****Commander IC Singh (Veteran)**

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**Principal Consultant Business Resilience**

Business Continuity Management ● Risk Management ● ITDR ● Crisis Management



**Profile Summary**

* Highly qualified and recognized Business Continuity / Resiliency professional who has held senior executive roles in both the military and the multi-national corporate world with extensive leadership experience in Business Resilience, Disaster Recovery, Crisis Management, Security and Quality Management**. CBCI, MBCI BCI (UK), CBCP DRII (USA), BCCE (BCMI Singapore), Lead Auditor ISO 22301:2012 (BCMS), ISO 27001:2013 (ISMS), ISO 9001: 2015 (QMS) and ISO 20000-1:2011 (ITSMS).** Rich experience in leading successful Business Continuity Projects in global and regional banks in India, UAE and KSA since 12 years.
* Distinguished career as Head of Business Continuity Management in **ANB AMRO Bank &** **Royal Bank of Scotland Business Services, India** for eight years. The organization provided 24X7 services to different divisions across the country with strength of over 13,500 staff spread across in 3 metro cities in India (Delhi, Mumbai & Chennai). Successful implementation and certification of BS 25999 & ISO22301 in Royal Bank of Scotland for pan India operations
* Successful implementation of **BCMS Framework complying to ISO 22301 and Saudi Arabian Monetary Authority (SAMA),** BCM Training & Awareness Sessions, formulation of Incident Response & Crisis Management Procedures and its validation through Crisis Simulation Exercise resulting in ISO 22301:2012 Certification of the **Saudi American Bank (SAMBA)** by external agency Bureau Veritas during Dec 2016 – Dec 2017.
* Has recently completed a 7-month BCMS Projects for **Banque Saudi Fransi (BSF)** to enhance, implement and test Business Continuity and Crisis Management Programs. This included extensive training / awareness sessions as well as Simulated Scenario Exercises for BCM Managers and Business Continuity Coordinators in Central, Eastern & Western Region of KSA. .
* Passionate about leveraging innovative solutions to make continuous improvement in process and practices. Had successfully established **“Center of Excellence”** in India for assurance of BC Documents. That resulted in off-shoring of BC assurance process of retail customer facing businesses from **UK to Group RBS Operations , India**
* Proven expertise in audit and implementing regulatory process improvement solutions. Successfully represented Royal Bank of Scotland India Operations with regulatory bodies and auditors from **DNB (Netherlands), NAB (Australia), PRA (Prudential Regulation Authority UK) and Fed (USA)**
* In prior role as **Commander in Indian Navy** was responsible for Continuity of Operations, Asset Management, Physical Security, Access Control, Anti-Terrorist and Search & Rescue Operations during natural disasters. Has commanded Indian Naval ship, flown around 1500 hours from Aircraft Carrier / Naval Airfields. Managed infrastructure support of aircraft operations of two major airports i.e. Kochi and Port Blair in India.



**Key Achievements**



* Successful and timely closure of Business Continuity / Resilience projects for number of financial institutions in last two years across **GCC, KSA & India i.e. Islamic Development Bank (KSA), Emirates Investment Bank (UAE) SAMBA Financial Group (KSA), Banque Saudi Fransi (KSA) & IndusInd Bank, India.**
* Was instrumental in implementing and customization of Global BCMS Software Tool “Clearview” for entire RBS Business Services Operations in India. This included designing of Pandemic Plan sheet, testing of software functionalities in test / live environment and its actual operations in 2014-15.
* Steered efforts towards implementation of **ISO 22301:2012 (BCMS)** in organization resulting in Group Operations India becoming the **first entity in Group RBS** and **first financial services institution in India** to achieve ISO 22301:2012
* Won prestigious **“BCI Asia Business Continuity Award for Innovation of Product and Services”** in year 2011 at Singapore for developing cost effective two-way ‘emergency notification system”
* Led Group Royal Bank of Scotland BCM Team to get shortlisted for **“BCM Team of Year”** award at BCI Global Award in London in 2012.
* **Winner of BCI India Award-2016** in category of Continuity & Resilience Professional (Private Sector).
* President of BCI Mumbai Forum & Committee member of BCI India Chapter since 2016.
* Was awarded with **“Certificate of Excellence**” by Royal Bank of Scotland Country Executive, India for successful management of two parallel crisis events namely terrorist attack in Mumbai (26/11) and severe cyclonic storm in Chennai
* Driven annual scenario based Business Integrated Tests ( stress testing ) for all 09 sites of Royal Bank of Scotland , India including evacuation of staff, physical movement of recovery team to alternate sites, logistic support & ITDR testing

