

Summary

JOHN GLENN is certified Business Continuity/Disaster Recovery planner who has been creating complete Enterprise, Business Unit, and IT-specific plans for Financial, Fortune 100, Government, Insurance, and International organizations since 1994. Manager and mentor, Mr. Glenn also has extensive documentation and training experience. A regular contributor to the Disaster Recovery Journal, he earned his Certified Recovery Planner (CRP) certification in 1999; he currently is certified as a Member, Business Continuity Institute (MBCI).

Chronological employment history

Sarbanes-Oxley Auditor, Columbia Natural Resources¹

January 2005 - October 2005

Prepare Client for **Sarbanes-Oxley** compliance at enterprise level through review of in-place policies and procedures, and as necessary, modification of existing documents or creation of new documents.

Business Continuity Planner/Mentor - City of Charlotte NC

May 2004 - May 2004

Mentor City IT Special Projects Manager to develop and implement **Business Continuity program** for City's IT/MIS operations. Provide on-site leadership and guidance as required to assure the project is tracking according to Client and Planner expectations.

Business Coordinator (Analyst) - Zim – American Israeli Shipping Company, Inc.²

Oct 2001 – Dec 2003

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.

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

Author, "Business Continuity Made Simple – almost"

Aug 2001 – Oct 2001

Write compact book which details basic **business continuity** plan development for novice planners and for non-planners charged with creating a simple plan. Currently seeking publisher.

¹ CNR was sold to Chesapeake Energy Corporation

² Now *Zim Integrated Shipping Services Ltd*

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Process Analyst: State Farm Insurance

Jan 2001 – May 2001

1. Participate in **BIA** for **insurance** business functions.
2. Participate in **BIA** for **technology** supporting insurance business functions.

Work with two other independent plan consultants on all three projects, and with back-up provider's project team on initial two projects. Projects follow client methodologies for plan development and implementation.

*All plans comply with **Federal Financial Institutions Examination Council (FFIEC)** guidelines effective at the time.*

Project manager – Business Continuation Plan: American Express

Jul 2000 – Dec 2000

Create **business continuation** plans for business functions based on input from Client Vice Presidents, Directors, and Business Function Managers.

Perform **gap analysis** on existing Client business function continuation plans.

Perform **gap analysis** on plans submitted by Client's vendors.

New plans included **Business Impact Analysis (BIA)** through **Recovery Plan** and both **Training methodology** and **Maintenance philosophy**.

*All plans comply with **Federal Financial Institutions Examination Council (FFIEC)** guidelines effective at the time and American Express corporate policy. Plans include testing and maintenance segments.*

Work was performed from virtual office in Virginia; Client manager was located in Florida, Client sites were in Arizona and North Carolina.

Technical Writer: Adaptec

Feb 2000 - Jun 2000

Create process to convert documents from PageMaker to FrameMaker; convert documents; perform QA to assure accuracy in final format. Completed project ahead of schedule. Established process for creation and maintenance of new documents.

Consultant: DMR Consulting³ (partial list of projects)

May 1995 - Oct.1999

* Defacto project manager & tech lead - BCP: Florida Dept. of Mgt. Services

Create **Statement of Work** and **Project Schedule** for Phase II.

Gather information from Senior and Middle Managers and Line personnel.

Create deliverables.

Participate in Phase I as team member creating Business Impact Analysis (BIA).

Participation in both Phase I and Phase II was from "virtual office,"

³ Now Fujitsu Consulting

- * Project manager – Y2K: Lucent Technologies
 - Manage** 10 direct reports from three different functional groups to:
 - Identify at-risk **commercial** and **locally-developed software** and **commercial hardware** components and systems (including **LANs** and **WANs**)
 - Replace or make Y2K compliant or Y2K ready at-risk software and hardware
 - Test modified or new software and hardware in isolation
 - Integrate modified or new software and hardware into the existing operation
 - Coordinate** local operation with Division Y2K manager.
- * Business Continuity planner: Lucent Technologies
 - One of three **Business Continuity** Plan developers supporting Client's **NT data center** (the other participants being the DMR Business Unit Manager and the DMR Technical Director).
 - Create complete plan from **Business Impact Analysis (BIA)** through **Plan Test procedures** and **Plan Maintenance philosophy**.
 - Research, recommend fire wall vendor.
 - This plan utilizes Lucent's inherent "advantages of scale" and includes primary and secondary stand-by back-up facilities located in different states.*
- * Y2K survey team member: Wyndham Hotels
 - Survey Tampa FL facility for equipment Y2K compliance or Y2K readiness.
- * Y2K survey team member: Breed Technologies⁴
 - Y2K survey participant.
- * Defacto project manager – Data Center build-out: Lucent Technologies
 - Defacto **Project Manager** for creation of new **NT data center** used to monitor client networks.
 - Participate in **data center development** from floor plan through post-turnover training.
 - Document data center **LAN/WAN** and telecom connections.
 - Train** Client personnel to use newly introduced software.
 - Write** content for Client internal newsletter keeping personnel up-to-date on center progress (ands when each group would be cut over).
 - Coordinate** username and password information with remote Mail Server personnel so local personnel would be able to fully utilize the upgraded system as soon as their group was cut over.
 - Convene and conduct **project post-mortem**.
- * DMR Business Continuity internal functions
 - Business Continuity** and **Documentation Subject Matter Expert** at Client meetings.
 - Prepare Proposals and Statements of Work (SOWs)** for **Business Continuity**-related efforts.

