

Mark Jones *MBCI*

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OBJECTIVE : Head of Department / Senior Manager, with experience in the following fields :

IT Service Continuity Manager, Business Continuity, Disaster Recovery, Project Manager, Risk Manager, Problem and Change Manager.

Current Position : Head of Business Continuity.

PROFILE

Highly experienced professional, with an enthusiastic, pragmatic approach to achieving excellence, with international organisation. Demonstrable skills include: leadership and development; process and risk evaluation; project and implementation planning. Able to inspire and communicate complex issues at strategic level, ensuring positive action and results are achieved through an organisation.

CORE SKILLS

- Leadership - Strong integrity, positive outlook, leads by example.
- People Development - Inspirational, charismatic, motivator and mentor.
- Communication - Excellent interpersonal skills, good listener, caring and compassionate.
- Organisation - Dependable time manager, methodical and diligent.
- Work Ethic - Hard working, loyal and determined.

SELECTED ACHIEVEMENTS

- ***Diagnosed and implemented the Change Management control and Production Incident risk analysis process.*** Evaluated production incidents, provided risk gap analysis. Liaised with Technology department, incorporated risk management skills, ensured reduced financial loss by 10% daily during a disaster.
- ***Devised and implemented training programme to 250 people across the company.*** Innovative and flexible training programme enabled attendance without hindering production work. Presented end to end instruction on planning and testing, provided realism and meaningful invocation process.
- ***Planned and led Corporate Disaster Recovery Programme enhancements throughout the UK.*** Evaluated possible outcomes, identified revisions and improvements, transformed Business Continuity planning into legible robust planning across the company.
- ***Implemented and led Quarterly reviews on how IT Service Continuity planning fits within the organisation.*** Gained executive management approval on implementation of sustained initiative. Strategically evaluated departmental workload, enabled departments to have better practitioners in the Business Continuity field.
- ***Enhanced IT Service Continuity requirements, ensured reduced financial loss during a disaster.*** Presented to executive management, persuade buy-in on the company's Business Continuity position. Won budget, enabled improved executive comprehension of the company's capabilities during a disaster.
- ***Identified and implemented pragmatic and regular testing programme for £1m contract.*** Evaluated critical business requirements, liaised with strategic stakeholders, presented findings, persuaded buy-in and ensured consistent approach to contract invocation.
- ***Evaluated and launched a unique recovery strategy and process.*** Documented a plan where "no notice" tests could be performed, illustrating Business Continuity preparedness. Implemented solution, aided the company to further stretch testing, provided realism to the Business Continuity programme.

CAREER SUMMARY

Homeserve PLC

2007 – Present

One of Europe's largest home emergency service provider, with over 6 million customers.

Head of Business Continuity

2007 - Present

- Created and implemented Crisis Management Programme across the company, which incorporated full testing
- Built department, mitigated risk and probable impact of an IT and Business interruption
- Introduced and implemented key risk mitigation initiatives
- Gained Board approval for the delivery of a bespoke risk mitigation programme
- Spearheaded end to end Business Continuity and Crisis Management Programme, which met with FSA regulations and internal audit requirements
- Negotiated Business Continuity contract with leading third party provider

Responsibilities

- Project staff management, including tracking and reporting on progress, ensuring budgetary constraints and project timeline are understood across project implementation staff.
- Issues tracking, including escalation of issues to the Board of Directors.
- Introduced annual testing schedule, to meet with supplier and multiple location availability.
- Setup and implementation of Business Impact Assessments, Business Continuity Planning and a formal testing schedule.
- IT Business Impact Assessments in place for large Data Centre environment which cover the key technical solutions for WinTel / Active Directory / WAN / LAN / Sybase / Oracle / SQL / DNS / DHCP / SAN / Telecoms Voice / Data / UNIX / Capacity Planning Software / Enterprise System Management tools and Middleware environments.
- Information Security Recovery Solutions in place for Firewall / Access Control, ensuring data integrity.
- Business Continuity Testing Scope, Objectives and IT Recovery Timeline.
- Post test remediation activities, including lessons learnt, presentation to the Business and IT highlighting KPIs.

MBNA Europe Bank Ltd

1997 – 2007

One of the world's largest financial institutions, serving consumers, businesses and corporations with a full range of banking and investing, with over 200,000 staff members.

Assistant Vice President, Head of Business Continuity & IT Service Continuity

2000 - Present

- Coached, mentored and developed Business Continuity department.
- Spearheaded initiatives, won approval from executives, to ensure Business Continuity strategy met with internal audit requirements.
- Enhanced Business Continuity practices for all European offices.
- Enhanced change control process to incorporate Business Continuity aspects.
- Responsible for Business Continuity testing across all European offices.
- Devised robust testing scope and objectives, ensured continually stretched deliverables.
- Consistently delivered objectives on time.
- Devised and implemented Emergency Management programme for all European offices.
- Consulted with key vendors, ensured correct level of standards.

Responsibilities

- Tertiary site project planning, incorporating physical and logical data centre risk assessment, identifying server down-time windows, in order to implement high profile multiple server relocation.
- Risk mitigation by identifying dependencies and conflict resolution.
- Approving and managing the Change Management process, ensuring risk mitigation to the production environment.
- SunGard Availability Services £1m contract negotiation, for Disaster Recovery purposes.

- On-call 24/7 for disaster recovery invocation and production environment issues tracking for Change Management.
- Management of supplier, IT and Business Area testing and invocation expectations.
- Business and IT Recovery of multiple locations between Dublin, Carrick-On-Shannon, Madrid, Chester, Dallas and London simultaneously.
- Recovery of Trading team and associated IT infrastructure.
- SunGard contract agreement, with regular SLA performance management and review.
- Budget management for Testing and Business as Usual purposes.
- Sufficient Business Impact Assessments in place and suitable for Business Areas.
- All testing documentation is reviewed prior to test completion, and meets business and SOX regulatory requirements where necessary.
- Understanding of ITIL Continual Service Improvement.

Operational Risk Manager

1997 - 2000

- Evaluated production issues and presented findings at executive level.
- Analysed production environment, to implement risk mitigation processes.
- Analysed, evaluated and presented risks to executive management.

Natwest Bank Ltd, IT Shift Manager (Contract position)

1995 - 1997

The fifth largest bank in the world, with 1,650 branches with over 25,000 staff members.

- Managed career development of 12 shift Operators.
- Project managed the implementation of entirely new systems backup software, enabling reduced night shift time allocation.

DHL International Ltd, IT Shift Manager

1990 - 1995

Primarily operates in Europe, the US, and Asia. The company is head quartered in Bonn, Germany and employs 287,000 people. A wholly owned subsidiary of Deutsche Post World Net.

- Enhanced Management Information reports, for improved clarity.
- Project managed entire data centre systems upgrade.
- Streamlined operational shift duties

Sketchley Ltd, Account Manager

1988 – 1990

- Ensured payments to all contractors and vendors were accurate and made on time.
- Ensured uniform procedures between region offices.

EDUCATION

PAS 77	IT Service Continuity Management Code of Practice	2006
Member of the BCI	Business Continuity Institute Membership	2004 – Present
ISO BS 17799	Information Security Code of Practice	2000
BTEC, Business Studies	Uxbridge Technical College	1986 - 1988

PERSONAL DETAILS

Year of birth	1968
Marital Status	Married, 1 child.
Interests	Piano, Photography, member of local golf club.