**Employment Experience** 

**Position Held: Principal Consultant Business Continuity / Crisis Management Date: Dec 2015-To date**

(Assignment through CORE Integrated Management Systems Pvt Ltd, UAE)



As principal consultant the responsibility of delivery of a variety of complex assignments in the areas of Business Resilience / Continuity, Risk Assessment, Incident Response & Crisis Management, Scenario Exercises, testing of strategies, business process improvement, internal controls, and internal / external audit was entirely managed by him. He played an integral role in contributing to the successful execution of client engagements and building the reputation for quality. Some of them include:

* Successful completion of one year BCMS Project for **Saudi American Bank** (KSA). The project involved implementation of BCM Programme & ISO 22301 Certification for the entire Group from Dec 2016- Dec 2017
* Successfully completion of BCM Project for **Banque Saudi Fransi** from Sep 2018 - Mar 2019 to enhance BCM Programme in compliance with SAMA BCM Framework & ISO 22301:2012.
* Gap Assessment of BCM programme against ISO 22301 and formulation of corrective actions & timelines for **IndusInd Bank in India 2016-17.**
* Successful automation of BCMS, **Scenario Exercise and testing of strategies at Majan Electricity Company,** **Oman** which was a great success and attracted good media coverage in **Oman in year 2015-16.** Four different Scenario Exercise were conducted at Oman for the key locations of the company.
* Implementation of BCM programme, Risk Assessment, BC Plans as per NCEMA 7000:2016 for **SHAMS Solar Power Company Abu Dhabi – 2016**
* An approved **Business Resilience Instructor of BCI UK** – has conducted **BCI GPG Course -2018** for number of participants in IBM at Pune and Calcutta.
* Has also conducted training courses in ISO 31000:2018 ( Risk Management ) and Incident Response & Crisis Management Courses in KSA & India.



**Position Held: Vice President Head of Business Continuity / Resilience**  **Date: Sep 2008 - Jul 2015**

**Organization: Royal Bank of Scotland Business Services, India**



**As Head of Business Resilience / Continuity, I was responsible for following**:

* Provide expert advice to business in conducting BIA of circa **1100 business processes** of RBS
* Partner with business in review and maintenance of BC Plans in Global BC Tool “Clear-View**”**
* Ensure and testing of all documented strategies like: Alternate Arrangement Test, Business Integrated Test, and Transference, Work from home, Cross-training and call cascade
* Drive **Scenario/ Desk Top** Exercises for CMT / business plan owners & recovery team
* Ensure regular **MIS, Specialist Assurance** & Change Ma**nagement** process.
* Ensure six monthly testing of Call Tree through Global Emergency Notification Tool **X-Matter.**
* Financial management of BC **cost-code** driving cost reduction by restructuring and building efficiency in team
* Ensure formulation of Technology Recovery Plan and validate mitigation of specific high impact events : loss of a Data Centre, loss of IT infrastructure , loss of the network , loss of telecommunications, loss of data corruption and loss of IT system
* Partner with business and conduct BC Risk Analysis workshop for 9 sites spread across India
* Present status of BC open risk items to Top Management on a monthly basis in Risk Board
* Collaborate with stakeholders to conduct Enterprise Risk Assessment
* High quality assessment of natural and other location specific threats and risks to help Top Management
* Conducted city-denial Pandemic Desk Top Scenario Exercise for Chennai and Terrorist Attack city-denial Scenario Exercise for Delhi in 2014-2015
* Drive good understanding of **ISO 22301:2012 (BCMS), ISO 27001 (ISMS) and ISO 9001( QMS)**
* Represent organization at Regional and Global BC and Resilience Forums of Group RBS
* Mentor and provide development opportunities to BCM Team consisting of **19 BC professionals.**



**Position Held:** Assistant Vice President Head of Business Continuity **Date: Aug 2007 – Sep 2008**

**Organization: ABN AMRO Central Enterprise Service, India**



**Key Responsibilities**:

* Mentored a team of six BC professional running BCMS programme across all three locations in India; that processed around 300 back-office processes spread in nine sites three cities managed by over 6500 staff
* Conceptualized and introduced an innovative approach in conducting CMT training with role plays and simulations of various situations brought lot of synergy and collaboration between teams
* Single-handedly defined and conducted Business Integrated Tests, inclusive of complete evacuation of personnel, muster, control of call tree, activation recovery from reciprocal sites
* Worked on Management of “ Communicator NXT” - a global emergency communication tool