⁴ Now *Key Safety Systems, Inc.*

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- Train Account/Client Executives** (marketing/sales) to be aware of Business Continuity opportunities when meeting with Clients and to sell DMR's (my) capabilities.
- Train** (some) **DMR technical consultants** to work in support of Business Continuity manager, and to be aware of Business Continuity opportunities at their job sites.
- Prepare **low-cost marketing package** to introduce Business Continuity planning.
- Create single-sheet, two-sided **Business Continuity brochure**.
- Attend bidder/vendor conferences and recommended bid/no bid action.**
- Provide **documentation support** on numerous projects.
- Present DMR capabilities** to clients with, without sales personnel's presence.
- Business Continuity team member – national network: GTE Data Services
Contract Apr1994
- Business Continuity** Plan development team member.
- Business owner
Jan 1993 - May 1995
- Own business providing full **documentation** services. Deal with **clients, vendors**.
- Senior/Lead technical writer: Leslie Controls
May 1989 - Dec 1992
- Write and illustrate commercial and mil-spec **technical and user manuals** for **process control** systems.
- Director, Marketing and Technical Publications groups: PSI
Jan 1989 - May 1989
- 8 direct reports**
- Shirt-sleeve manager** of separate **marketing** and **technical publications** groups
- Writer: Siemens (then Stromberg-Carlson)
Oct 1988 - Jan 1989 (Contract)
- Create, in team environment, documentation for **Digital Central Office** product.
- Deputy Director/Engineering: Tadiran (Telecom Division)
Aug 1982 - Sep 1988
- Responsible for **30 direct reports** for telecommunications systems manufacturer.
- Shirt-sleeve manager** of **technical and user documentation** on-site and telephone **support**, and classroom and on-site technical and end user **training** in director's absence.
- Write **analog and digital telephone** system technical and user documents.
- Train technicians** to install and maintain telephone systems.
- Train end users** to use system.
- Provide telephone and on-site technical and end user **support** for systems.
- Writer: OKI Electronics
May 1980 - May 1982
- Write **analog and digital telephone** system technical and user documents.

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Writer: Tadiran Electronics (Electronics Division)

Nov 1976 - May 1979

Write **mil-spec electronics, two-way radio** and **radio/telephone (cellular)** communications equipment hardware, software, and systems documentation; deal with external **vendors**.

PR staff: Tel Aviv University

May 1976 - Nov 1976

Create **public relations** material for **domestic and international release**. Meet, escort VIPs to campus.

Platforms & Software (*partial list*)

Platforms: Macintosh, Microsoft DOS, Microsoft Windows, UNIX (HP/UX).

Software: Microsoft Office Pro (Access, Excel, PowerPoint, Word); Microsoft Visio; Microsoft Project; Adobe Acrobat Distiller & Exchange (to create PDF), Groupwise, HP Openview, HTML, Lotus Notes (database and mail), Microsoft Exchange, Explorer, and Microsoft Mail, Netscape Navigator & Composer, FrameMaker, Interleaf, Ventura; Requisite Pro.

Continuing education

Emergency Management Institute

- 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

- Disaster Recovery Operations (FFP 2480)
- Technology Applications in Emergency Management (FFP 1058)

National Fire Academy

- Emergency Response to Terrorism (Q-534)

Certification

Member, Business Continuity Institute, 2004

Certified Recovery Planner, Harris Institute, 1999

Professional references & publications

<http://johnglenncrp.0catch.com/reference.html>

Contact information

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