Rich Schiesser

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Bio-CV for Rich Schiesser

Infrastructure expert Rich Schiesser combines the experiences of a senior IT executive, professional educator, acclaimed author and highly regarded consultant in the service of numerous clients nationwide.

During the past three decades, Rich has headed up major computer centers at firms as diverse as Hughes Aircraft Company, the City of Los Angeles, and Twentieth Century Fox. For nearly ten years he managed the primary computer center at Northrop Grumman Corporation, considered at the time to be one of the largest and most advanced in the world.

For the past several years, Rich has consulted on designing and implementing world-class infrastructures through his company, RWS Associates, Inc. Among his numerous clients include The Weather Channel, Emory Air Freight, Amazon.com, DIRECTV, Las Vegas Police, Option One Mortgage, Lionsgate Entertainment and St. Joseph Health Systems.

Rich has also consulted at a variety of colleges including Corinthian Colleges, Victor Valley College, Pasadena City College, University of Montana and Kern County College District. He has taught a variety of IT classes at California State University, Los Angeles (CSULA), the University of California at Los Angels (UCLA) and Phoenix University.

In addition to writing the first and second editions of *IT Systems Management*, Rich co-authored the best-selling book *IT Production Services*. He has also written over 200 articles on IT management for leading trade journals and websites, including InformIT.com.

Rich holds a Bachelor of Science degree from Purdue University, a Master of Science degree from the University of Southern California (USC) and has completed graduate work in business administration from UCLA. He and his wife, Ann, live in Southern California, where they contribute time to their two favorite charities, the Olive Crest home for abandoned and abused children, and the Legacy One organization for organ transplants.

Experienced manager, consultant and certified trainer and practitioner of the information technology infrastructure library (ITIL) who has certified over 2000delegates. Seeking opportunities to train and apply ITIL principles. Proven track record designing, implementing, and managing world-class infrastructure processes. Author of best-selling books *IT Systems Management* and *IT Production Services* from Prentice Hall, and former weekly columnist at www.InformIT.com for Reference Guide on *IT Management.*

Professional Experience

ITIL Trainer and Consultant – Various Training Providers   **2/2004 to Present**

- Supplied ITIL training and simulations to clients such as Microsoft, Cisco, Pacific Life, Clark County, NV, Maryville Technologies, Pultorak & Associates, Fox IT, Global Knowledge and HP

Executive Consultant – Argent/Ameriquest Mortgage/Option One Mortgage   **2/2005 to 2/2008**

- Developed business continuity program, plans and exercises for mission critical applications.

Executive Consultant – Fremont Investment & Loan   **3/2004 to 12/2004**

- Conducted enterprise-wide business impact analysis and planned for and conducted remote site recovery exercise.

Executive Consultant – Las Vegas Metropolitan Polices Department   **1/2004 to Present**

- Conducted assessment of configuration management and change management processes; performed analysis of strengths, weaknesses, opportunities, threats; advised on customer service improvements.

Senior Consultant/Senior Technical Planner/Team Lead – Option One Mortgage   **9/2001 to 3/2004**

- Conducted business impact analysis and risk assessment resulting in quantified costs of business interruptions and the prioritization of hundreds of business processes and applications.
- Significantly expanded company's business continuity program. Developed, implemented and successfully tested at remote sites business and technical recovery plans for key systems such as imaging, loan processing and PeopleSoft.
- Planned and implemented cross-country replicating storage area networks that reduced recovery times of critical applications from 16 hours down to 1.5 hours.
- Utilized ITIL framework to improve change management, configuration management, problem management, and business continuity processes.
- Facilitated executive level strategic planning sessions, cross-functional development teams to improve the company's SDLC methodology, and outsourcing efforts
- Led teams in SWOT analysis to improve the operation and recovery of such initiatives as offshore programming, branch office openings, company websites, and security strategies.

Senior Consultant – DIRECTV   **5/2000 to 8/2001**

- Conducted business impact analysis for DIRECTV and their planned merger with Telocity.
- Assessed, analyzed and recommended ITIL-based improvements to their business continuity and security programs, reducing time to update plans and policies by 30%.
- Designed and implemented a comprehensive ITIL-based change management process that integrated with business continuity and security. Reduced emergency changes from 32% to 6%.

