**Steve Blanding**

**CISA, CISSP, CGEIT, CRISC, CIA, CFE**

**sf\_blanding@hotmail.com** **Mobile (214) 679-6945** [**Http://www.linkedin.com/in/Blanding**](Http://www.linkedin.com/in/Blanding)

**Senior IT Executive / Senior IT Security, Risk & Compliance Leader**

Collaborative and accomplished IT leader with proven ability to direct information technology services in both domestic and global organizations undergoing significant change and growth. Demonstrated success in dramatically reducing costs while improving IT service delivery and operation through business service alignment. Exemplary record providing the vision and leadership needed for technology improvement initiatives and aligning technology services with business goals. Extensive expertise in IT governance, risk, and compliance (GRC), audit and security.

**Selected Key Accomplishments**

* Achieved turn-around restructuring goals by reducing IT staffing and disposal of IT assets, resulting in **reduction of operating costs by $5,000,000.** Developed a comprehensive outsourcing plan of all remaining IT operations and services, resulting in a **cost savings of $350,000**.
* Led the global SAP business-IT alignment, process re-design implementation initiative for financial accounting, materials management, production planning, quality management, sales and distribution, warehouse management, and plant maintenance, which resulted in **creating $2,000,000 in cost savings**.
* Engaged by Arthur Andersen in Houston to transform the local IT organization and then direct 3 organizational mergers/consolidations, which resulted in a **25% reduction in operating costs or $3,250,000** while improving customer satisfaction by 30%, and improving employee morale, technology availability and the quality of IT infrastructure and service delivery.
* Assigned by Arthur Andersen global leadership to lead global project teams responsible for data center and customer support call center consolidation, which resulted in **annual operational cost savings of 45% or $4,000,000**.

**Professional Experience**

**Convergys Corporation (Intervoice Corp); Dallas, TX 2010 – Oct 2012**

*Intervoice Corporation, a telecommunications subsidiary of Convergys Corporation.*

**Senior Manager, Corporate Information Security (Intervoice CISO)**

Responsible for strategic planning, designing, and implementation of all IT security policies and ensuring regulatory compliance; Worked directly with business and resource units to facilitate IT risk assessment and risk management processes, and worked with stakeholders on identifying acceptable levels of residual risk

* Implemented and monitored a strategic, comprehensive enterprise information security and IT risk management program, including the evaluation and recommendation of technical controls.
* Designed and implemented security controls for the Convergys Interaction Cloud client service solution.
* Maintained and published up-to-date security policies, standards and guidelines, and dissemination of security policies and practices to ensure compliance with relevant laws, regulations.
* Evaluated customer requirements against multiple best practice frameworks or laws/regulations including ISO 27001/2, HIPAA, PCI/DSS, COBIT, and FISMA/NIST

**Steve Blanding Page Two (214) 679-6945**

**Resources Global Professionals; Dallas, TX 2004 - 2009**

**Senior IT Risk Management Consultant**

Provided IT management consulting services to global Fortune 500 companies in the insurance, health care, manufacturing, energy, retail, and banking industries across North America, Europe, and South Africa.

* **Zurich Financial Services** - Conducted ITIL/CMMI assessments of multi-data center, multi-platform data storage management, infrastructure, and operational backup / recovery solutions and processes and prepared a strategic implementation plan and roadmap to improve service capability and reduce operating costs by **$2,000,000 annually**.
* **Zurich Financial Services** – Conducted SOA assessments of multi-platform enterprise application design and infrastructure services for Zurich’s top 12 applications for IBM mainframe, UNIX/Wintel open systems, and AS-400 systems, recommending architectural changes that resulted in over **$450,000 in cost savings**.
* **Kaiser Permanente** - Led a project to remediate segregation of duties and streamline user access system security and HIPAA compliance administration across 5 regions in North America, resulting in cost savings of **$700,000 per year.**
* **Tyco ADT** - Implemented Sarbanes-Oxley Section 302 and 404 IT general and application controls, reducing security administration costs and improving operational performance by **50% or $500,000 annually.**

**BancTec, Inc.; Dallas, TX 2003 – 2004**

**VP, Corporate IT**

Hired by the BancTec CEO to achieve turn-around restructuring goals by reducing IT staffing and disposal of IT assets and outsourcing remaining IT functions to EDS. BancTec offers call center, dispatch, logistics, tracking, reporting, and billing services for technology services to business partners in North America and Europe. BancTec manufactures high-tech financial industry solutions for advanced imaging, workflow, forms processing, capture, archive, and document management.

* Formulated company’s IT strategic and competitive direction under restructuring. Created technology vision and strategy, aligned with and supported business strategy in collaboration with executive leaders and prepared business case for outsourcing all IT functions to EDS.
* Directed global applications development function, including off-shore resources, in the design, implementation and support of SAP ERP system, world class Web sites, and high performance online infrastructure.
* Established compliance programs for Sarbanes-Oxley, GLBA, and HIPAA requirements.

