

## **EXPERIENCE IN BRIEF**

More than 13 years experience as a staff, staff consultant, and independent consultant creating Risk Management - Business Continuity - COOP plans to protect defense, energy exploration, financial, Fortune 100, government, insurance, international, and transportation organizations. Certified since 2004 by the Business Continuity Institute (BCI); initially certified by the Harris Institute (CRP).

Management experience includes projects, departments, matrixed groups, business, and vendors, both in the U.S. and overseas.

Mentor tyros on own Web sites and DRJ Forum (5-Star Senior Member)

Extensive documentation and training experience.

U.S. citizen who welcomes extensive domestic and international job-related travel.

## **OBJECTIVE**

Develop complete Enterprise Risk Management - Business Continuity programs and projects as staff or staff consultant preferably working in, or from, southeast Florida. Introduce ERM/BC to personnel at all levels; mentor personnel assigned ERM/BC-related tasks.

## **EMPLOYMENT HISTORY**

Business Continuity Practitioner/Consultant (Virtual Office)  
World Compliance, May 2010 - July 2010

Create basic enterprise business continuity plan to satisfy client financial industry customer. Project was completed on time and on-budget.

Client is multi-national gathering data from representatives around the world and packaging the information for use by finance industry and other clients, with emphasis on regulatory compliance including the Foreign Corrupt Practices Act (FCPA).

Manager, IT Business Continuity (Virtual Office)  
Northrop Grumman Corporation, January 2007 - January 2010

Manage business continuity activities for 47 locations in 17 states for a 30,000-plus employee division of a defense industry leader.

Create presentation materials for use by site personnel, business unit subject matter experts, and business unit executives explaining the purpose of business continuity and their roles in the process.

Diplomatically manage and mentor non-business continuity personnel (managers and staff) to develop business continuity documentation to corporate requirements.

Review all business continuity documentation for accuracy and completeness.

Present weekly reports to senior management regarding business continuity status.

Created technical marketing materials for COOP proposal to U.S. government agency.

Enterprise Risk Management/Business Continuity consultant  
Independent consultant , January 2004 - December 2006

Mentored retail industry client to develop risk management plan to identify and document risks to temporary relocation of its data center operations at a distant site and recovery of the data center operation at the primary site, including personnel safety and facility inspection. Risks included lack of functional unit management support and participation necessary for successful completion of the project.

Identified Enterprise Risks associated in preparation of a energy exploration organization's Sarbanes Oxley Act (SOx) audit and made recommendations to avoid or mitigate the identified risks; developed Enterprise Risk Management-related policies and procedures and modifications to existing policies and procedures to align them with ERM requirements.

Guided municipal government's Information Technology team in development of showcase business continuity program designed to be a model for all City departments illustrating the benefits of Enterprise Risk Management; reviewed purchased "fill-in-the-blanks" business continuity software application and identified weaknesses.

Business Analyst/Business Continuity Planner  
Zim Integrated Shipping Services, October 2001 - December 2003 (Staff)

Create enterprise Business Continuity plan for Zim regional headquarters (for North, Central, South American operations).

Develop MIS policies & procedures which impact Zim operations in North America, Central America, and South America.

Create training materials for business functions, including EDI.

Evaluate, recommend, implement Help Desk software application and train MIS local and remote technical and administrative personnel in its efficient use.

Interface between IT and IT clients (call centers, management, EDI specialists) to identify IT product enhancements to improve efficiency and reduce costs.

Enterprise Risk Management/Business Continuity consultant  
Independent consultant , June 2000 - October 2001

Create complete FFIEC-compliant Business Continuity plans for two Fortune 50 companies.

Instituted vendor plan review for one client; review was included as part of new vendor process.

Reviewed vendor plans, provided client with critiques (that client forwarded to vendors).

Engaged by one client to recover project jeopardized by "name" consultant group team; with two other independent consultants we completed the project early and within budget.

