

## Stephen Morgan MBCI

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### PROFESSIONAL PROFILE

*A dedicated and driven professional with extensive experience gained within critical roles requiring the management of Business Continuity and Disaster Recovery programmes for a high-profile client base. Focused upon the delivery of work of the highest professional standards, in line with the exact requirements, objectives and SLAs of the client. Consistently demonstrates the ability to lead major Business Continuity and Disaster Recovery projects, while coordinating simulated test processes to identify and manage risk. Possesses excellent business communication skills and can consult with influence at all levels.*

*With 29 years experience in IT Service Management in some of Britain's leading organisations, working with such customers as the NHS, MoD, Identity and Passport Service, Nationwide Building Society, Royal Mail and Police forces. A Member of the Business Continuity Institute (MBCI), ITIL trained and SC Cleared.*

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### CAREER SUMMARY

#### 2009-Date *Thales, Business Continuity Manager (Contractor)*

- Working within a demanding environment to deliver effective Business Continuity Management to support Thales extensive operations, including the delivery of a full BC framework / capability to support the development, implementation and ongoing support for a number of critical IT systems / services.
- Extensive experience of providing Business Continuity, Service Continuity and IT Service Continuity for a number of demanding government departments. (including the Identify and Passport Service).
- Responsible for the delivery and testing of the Business Continuity and IT Service Continuity / Disaster Recovery Plans both internally within the business and to Thales's extensive customer base.
- Working to support the introduction of Corporate Business Continuity standards for deployment across all Thales UK sites.
- Working to ensure Thales have a effective response capability in the threat of Pandemic Swine flu.
- Providing Business Continuity Consultancy to support Thales internationally operations.

#### 2008-2009 *Nationwide Building Society, Business Continuity Consultant (Contractor)*

- Working to ensure Nationwide Building Society have a Work Area Recovery strategy and practical, tested solution that protects its critical business critical operational departments and Mission critical activities (MCA's).
- Ensure that BCP and DR solutions could be applied and were compliant with the FSA's strict financial regulatory requirements.
- Responsibility for ensuring the solution was practical, flexible and cost effective such that it protected multiple Nationwide facilities.

#### 2006-2008 *EADS / ATLAS, Business Continuity Analyst (Contractor)*

- Utilising an advanced knowledge of the business area in the management of business continuity activities to restore MoD DII(F) services following natural or man-made disasters
- Analysing the exact requirements of DII(F) users to ensure all disaster recovery and business continuity projects are completed in accordance with their unique business specifications (Business Impact Assessments)
- Responsible for the development and maintenance of a portfolio of Incident Management Plans (Service Continuity Plans / Crisis Management Plans and Service Recovery Plans) that meet the stringent standards of BS25999, BS7799, JSP503 and BCI/ITIL guidelines
- Driving efficiency levels through the delivery of plans to set client validation processes, the completion of risk assessments and the analysis of project effectiveness in post-project reviews
- Acting as a focal point of contact and consultation for the client, with responsibility for adapting plans to

- meet their changing requirements and for managing customer relationships
- Working to the highest standards of professionalism at all times, in accordance with strict internal deadlines and objectives
- Acting as a key member of the team, working alongside other departments to optimise the service offered to the client
- Responsibility for test planning, execution and reporting.
- Responsibility for the production and management of IT Service Continuity Plans associate with the MoD's tier1 and tier2 data centres.
- Responsibility for the production and management of the IT Service Continuity Plans associated with the MoD's critical sites linked via Metropolitan Area Networks (MAN's).

2003-2006

*CSC Business Systems Ltd, Business Continuity Consultant*

- Maintaining senior responsibility for client Disaster Recovery and Business Continuity, in accordance with their unique business needs and contractual Service Level Agreements (SLA's)
- Responsible for the creation of realistic scenarios to test disaster recovery response.
- Responsibility for the identification of key areas of risk and the recommendation of activities to mitigate any issues.
- Demonstrating commitment and adaptability as a consultant tasked with the delivery of robust business continuity services to multiple key clients
- Employing high-level leadership skills in the coordination of all Disaster Recovery processes for clients across multiple platforms (Wintel, UNIT, AIX(SAP), Mainframe)
- Ensuring the complete satisfaction of the client through the delivery of high-quality work that conformed to the stipulations of Service Level Agreements
- Applying advanced business communication skills in the role, as the main point of consultation and information for disaster recovery (inc. Working on Bid Projects, Developing Business Strategies, Proposals, Presentations, Special Interest Group Meetings (across customers and other Consortium Organisations), as well as managing Customer Satisfaction.
- Work involved providing Business Continuity and IT Disaster Recovery services to ALL CSC Global Client base. Inc:
  - NHS Connecting for Health Program (dual data centre high availability solution utilising VMWare and Global Clustering)
  - Royal Mail
  - Post Office Counters Ltd (inc. Call Centre DR)
  - Anglian Water