**Achievements:**

* Essayed a stellar role in the:
* Process improvements in BC Risk assessment, Review of documents, Business Integrated Tests , BC Training & Awareness sessions of staff
* Gap assessment in ABN AMRO and Group RBS BC Policies and closure of action points during acquisition of ABN AMRO by RBS
* Successful BC recovery strategy management of new migrations Management of incidents without any disruption and business impact



**Commissioned in Indian Navy**

**Position Held:** Commander (Executive Branch)  **on Jan 01, 1981 & pre-mature**

**Organization:** Indian Navy (Ministry of Defence, Government of India) **retirement on Aug 15, 2007**



* Led a team of 80 officers & 1,500 sailors as an Executive Head of Port at Blair Naval-cum-Civil Airfield at Andaman and Nicobar Islands, India (2000-2002), managing entire infrastructure support, security and safety of airfield, continuity of operations and health and safety of personnel and their families.
* Overseen naval aircraft and helicopter operations as Head of Operations at Kochi Naval-cum-Civil Airfield 98). Handled actual incident of a civil passenger aircraft that crashed and caught fire at Kochi Airfield.
* Pioneered simulation of aircraft high jacking or terrorist attack drills in coordination with Civil Administration and Air Port Authority of India in Kochi and Port Blair Airfield.
* Commanded a Naval Ship (landing craft) at Vizag (1994-1995) and participated in coordinated beaching operations on the eastern coast of India.
* Flew 2,000 hours in anti-submarine naval aircraft from Aircraft Carrier/Naval airfield. Participated in joint exercises with US/French/Royal Navy (1984-1989).
* Formulated Standard Operating Procedures for asset management, contingency plans and solutions for various strategic and tactical situations as Senor Staff Officer at Naval Aviation Headquarters, Goa, India.
* Played yeomen’s role in **“Search and Rescue” of one passenger vessel MV-NAJD,** caught in a severe cyclone in Bay Of Bengal during 1992.It saved lives of 275 passengers and crew present onboard the ship.

**Achievements:**

* Received **Gallantry Award** by the **President of India** for peace keeping operations in Sri Lanka
* Special Commendation from “**The Chief of the Naval Staff”** in two occasions for exemplary courage displayed in rescue operations of merchant ship crew and passengers in Bay of Bengal in year 1987-89.
* Planning and creation of **Naval Aviation Museum**, that includes positioning of number of vintage aircraft. This has now become one of the tourist attractions at Goa.



**Academic Details**

* M.Sc. in Organic Chemistry ( Post graduation)Kanpur University , India in 1977
* Business Administration : **Indian Institute of Management, Ahmedabad, India(IIMA) in 2006 – 2007**



**Professional Enhancements**



**Certifications:**

* CBCI, Business Continuity Institute , UK 2013
* MBCI, Business Continuity Institute, UK, 2015 ( Membership Number : 016353)
* CBCP, Disaster Recovery Institute International, USA (2013) ( Membership Number : 23564)
* BCCE, (Business Continuity Certified Expert), BCMI Singapore (2010)
* Lead Auditor ISO 22301:2012 ( BCMS) British Standard Institute, India (2012)
* Lead Auditor BS 25999:2007(BCMS) British Standard Institute, India (2008)
* Lead Auditor ISO 27001:2013 (ISMS), British Standard Institute , India (2015)
* Lead Auditor ISO 9001:2015 (QMS) British Standard Institute , India (2015)
* Lead Auditor ISO 20000-1:201(ITSMS) British Standard Institute , India ( 2018)



**Global Conferences**



**Attended as awardee:**

* BCI Word Conference & Exhibition - 2016 , London
* BCI World Conference & Exhibition - 2012, London
* BCI ASIA Business Continuity Conference – 2011, Singapore

**Business Continuity Forums & Seminars**

* President of **“ BCI Mumbai Forum** ” sponsored by Business Continuity Institute, UK for 2015 -To date
* Leading a significant business continuity project as part of **BCI India Think Tank 2020**
* **Panel Judge** to select awardees for the ‘BCI Business Continuity Awards” in India in 2013 and 2014
* Speaker at **“National Summit on BCM & Risk Management**” organized by Confederation of Indian Industries (CII) on Sep 22, 2012 at Mumbai, India
* Speaker at **National Seminar on “ How to Manage Uninterrupted Production and Services delivery to your Customers**” organized by Federation of Indian Chambers of Commerce & Industries (FICCI) &Intertek on May 03, 2012 at New Delhi, India
* Speaker at Regional Seminar on **“Risk Management**” organized by CII & British Standards Institution (BSI) at Mumbai on Feb 13, 2012