



## **William A. Million, MBCP, CORM, CDCP-Instructor**

*Business Continuity, Disaster Recovery, Data Center Management, and Information Technology Professional*

Areas of expertise include:

- ✚ City and county mitigation planning and assessments
- ✚ BIA's for city, county and state governments in addition to private industry
- ✚ Multi-hazard response planning for city, county, and state government
- ✚ Instructor of BIA courses for DRI International and ICOR
- ✚ Continuity of Operations Planning (COOP), project management, process audit, budget and financial control
- ✚ Hazard / threat analysis, business impact analysis, risk analysis
- ✚ Life safety and emergency planning
- ✚ Application of actual business and natural disaster survival experience

## **Professional Experience**

### **Federal Emergency Management Agency – Region VII, DAE Mitigation**

- ✚ Mitigation Specialist, County Mitigation Planning Disaster Number 1766 – Indiana Flooding
  - Aided 23 counties with plan updates and consultation for improvement
- ✚ Mitigation Advisor, Disaster number 1791 – Texas Hurricane Ike
  - Supported individuals who experienced personal property loss and damaged with technical construction and mitigation counseling in three cities
- ✚ Region VI, Tele-registration Center – Registrar Midwest and West Coast Floods, 1995

### **Services Enterprises & Associates - Business Continuity & Management Consulting: President**

- ✚ Provide expert level consulting and education for: life safety, physical & intellectual asset security, business contingency and disaster recovery planning, education, exercise and testing
- ✚ Experienced and trained for business institutions, multi-hazard planning for city, county government, and public utilities
- ✚ Application of actual business disaster survival experience in performing:
  - Analysis consulting for Hazard/Threat/Risk identification and mitigation strategies
  - Analysis and implementation of business and technology resilience issues and solutions
- ✚ Multi-hazard response planning consulting for city and county

### **ING Americas, Denver, CO, Minneapolis, MN, Hartford, CT: Business Solutions Consultant**

- ✚ Conducted hazard and threat analysis and recommended mitigation activities for western U.S. locations
- ✚ Provided plan design, identification and implementation of technical strategies for improved technology and data management operations and business contingency operations
- ✚ Ensured technology, business, and data recovery compliance with regulations
- ✚ Provided project management for critical data identification, application and infrastructure recovery, audit response, and program development including budget and solution controls
- ✚ Served on the Project Architecture Review Board and contingency planning steering committee.

### **Global Commerce Corporation, Broomfield, CO: Corporate Risk Manager**



- ✚ Responsible for all contingency planning – Crisis Management, Emergency Planning, Disaster Recovery, Business Continuity support and plans for business-to-business secure transaction processing and payments for an Applications Service Provider
- ✚ Identified the financial implications of business and information losses to the business

#### **First Data Corporation, Englewood, CO: Business Recovery Manager**

- ✚ Managed disaster and business recovery for First Data Technologies division of First Data Corporation.
- ✚ Initiated and managed high-end storage and backup solutions, data center consolidation and relocations
- ✚ Department supported multiple business units of First Data, Western Union, U.S Government and State Government Internal Revenue Tax processing, joint venture applications and outsourced financial processing
- ✚ Successfully implemented the first internal call center recovery solution

#### **U S WEST DEX, Englewood, CO: Business Continuity Manager**

- ✚ Manager of recovery planning for three data centers and 64 business locations, in 14-state area, publishing Yellow Pages business telephone directories
- ✚ Established recovery process for the high availability client server and mainframe environment
- ✚ Researched and wrote article published by the Disaster Recovery Journal, spring 1997, "Cost Effective Preparedness"

#### **Systems & Computer Technology Corporation, Malvern, PA: Lead Consultant – Government Operations**

- ✚ Developed the business model for the disaster recovery consulting practice
- ✚ Served as lead contingency planning consultant to city / county government and public utilities
- ✚ Technology and COOP Plans for western US states and counties

#### **IBM/Integrated Systems Solutions Corporation (IBM Global Services), Boulder, CO: Disaster Recovery Program Manager**

- ✚ Developed the program and process for outsourced disaster recovery planning and controls used by Global Services
- ✚ Managed the disaster recovery plans for IBM/ISSC, industry and banks outsourced to IBM
  - Multi mainframe complexes in an international processing environment
- ✚ Disaster recovery project team leader for data center construction, consolidations and relocations
- ✚ Fully responsible for internal and external audit agencies for banking contingency and recovery plans
  - Federal Reserve, Comptroller of the Currency, Charter Issuing Agencies, FFIEC, Internal Bank Audit
- ✚ Received three IBM Functional Excellence Awards and the IBM Administrative Excellence Award for recovery planning

#### **Education**

- ✚ **State University of New York at Farmingdale; (Currently named Farmingdale College)** Electrical Technology
- ✚ **Uni-Teq Learning Center;** Business school certificate in computer programming
- ✚ **IBM Technical Education;** electronics, safety, security, disaster recovery, telecommunications, hardware repair, facility management, manufacturing processes, and I/S operations management
- ✚ **IBM Personal Development;** staff training, management, team leadership, presentation skills, technical writing, project management
- ✚ **FEMA / Emergency Management Institute;** community mitigation planning, all DAE required courses, NFIP introduction, terrorism, crisis management, incident command, hazard mitigation and multi-hazard response



- ✚ **Disaster Recovery Institute International**; disaster recovery and business continuity
- ✚ **International Consortium for Organizational Resilience**; data center facilities management, disaster recovery and business continuity

### Professional Credentials and Affiliations

#### International Consortium for Organizational Resilience (ICOR)

- Member and Instructor
- Certified Data Center Professional and Instructor (CDCP)
- Certified Organizational Resilience Professional (CORM)

#### DRI International (DRII)

- Master Business Continuity Professional (MBCP)

#### Association of Contingency Planners (ACP)

- Denver Chapter Vice President

#### Volunteer Support

Department of Homeland Security, Federal Emergency Management Administration

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