2002-2003

*Royal Mail, Disaster Recovery Analyst*

- Responsible for providing and managing IT Disaster Recovery solutions for Business Critical Systems.
- Primarily responsibility for Intel and UNIX systems housed within the Data centre.
- Responsible for High-availability systems.
- Responsible for the design and delivery of Call Centre DR solutions.
- Responsibility for many Office / Campus recovery solutions.

*\*NB: Royal Mail was outsourced to CSC Business Systems Ltd in 2003 and as a result my role was also outsourced to the company*

1999-2002

*Royal Mail Group, Various Roles*

- Mainframe Technician: Responsible for the effective running of Royal Mail's Mainframe Systems.
- Distributed Systems Support Analyst: Responsible for proactive alert monitoring / fixing of all the IT infrastructure. - One of Europe's largest and most complex networks. (inc. VOIP)
- Responsible also for delivering ' quality ' within the Operations team, and for evidencing this within Royal Mail's quality model.
- Providing Helpdesk / Service Desk support.
- Management of a project to increase the use of automated products to ensure all platforms alerted in a consistent manner and to ensure that - where possible - all potential problems were identified and rectified prior to any customers being affected.
- Responsibility for the creation and managed the Operations Documentation Library, ensuring it met all audit

standards.

1987-1999

*South Yorkshire Police, Senior Computer Operator / Shift Manager*

- Responsible for ensuring the 24x7 availability of the Police Operational IT Systems, taking all appropriate action to ensure any problems were managed and rectified.
- Host and participate in service delivery review meeting with the system suppliers to ensure changes and incidents were managed in accordance with the contracts.
- Responsible for a team of operators (inc. Managing staff performance and recruitment)
- Responsibility for an IT help desk, ensuring all calls were correctly logged / progressed, and that proactive reporting / trend analysis was completed.
- Additionally, I wrote the first computer based incident handling programs used by the police.
- In my final year there I was project coordinator for the roll out of NT4 across the force.

1980-1987

*Rotherham Borough Council, Computer Operator / Data Control Clerk*

- Ensuring Batch data and jobs were correctly scheduled for processing through the mainframe computers.
- Ensuring the output was correctly correlated and distributed.
- Ensuring all batch was correctly processed and that disaster recovery issues were addressed.

Also, during this period I was a part-time lecturer at two local technical colleges, teaching IT Studies at GCE and City and Guilds level.

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## EDUCATION

Practitioner Certificate:	Business Continuity Management (MBCI)
ITIL:	Foundation
MS:	Microsoft Certified Professional (expired)
GCEs:	Including Mathematics & English
BTEC:	National Certificate in Computer and Business Studies.

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## PROFESSIONAL DEVELOPMENT

- Help Desks Management, Supervisory skills, Managing Staff, Managing diversity in the workplace, Equal Opportunities, Quality Management, H&S, Risk Management, Effective Presentation, Understanding Behavioural Styles, IT Disaster Recovery Management, HP-UX Fundamentals, Microsoft Certified Professional (expired), First Aid at Work.

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## PROFESSIONAL MEMBERSHIPS

- Business Continuity Institute - MBCI

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## I.T. SKILLS

- 28 years Operational Support to data networks, VOIP, Microsoft, UNIX, SAP and Mainframe systems.

Technical Courses attended

- Microsoft NT4 Core Technologies, Microsoft NT4 Administration, Microsoft TCP/IP, Introduction to UNIX, Mainframe : OS/390 MVS/JES 2 for Operators, Mainframe : MVS JCL Workshop, Mainframe : TSO/ISPF Workshop

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**PERSONAL DETAILS**

**Health:** Excellent; non smoker  
**Drive:** Full/Clean  
**Interests Include:** Family / Music / Films

**REFERENCES ARE AVAILABLE UPON REQUEST**