Documentation consultant  
Adaptec, February 2000 - June 2000 (Consultant)

Engaged to convert existing PageMaker documents to FrameMaker format.

Create automated process to convert documents from PageMaker to FrameMaker.  
Perform QA to assure accuracy in final format.

Establish and document process for creation and maintenance of new documents.  
Project, scheduled for 6 months, was completed in 5 months and under budget

DMR Consulting Group, May 1995 - October 1999 (Staff)

Provide Enterprise Risk Management/Business Continuity, Y2K, and Documentation consulting services to broad client base including automotive industry, data centers, insurance company, lodging chain, network management operations, state government, telecommunications organizations.

***Enterprise Risk Management (ERM)/Business Continuity (BC)***

Diplomatically manage and influence client personnel, senior managers, and other consultants to accomplish project goals.

Develop, with Business Unit Manager and Sales professionals, marketing materials (low-cost brochures, compact PowerPoint presentations).

Develop low-cost marketing program targeted to MBA and BBA candidates at universities throughout the State

Develop, with Business Unit Manager, project proposals.

Develop, with client sponsors, Statements of Work and Project Plans

Present Enterprise Risk Management/Business Continuity project information to client personnel at all levels, from very senior executives to newest intern, individually and in groups of up to 100.

Create complete plans including Business Impact Analyses (BIA), Risk Identification, Risk Prioritization, Risk Avoidance & Mitigation Recommendations; Business Unit and Critical Resource Response Plans, Personal Awareness and Safety Programs, Maintenance Processes, and Training Methodology.

Develop BIA based on input from client managers and Subject Matter Experts (SMEs).

Create all deliverables.

Present deliverables to client sponsor, SMEs, mid- and senior management.

Train Sales and non-ERM/BC professionals to recognize ERM/BC opportunities.

Train and mentor non-ERM/BC professionals to assist the project within their areas of expertise (moving them off the "bench" and into income generating functions).

Utilize Fortune 100's internal resources to establish primary and secondary alternate sites to assure it could be all of its clients' Service Level Agreements (contract requirements) in the event the main facility or IT resources failed for any reason.

**Y2K**

Manage 10 dotted-line reports in cross-matrix project to identify all IT hardware and software resources requiring mitigation or replacement for assure Y2K compliance.

Assure project is in alignment with client's corporate Y2K schedule.

Contact all critical vendors, both domestic and international, to assure vendor products are Y2K compliant or Y2K ready and track vendor written assurances to satisfy client auditors.

Inventory all hardware, including elevators and communications equipment, to determine if the equipment included an embedded microprocessor and, if it did, if the device was Y2K compliant or Y2K ready.

### *Documentation*

Develop process to modify, or create as necessary, platform-independent soft text and graphic documentation.

Create DOS-compliant (8+3) naming convention before commencing documentation work to permit establishment of cross-references to documents yet to be created.

Learn HTML and create 150-plus cross-referenced text and graphic documents.

Enhance DMR's documentation capabilities by moving book-length complex documents from the word processing environment to a true publishing environment

### **PUBLICATIONS**

<http://JohnGlennMBCI.com/onWWW.html> (partial list)  
<http://johnglennmbci.blogspot.com/>

### **REFERENCES**

<http://johnglennmbci.com/reference.html>  
<http://johnglennmbci.com/LinkedIn.html>

### **CONTINUING EDUCATION**

Emergency Management Institute, Washington DC

Introduction to Continuity of Operations (COOP) (IS-547)

National Incident Command System (NIMS) (IS-700)

Citizen's Guide to Disaster Assistance (IS-7)

Emergency Program Manager: An Orientation to the Position (IS-1)

Radiological Emergency Management (IS-3)

Institute of Emergency Administration and Fire Science, St Petersburg FL

Disaster Recovery Operations (FFP 2480)

Technology Applications in Emergency Management (FFP 1058)

National Fire Academy, Washington DC

Emergency Response to Terrorism (Q-534)

### **CONTACT INFORMATION**

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