Senior Consultant – Bluewater Consulting   **6/1999 to 5/2000**

- Conducted business impact analysis for an e-commerce firm, WhatsHotNow.com.
- Performed a vulnerability assessment for financial, technical and physical risks.
- Implemented ITIL-based release management and production acceptance for The Weather Channel.
- Assessed and recommended ITIL-based improvements for Emory Airfreight and Amazon.com.

Executive Director - 20th Century Fox Film Corporation   **6/95 to 6/99**

- Managed the growth and improvements of the corporate infrastructure group and Home Entertainment operations unit.
- Directed 6 managers, $5M budget, for Business Continuity, Security, Risk Assessment, Database Administration, Server Administration, Network Services, Help Desk and Operations.
- Conducted risk assessment and business impact analysis. Established enterprise-wide business continuity program tested every six months. Reduced recovery time from 4 days to 6 hours.

Technical Services Manager - Northrop Grumman   **9/90 to 6/95**

- Managed and consolidated the five divisional technical services groups comprised of business continuity planners, security analysts, programmers, database administrators, network engineers, and systems administrators.
- Staff was responsible for business impact analysis, risk assessment, classified logical and physical security, and all systems software.
- Merged data centers and IT processes with Grumman Corporation. Managed secured networks.

Computing Services Manager – Northrop   09/85 to 09/90

- Managed one of the largest and most advanced computer centers for the B-2 Division with a staff of 350 and a $25m budget.
- Developed and tested business and technical recovery plans at remote, classified locations. Implemented MRP II.
- Streamlined and automated key processes saving $8M annually.
- Downsized staff of 280 to 120 in 15 months with no service disruptions, excessive overtime or litigation. Merged five classified operations sites into one.

Total Quality Management Facilitator – Northrop   7/88 to 10/89

- Led a team of Total Quality Management (TQM) facilitators who trained 150 managers and 900 employees on TQM, Continuous Process Improvement, and Baldrige National Quality Award criteria.
- Trained as an internal Baldrige examiner. Conducted assessments corporate-wide resulting in $1.2 million saving in process improvements.
- Developed a unique Customer/Supplier Matrix that greatly improved service delivery.

Assistant Director, Corporate DP Services - Hughes Aircraft   12/83 to 09/85

- Managed operations personnel at both the centralized data center and at an offsite data center in El Segundo involved in data entry, production control, report distribution, tape library and computer operations.
- Served as a Total Quality Management Facilitator for corporate and divisional computing.

Manager, Technical Services - City of Los Angeles   6/77 to 12/83

- Managed technical services at the Dept. of Water and Power and at the Data Service Bureau.
- Upgraded IBM processors, and storage systems.
- Designed and installed fully integrated Network Control Center.

Education and Related Experience

- Completed post-graduate work from UCLA Graduate School of Business.
- Master of Science in Computer Science, University of Southern California.
- Bachelor of Science in Electrical Engineering, Purdue University.
- Former Registered and Licensed Professional Engineer for the State of California.
- Currently Credentialed in the following ITIL Certification:
  - V2 and V3 Foundations
  - V2 Service Manager
  - V3 Service Operations
  - V3 Operational Analysis and Support
  - V3 Expert
- Taught a variety of adult IT courses for seven years at CSULA and UCLA; current instructor at the University of Phoenix teaching business continuity, project management, and use of IT in business.

- Wrote best-selling book *IT Systems Management* (1st and 2nd Editions) from Prentice Hall on implementing and managing world-class infrastructure, now used in major corporations and universities world-wide. The book is closely aligned to the ITIL framework. Co-authored *IT Production Services.*
- Wrote numerous articles on a variety of IT topics, including business impact analysis, business continuity programs, and disaster recovery and project management, for leading industry publications; currently writes a weekly column for www.InformIT.com website on various IT management topics.
- Frequent speaker at industry conferences worldwide. From 2002 through 2010 spoke at:
  - National Earthquake Conference
  - World Conference on Disaster Management (WCDM)
  - Information Technology Service Management Forum (itSMF)
  - Continuity Insights Conference
  - Contingency Planning Management
  - Data Center Decisions Executive Conference
  - Association for Contingency Planners (ACP)
  - American Red Cross Emergency Preparedness Academy
  - University of California at Irvine Learning Center for Risk Management Curriculum
  - Strohl Software International Users Conference
  - Disaster Recovery Journal International Users Conference (DRJ)
  - Association for Computer Operations Managers (AFCOM)
  - Keynote speaker at the Information Security and Business Continuity Conference of South Africa

References available upon request.