with partner organisations.
- Commissioned an automated infrastructure building block based on open-source technology. Coordinated load and security testing, privacy alignment and executive communications.
- Introduced Agile/Scrum and Jira, developed product owners and scrum masters and helped establish the Cloud Competence Center. Involved in restructuring and recruitment of approximately 30 FTE.

Dichterbij

Interim IT Service and Contract Manager | May 2019 - Jul 2020

Service and contract management | 5 FTE

- Managed a €10 million contract portfolio and a €5 million IT run budget. Established IT contract management, including a contract register, supplier assessments and budget forecasting.
- From October 2019, also took responsibility for coordinating IT operations, including continuity during the COVID-19 crisis.

Amsterdam University of Applied Sciences / University of Amsterdam

Interim Information Manager, FDMCI | Oct 2018 - Apr 2019

Programme management | €15 million IT budget

- Programme organisation with 4 project managers and 10 product owners, supplemented by application administrators and testers in varying team compositions. Developed the digital roadmap and IT budgets for the Faculty of Digital Media & Creative Industries: approximately 900 employees and 10,000 students.
- Advised the faculty management team, coached administrators and the information architect, and connected programmes with central IT and suppliers on Microsoft 365, the digital learning environment and digital assessment.

Netherlands Red Cross

IT Manager, CTO and Information Security Officer | May 2013 - Jul 2018

Line management | 10 FTE | 5 primary outsourcing partners | €3 million IT budget

- Overall responsibility for all IT and OT, IT policy, information management and outsourcing. Budget accountability, including SLA and contract management.
- Delivered cloud migration and location-independent working. Renewed strategic outsourcing contracts and shifted expenditure from asset ownership to consumption-based services.
- Modernised CRM and applications for volunteers, fundraising and international aid. Built an information management team and developed information security policy, including within the international IFRC network.

IT providers and earlier management experience

Municipality of Haarlem and GGZ Rivierduinen

Service, Process, Programme and Project Management | 2011 - 2012

Haarlem: project management, 10 FTE | GGZ: programme and project management

- Haarlem: led an external project team of 10 FTE with varying composition. Service and process management, ITIL process implementation and digital services.
- GGZ Rivierduinen: programme and project team with varying composition. €10 million in project budget and supplier contracts; supplier management, project analysis and subproject coordination.

Atos Origin

Programme and Service Delivery Management; Deployment Office and Business Development | 2008 - 2011

Line and programme management | Deployment Office and Business Development: 13 FTE

- Line management of support teams and leadership of managed services implementation teams for multiple clients. Annual revenue per client team ranged from €500,000 to €10 million. Complex outsourcing programmes with contract values of €5-20 million.
- In 2011, Manager of Deployment Office and Business Development, with HR responsibility for 13 FTE.

Municipality of Amsterdam through Atos Origin

Interim IT Infrastructure Manager and Executive Team Member | 2010 - 2011

Line management | 265 FTE through a management team of 8 FTE

- Responsible for IT infrastructure and services supporting 4,500 workplaces, 750 servers and nine municipal departments.

InterAccess / US Internetworking

Senior Project and Programme Manager | 2005 - 2008

Project and programme management | Average of 125 FTE | 5 countries

- Led multidisciplinary offshore and onshore operations and development teams for multiple clients in the Netherlands, India, Indonesia, Germany and the United States.
- Responsible for infrastructure, application hosting and transition programmes. Led the ISS transition of 2,500 workplaces across 180 locations, with a contract value of €21 million.

Getronics

Unit Manager; subsequently Senior Account Manager | 2000 - 2005

Line management: 30 professionals | Commercial management: sales team of 3 FTE

- As Unit Manager, led project managers and security, business continuity and service management consultants. HR responsibility, including restructuring, team development and KPI and SLA management.
- Revenue responsibility for €22 million in consultancy services and business continuity contracts.
- Subsequently Senior Account Manager with a sales team of 3 FTE and an annual revenue target of €55 million.

Entrepreneurship, development and volunteering

Technical roles and RAET Systems en Services

Technical, Project, Transition, Interim and Line Management | 1987 - 1999

RAET: service desk line management, 25 FTE | Logistics management, 75 FTE

- At RAET, led a service desk team of 25 FTE, without revenue responsibility. As Logistics Manager, led 75 FTE, with approximately €350 million in annual logistics throughput. KPI and SLA management in both roles.
- Progressed from technician to project, transition and interim manager. Experience in data centres, end-user computing, application migrations, logistics and outsourcing for clients including Shell, ABN AMRO and Rijkswaterstaat.

ThinQIT-over BV

Director and Owner | Oct 2018 - present

Entrepreneurship | Consultancy and interim management

- Consultancy and interim management in information strategy, IT roadmaps, architecture, security and cloud. Provides CIO office support through a network of specialists.
- Interim assignments since October 2018 have been delivered through ThinQIT-over. Team sizes and responsibilities are listed under the individual assignments.

Education and professional development

2024 - 2025 · Police-specific deployment training, general law enforcement officer

2012 · ITIL v3 Practitioner

2008 - 2010 · Stakeholder management and internal coaching training, Atos Origin

2001 - 2002 · PRINCE2 Practitioner

1994 - 1998 · Van Harte & Lingsma: leadership, communication and project management

1991 - 1994 · Microsoft, Apple and Novell technical training

1988 - 1989 · Computer Sciences, ECABO

1982 - 1986 · Electrical Engineering, Dutch secondary vocational education (MBO)

Community involvement

Police East Netherlands | Volunteer, Brigadier | Oct 2023 - present

Volunteer law enforcement officer and digital adviser/specialist. Conducts digital forensic work and supports criminal investigations. Tests cybercrime applications, contributes to data models and delivers guest lectures and digital awareness sessions.

Netherlands Red Cross | Emergency Aid Volunteer | May 2013 - Jul 2022

Response team leader at major events and first aid responder in European refugee reception during the 2015 crisis. Coached and trained new volunteers.

Languages and interests

Languages · Dutch: native · English: fluent · German: reading and speaking · French and Danish: basic.

Interests · Sport climbing and sailing, including sea sailing.