

## Clifford R. Kettemborough, Ph.D., D.B.A.

### *IT/IL Service/Infrastructure Management, Security, Centers of Excellence, Best Practices Qualifications and Experiences*

- Set up the **SDLC process (based on ITIL Service Management (ITSM) and COBIT-based Governance Framework)** with documentation templates, the Change Control and Management processes/templates.
- **Initiated and ran the SDL (IS/IT Security) process and embedding the Security Analysis tools (Static and Dynamic)** within the SDLC, following Microsoft SDL and OWASP models). Employed the SaaS model.
- **Worked closely with the PMO and Compliance offices (HIPAA, COBIT, FISMA, GLBA, PCI),** and end-user community, in producing projects status report, prioritization and initiation, employing **RAID** (Risks, Assumptions, Issues, and Decisions).
- **Managed the Infrastructure Services using ITSM lifecycle:** Cloud (SaaS, PaaS, IaaS, AaaS), Virtualization (server, desktop, telephony), System Storage/Management, Server Farm, Capacity Planning, Network (Router, VPN, Firewall), Telephony PBX and Wireless communications including VoIP (Avaya), Active Directory Management, Exchange & Mail Management.
- **Also strong proponent for IT Security:** MS SDL, code-scanning tools and Certifications/Compliance (**SOX 404, COBIT, COSO, PCI, PII, Safe Harbour**).
- **Developed ITIL Service Management and COBIT-based IT Governance Framework** processes and procedures and adapted them to organization's environment. **Organized training** for the Studio IT employees on latest technologies.
- **Managed the IT-PH Enterprise and Data/Information Architecture, Application Development & QA Groups.** **Provided Systems/Applications/Information/Data Architecture** directions and guidelines in all aspects, including **TOGAF, Zachman, SOA, S#arp, SaaS, CAVRE** (Completeness, Accuracy, Validity, Restricted Access, Error Handling).
- **Effective delivery of large scale, high risk, projects and programs** to business units, including responsibility for **budget, forecasting, cost visibility, TCO/ROI calculation and financial analysis** – worked with **Deloitte**.
- **Managed/Evaluated/Recommended the Infrastructure Architecture following ITSM principles:** Cloud (apps, storage), Virtualization, Dynamic Hosting, Mobile Computing, Security/Privacy, Business Continuity, Performance Monitoring, Analytics, Capacity Planning. Cloud tools technology (EMC, HP, BMC v9, Microsoft, VMware, CA) and Service Management tools technology (BMC Remedy, HP Service Manager).
- Due to one of my strong personality traits – process, methodology, formality, discipline, anti-waste – I proposed or I was part of a team pursuing the development of **Best Practices and Centers of Excellence** when it comes to Quality and Testing, organizational transformation, creating “To Be” scenarios. Notable are my accomplishments while at Boeing, where I was a member of Boeing Leadership Society.
- Very **customer-oriented/centric**. Developed and ran **UAT (User Acceptance Testing)** and **PIR (Post Implementation Review)**.
- A **champion and leader** when it comes to **quality!** Worked and love to work on areas such as **CMMI (Capability Maturity Model), COBIT, Kanban (Lean Processes, Six Sigma), Kaizen/CPI (Continuous Process Improvement), TQM/LTQ.**
- Managed the **Year 2000 Compliance, mission critical project,** and received “**Nova Award for Leadership.**”
- Managed **ISO 9001 Certification- mission critical project,** at the program element level and have been awarded the “**NASA Group Achievement Award.**” Developed “**Center of Excellence.**”

- Managed the **IT Security project**, the info- and infra-structure, **a top-level JPL-NASA requirement**.
- Strong skills and experiences in area of: analysis, problem solving, driving-change, customer focus, integrity and relationship building skills, consensus building skills, success in influencing and ability to delivery measurable results.
- Experience using **organizational change management**, transformation, facilitative leadership, and project management methodologies.
- Demonstrated ability to collaborate, communicate, influence and work effectively with a broad cross section of functional areas.
- Experience with **diverse teams and projects or programs** in the implementation of large-scale, complex IT process initiatives that achieved financial benefits.
- Experience in successful process improvement initiatives working with large, geographically dispersed team of technical professionals.
- Deep, working knowledge of **IT/IT Service Management**: Service Delivery and Service Support, Asset Management, Change Management, Release Management, Configuration Management, Incident Management, Problem Management.
- Extensive **formal education, training and certifications** in the areas of QA, Testing, and V&V:
  - **Malcolm Baldrige and Balanced Scorecard** training, *Boeing Corp.*
  - **Member Board of Directors**, *National Management Association, BALC*
  - **Software Cost Estimation** training (PRICE-H, SEER-SEM)
  - **Six Sigma Black Belt Certification**, *JPL/QASNA*
  - **Certified IT and ISO 9001 Auditor**, *Information Systems Auditing Association*
  - **Security Innovation**, *Certificate in Enterprise IS/IT Security* – part of the **CISSP/M** and **CISA** prep.
  - **Best Management Practices**: *IT Service Management (ITIL), Management of Portfolios (MoP), Management of Risk (MoR), (Managing Successful Programmes (MSP), PProjects IN Controlled Environments (PRINCE2).*
  - **Harvard Business School**, *Certificates in: Leadership & Management, Creativity and Innovation, Global Business and Technology, Business Acumen, Communications, Marketing, Strategy, Technology, Leading Change.*
  - **Master's Certificate in Project Management**, *George Washington University/ESI.*
  - **ESI Int'l Executive Education** in: *Contract Management, Business Analysis, Information Systems Security, Business Intelligence, ROI Methodology, Intercultural Management, Internet/Digital Marketing, Sales Force Management, Supply Chain Management, Leadership, Negotiations, Business Process Management, Business Sustainability, Enabling Technology.*
  - **Scrum Alliance: CSM, CSP and CST** (Certified Scrum Master, Professional & Trainer).
  - **Project Management Institute - PMP** certification.
  - **Certified Project Manager**, *American/National Management Association, 1999. Extensive PMP teaching.*
  - **Certificate in Supervisory and Management Skills**, *National Management Association, 1991.*
  - **Disney University**, *Training and Certificate in IT/IL Service Management.*
- Extensive college/university **teaching, corporate training/workshop** and **consulting** experience in the areas of **IT/IL Service/Infrastructure Management, Centers of Excellence, Best Practices**.