



Dennis C. Wenk CISA, CDP, CSP, ITIL Certificate in IT Service Management

An experienced information technology professional with the ability to develop and execute effective IT-strategies that deliver results as a consulting partner or corporate leader. Broad international experience integrating complex heterogeneous IT environments that increase business resiliency, reduce operational risk, and deliver competitive advantage.

An innovative problem-solver with a participative, empowering leadership-style that encourages accountability and teamwork in diverse, multi-cultural situations. A plenary conference speaker, author and thought-leader regarding continuous process improvement and effective decision making.

Dennis has conducted many BIA's as part of his work with Hitachi Data Systems.

Professional Experience

Current assignment- Executive Director of Technology Architecture BCS, Inc.

The current role is working with the BCS global team to integrate disaster recover, business continuity and high availability practices in a customized, vendor agnostic solution for each of the client's needs. This integrates a rich experience with new challenges that our clients are faced with including economic, financial, environmental and resiliency programmatic capabilities.

1997 – 2009: Hitachi Data Systems - Representative Accomplishments

- Developed the consolidation strategy for a Major European Financial Institution and successfully integrated the operations of six multi-national data centers to two highly resilient mega-centers with twelve months and without compromising service availability, performance or security. Consolidation achieved significant integration benefits by reducing infrastructure operating-expense by 28% or £10 million annually, increasing staff productivity by 44% and enabling future economies of scale.
- Line responsibility for 285 people within in 7 departments and 7 direct reports during the 27 months of consolidation activity. Critical online system availability improved to 99.998, protecting up to £38 million daily transactions through a combination of management controls, systems training, systems installation and upgrade testing. An internal business case developed by the bank estimated my contribution exceeded £350 Million.
- Conducted risk assessment and developed the board (of directors?) presentation for a large International Mexican bank to receive capital investment of \$23 million to improve the resiliency of the IT infrastructure from that significantly reduced expected loss by over \$90 million annually, mitigated exposure to regulatory fines, and reduced excessive capital reserves.
- Improved the IT service availability benchmarks for a major Health Insurance Company from 4.9 Sigma to 5.59 Sigma within four months by implementing and enforcing proper ITIL management practices. Increased service reliability while reducing monthly hardware maintenance by 22%, over \$48,000/mo. through an aggressive asset management and effective inventory control.
- Identified several material weaknesses in the IT infrastructure of a large South African bank and economically quantified the expected loss to obtained board approval for infrastructure improvements that both increased availability to 99.998% and reduced material exposures.
- Developed future, ten-year operations reference architecture and strategy for a large insurance firm's IT infrastructure. Identified the infrastructure requirements, process improvements, and service levels required to reduce operating expense, increase operating flexibility and achieve competitive advantage.



- Developed the economic justification and business case to improve infrastructure resiliency of an Argentine Telecommunications Company by identifying the optimal solutions and process improvements required to improve the quality of service and reduce material exposures by over \$3.8 million annually.
- Worked with executive management of an international service provider in Helsinki, Finland to identify service gaps and compliance issues related to the European Programme for Critical Infrastructure and the Telecommunication Industry Association – 942 standard for high availability services. Transformed this crisis prone operation into a robust Service Center positioning it for greater market penetration by re-aligning resources, normalizing operations and substantially increasing service levels from a low of 97.9% to over 99.99% reliability within 4 months.

HDS Principal Solution Architect - Continuity & Resiliency

2007 – 2009

Field Sales Support providing solution-based selling support and customer-facing presentations relating to replication, virtualization, operational risk, and resiliency.

HDS Principal Business Consultant - Business Continuity & Resiliency

2005 – 2007

Startup activities for a new business-oriented, pre-sales consulting service to support solution sales effort. Provided the leadership and management direction to a new group of business consultants supporting the Americas Sales Geography).

HDS Senior Global Architect - Business Continuity & Resiliency

2002 – 2005

Provided the leadership, demand generation, and delivery for global business resiliency opportunities. Full-range of activities from pre-sales through delivery/implementation of solutions that deliver out-of-region replication for zero data loss.

HDS Solutions, Director - High Availability Solutions

2000 – 2002

Provided the consulting leadership for global High Availability solutions to HDS customers comprised of Hitachi Storage, Software, and Network, Technical and Professional Services, Hitachi, Ltd., and Partner/Alliance support Delivered solution-selling services that generated over \$58 million in additional pull-through product sales.

HDS Server Line-Of- Business, Solutions Architect

1999 – 2000

Responsible for developing consulting staff and delivering comprehensive solutions to HDS customers. Provided national pre-sales support of infrastructure solutions such as, high availability, heterogeneous consolidation, asset management, and e-commerce. Achieved 380 % of sales quota for HDS High Availability servers.