**Arthur Andersen; Houston, TX 1995 – 2003**

**Principal and CIO, West Region**

**Director of CRM, North America**

Arthur Andersen is a global accounting firm with 85,000 employees providing audit, business advisory, tax consulting, and business consulting services. Engaged key business stakeholders, prioritized initiatives to drive innovation, ensured cross-business sponsorship to drive change, and maintained on-going communication and momentum to enable client service divisions to gain competitive advantage.

**Education and Training**

M.S. – Business Information Systems, Virginia Commonwealth University, Richmond, VA Virginia

B.S. – Accounting, Polytechnic Institute & State University, Blacksburg, VA

Center for Creative Leadership, Colorado Springs, CO – Leadership Development Program

**Steve Blanding Page Three (214) 679-6945**

**Addendum**

**Arthur Andersen; Houston, TX**

**Principal and CIO, West Region**

**Director of CRM, North America**

Arthur Andersen is a global accounting firm with 85,000 employees providing audit, business advisory, tax consulting, and business consulting services. Engaged key business stakeholders, prioritized initiatives to drive innovation, ensured cross-business sponsorship to drive change, and maintained on-going communication and momentum to enable client service divisions to gain competitive advantage.

* Built “customer-centric” organizations, working closely with Managing Partners, anticipating evolution of trends & consequences with agile, timely decisions and investments in technology, people and initiatives to create and exploit opportunity windows.
* Directed budget and performance of all technology areas within West Region (over 200 technologists and $52 million budget) and all customer support infrastructure and PeopleSoft CRM software within North America.
* Founded and directed Andersen’s internal CRM practice and developed and managed the IT service management catalog for North America (65 staff and $10 million budget).
* Provided BPO, IT outsourcing, and consulting services to several Fortune 500 clients throughout the West Region.
* Managed business case development, business-IT alignment, IT portfolios, investment prioritization, value roadmaps and IT strategy roadmaps for the West Region.
* Provided strategic direction and led transformation initiatives for customer service delivery and support. Integrated business and systems strategy, driving synergies between divisional heads and fostered strong and highly collaborative business-IT relationships.
* Established ITIL / ITSM and Balanced Scorecard frameworks, published a comprehensive IT-Business Service Catalog and SLAs, and implemented a service level management program for all IT services.
* Created and maintained the project management office (PMO) for the West Region, utilizing PMBOK best practices methodology and framework.

Morgan Stanley, Dean Witter & Discover Card; Riverwoods, IL

# Senior Manager - IT Audit & Software Development

A global company of 61,000 employees with revenues of $43 billion in the banking, financial services, investment banking, securities, and credit card services industries.

* Established and maintained the IT audit strategic plan and was responsible for setting strategic direction for use of computer audit technology and software for banking, financial services, investment banking, securities, and credit card services lines of business.
* Prepared audit reports for senior management and status reports for audit committee reporting.
* Managed the Audit Department IT Infrastructure and a staff of 20 software developers and IT auditors.
* Performed annual reviews of credit card security, fraud prevention controls, and risk management program, recommending improvements to security and business process control procedures.

**E-Systems (Raytheon), Inc.; Dallas, Texas**

**Senior Manager – Quality Assurance, Information Security, & Disaster Recovery Planning**

* Planned, directed, and coordinated the activities of the software quality assurance, information security, and disaster recovery planning functions
* Developed and published information security policies, procedures, and standards for all aspects of IT operations and systems.
* Designed and implemented business process controls that significantly reduced exposures and enhanced operational efficiency, resulting in lowering operating costs by $100,000 annually.

**Steve Blanding Page Four (214) 679-6945**

Radio Shack Corporation; Fort Worth, Texas

**IT Audit Manager**

Established the IT audit function at Radio Shack. Prepared annual IT audit plans and long range strategic plans for the corporate IT audit department. Hired and managed a staff of IT auditors to conduct audits of all retail and manufacturing applications and data center operations according to the annual audit plan.

Commonwealth of Virginia; Richmond, Virginia

IT Audit Supervisor

Worked under the direction of the IT Audit Director in establishing the IT audit function for the Commonwealth of Virginia’s legislative audit agency. Prepared annual IT audit plans and long range IT audit plans and supervised a staff of 6 IT auditors.

**Professional Societies and Associations**

Society for Information Management (SIM) (Inactive)

Technology Executive Network Group (TENG)

Chapter President, Information Systems Audit and Control Association (ISACA)

International Information Systems Security Certification Consortium ISC(2)

**Professional Affiliations & Certifications**

ITIL Foundations Certification

Certified Internal Auditor (CIA) and Information Systems Auditor (CISA)

Certified in Risk and Information Systems Control (CRISC)

Certified Information Systems Security Professional (CISSP)

Certified in Governance of Enterprise Information Technology (CGEIT)

Certified Fraud Examiner (CFE)

**Professional Publications**

### Auerbach's Handbook of Enterprise Operations Management, August, 2000, *Editor*

**Auerbach's Enterprise Operations Management (portfolio series), June 1998 – Nov 2002, *Consulting Editor***

### Auerbach's Handbook of Information Security Management

1993 - 2002, Various Information Security Articles and Research Papers