HDS Professional Services, Project Executive

1997 – 1999

Provided the professional service leadership for management consulting services that ranged from evaluating emerging technologies to technology transformations and data center consolidation. Manage, develop, challenge and recruit information technology professionals to lead consulting engagements for clients. Responsible for revenue generation, marketing, client satisfaction, and delivery of technology solutions to clients in the "Continuous Availability" practice area that generated consulting \$2.4 million in revenues of during the initial 6 months of rollout.

1995-1997: Advantis/IBM Global Network – Outsourcing Project Executive

"Profit & Loss" responsibility and accountability for all aspects of contract delivery of discrete Custom Network Solutions to outsourced customers including; profit /loss, staffing and directing the transition and steady state operations, personnel, project management,



Representative Accomplishments

- Coordinated construction and development of Network Operations Center (NOC) including development of standards and procedures to support 24 X 7 X 365 support across multiple time zones and countries.
- Transitioned a private network in less than 90 days from a low 97.94% availability to an availability exceeding 99.97%. The increased availability allowed growth of network traffic grew revenue over 50%; a net increase of over \$1.5 million annually.
- Relocated a centralized voice/data network for the corporate headquarters which improved customer satisfaction, increased service responsiveness and improve network availability. Improvements included; Total Availability from 99.1% to 99.8%, Value Added Network access from 97.4 to 100%, Private Data Network from 97.4% to 100% and Frame Relay from 99.6% to 100%.
- Recovered customer satisfaction, reestablished customer confidence, and improved overall working partnership that generated new, improved opportunities which lead to increased revenues by 14.1% and improving gross operating profit by 176%.
- Highest Achievement rating of 'Superior Contributor' significantly exceeded expected level of contribution and Received high quality rating from the ISSC Peer Review, improved the working relationship with ISSC, awarded the Chairman's Excellence Award.

1992-1995: Comdisco – Western Area Directory, Technology Services

Led initial start-up and directed the business development activities as the primary link between clients and the consulting staff. Managed, developed, challenged and recruited over 20 information technology professionals to lead consulting engagements for Fortune 500 Clients Evaluated emerging technologies, completed technology transformations and data center consolidation. Expanded the consulting practice internationally into the UK. and the Netherlands.

Representative Accomplishments

- Launched the National Information Technology (IT) consulting practice that generated consulting revenues of \$1.4 million during the initial 9 months of operation.
- Developed the "Advanced Recovery" Consulting Practice which generated over \$20 million in additional leasing sales as a direct result of consulting activity.
- Managed a project to design/build/migrate of a world-class 122,000 square foot data center. The center was designed to be totally self-sufficient for a minimum of seven days. This design included a Tier IV, 2 (n+1) design of the electrical power distribution for a 'Never Shutdown' environment.
- Designed marketing collateral material, created sales training program and materials, and conducted marketing training seminars for the IT professional services.
- Elevated the 'calling-level' for Comdisco's Leasing Sales Representatives to the Executive Suite and averaged a monthly proposal backlog of 14 and leads/suspects opportunity list of 31 while maintaining an individual utilization rate of 60%.

1989 – 1992: KPMG Peat Marwick – Senior Manager, Regional Technology Services Group Leader

Representative Accomplishments

- Generated consulting revenues in excess of \$700K during a time of internal restructuring.
- Created four new IT services offerings for Peat Marwick; "Technology Assessment", "Outsourcing Evaluation", "Technology Tune-up", and "Technology Consolidations".



Articles and Presentations

Awarded the Best Management Paper by the Computer Measurement Group (CMG). Published in Information Week, Computer Performance Review, Trends and Topics, Continuity Insights, Disaster Recovery Journal, and Infosystems, Computer Measurement Group.

Presented to CampIT, Contingency Planning & Management, SHARE, Continuity Insights Management Conference, Disaster Recovery Institute, International Risk Management Expo, Purdue University, Midwest Telecommunications Conference, Data Processing Management Association, Computer Measurement Group, EDP Auditors Association, Financial Executives Institute, North American Computer Exchange (NOEX), Midwest Contingency Planners Association, and Amdahl Users Group.

Education and Certification

Masters of Business Administration in Accounting and Finance, Northern Illinois University, DeKalb, Illinois
Bachelor of Science in Computer Science, Northern Illinois University, DeKalb, Illinois
Associates of Science in Data Processing from Moraine Valley Community College, Palos Hills, Illinois

Certified Information Systems Auditor (CISA), Certified Data Processor (CDP), and Certified Systems Professional (CSP), ITIL Certificate in IT Service Management