

PHILLIP LEE WITHERS

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SUMMARY

Highly experienced Information Security (INFOSEC) and IT Service Management (ITSM) professional. A team leader familiar with international frameworks and standards for ITSM governance and process development as well as INFOSEC doctrine – FISMA, NIST and DOD. Excellent problem solving skills. Excellent managerial skills. Excellent listening skills, oral and written communications. Comfortable interacting with all levels of the organization and in public. Able to make decisions independently and quickly with minimal escalations.

EXPERIENCE

ITSM Program Manager

July 2012 – Present

Systems Technology Forum, Ltd, Chesapeake, VA

Responsibilities:

- Provide direct ITSM support to Space and Naval Warfare Systems Command – Atlantic
- Team member for the DoD Enterprise Service Management Framework (DESMF) Edition III Working Group focusing on the Service Management Office
- Team member of the FLTCYBERCOM CIO1 IT Service Management Office (ITSMO)
- Develop IT Governance processes, methodologies and Strategic Communications
- Appointed as ITSMO Governance Board Scribe

Accomplishments:

- *Created IT governance structure and artifacts based on ISO 38500 to instantiate governance boards and directives for SPAWAR 40 Service Desk consolidation efforts*
- *Co-author of the Navy Process Reference Model (NPRM) identifying 34 discreet interconnecting process elements aligned with the ITIL service lifecycle and ISO 20000*
- *Co-author of the Process Capability Assessment guide and automated tool (PCAT) based on ISO 15504 and aligned with the NPRM enabling process capability maturity assessment*
- *Mapped SFIA skill profiles to NPRM Roles enabling process owners to readily gauge skill competency requirements within their processes*
- *Created the Navy ITSMO 'milWiki' and 'milBook' presence on milSuite.mil, architecting the design and function of all information presented to stakeholders*
- *Implemented Stakeholder Engagement Strategy by automating sign-ups to the Stakeholder Registry, segregating targeted email contact lists and tracking stakeholder interaction.*
- *Created numerous ITSM Primers and Scripts for stakeholder education – performed voiceovers and produced movie-media presentations.*
- *Authored numerous ITSM newsletters and articles appearing in CHIPS and InfoDOMAIN magazines for stakeholder education and awareness*

Senior Systems Analyst III

July 2011 - July 2012

Jacobs Advanced Systems Group, Norfolk, VA

Responsibilities:

- Provide direct C2/SA support to Commander, U.S. Marine Corps Forces Command for all Information Assurance and network security operations within the Regional Network Operations and Security Center Atlantic region, including research on threats, vectors and remediation recommendations

Clearance

Active SECRET
(SSBI 06/07/2007)
DISCO

Certifications

CISSP
CISM
CRISC
CCENT
Security+
ITILv3 Foundations
ITILv3 PPO
ITILv3 OSA
SFIA Accredited
Remedy Consultant

Tech Skills

LoVEM
Crystal Reports
Win2K – 2K8
MS Exchange
Active Directory
MS DNS
Cisco IOS
MS Office Suite
HTML

- Assist in coordination of network security remediation, alerts and actions for operating forces and installations
- Assist in providing management support for all regionally controlled IT processes, services, incidents, and events

Accomplishments:

- *Daily INFOSEC briefings to high-level command and staff officers*
- *Assisted with incorporation of Marine Corps E-ITSM incident and event management capability into the live environment using Remedy toolsets*

Senior IT Security Architect

April 2011 - July 2011

Knowledge Consulting Group, Reston, VA

Responsibilities:

- Provide enterprise-wide security oversight and security architecture guidance and support
- Develop infrastructure guidance and reviews for the TSA environment
- Support large technology integration projects,
- Support enterprise-wide change control (SCCB) and new enterprise-wide technology deployments.
- Evaluate new and existing IT Security products to enhance the TSA's security posture
- Interface with other internal IT groups to maintain appropriate technology alignment
- Incorporate security infrastructure into Emerging Technologies and EA groups

Accomplishments:

- *Reviewed FISMA, DHS and TSA INFOSEC policies for architecture and security alignment*
- *Developed models that illustrate the proper design of security technologies to meet customer information security policies*
- *Coordinated industry-day briefs for new products and services*
- *Coordinated with the EA group to maintain appropriate technology alignment*
- *Reviewed Technology Insertion (TI) requests into the TSA Technical Reference Model*

ITSM Process Design Architect

October 2009 – April 2011

Zenetex, Llc, Virginia Beach, VA

Responsibilities:

- Process design lead, architecting ITSM processes for the Navy's Next Generation Enterprise Network (NGEN).
- Design activities included IA Meta Process, Information Security Management, IT Service Continuity Management, Access Management, Risk Management, and Supplier Management, Incident and Problem Management.

Accomplishments:

- Created detailed Line of Visibility Engineering Method (LoVEM) diagrams
- Incorporated elements of SFIA, ITUP, MOF, CobiT, ISO/IEC 15504, 20000, 27001/2 frameworks and standards in the creation of process blueprints
- Defined workflow, scope, benefits, risks, CSF's, KPI's, roles, objectives and other critical IT architecture parameters necessary NGEN IT Service Management.
- Developed a proprietary Process Reference Model (PRM) and a Process Assessment Model and templates based on the ISO/IEC 20000-2/8 and ISO/IEC 15504.

Enterprise Help Desk Manager

January 2001 – September 2009

L-3 Corporation, Norfolk, VA

Responsibilities:

- Domain owner for dmshelp.navy.mil Internet domain space (NIPR/SIPR)
- Manager Navy Global Defense Messaging System (DMS) Consolidated Help Desk (DCHD)

- Webmaster/Exchange Administrator
- Knowledge Manager; Incident and Problem Manager
- Security Manager – IAVM, eEye Retina scans, DISA Gold Disk
- Microsoft Active Directory Administrator
- Microsoft Server 2003 Domain Controller Administrator
- Cisco Border Router ACL/Black Hole List Administrator
- Call Center Manager – 24/7/365

Accomplishments:

- Developed web-enabled REMEDY trouble ticketing system on Oracle 9i
- Coordinated call center professionals in ‘follow-the-sun’ concept (Norfolk and Honolulu)
- Achieved 26% First-Call-Resolution Rate (FCRR) for 20K DMS customer base
- Maintained SLA targets for Tier-2 escalation
- Awarded Gov Customer Support Award - GCS Conference. Washington, DC, 2008
- Awarded Gov Customer Support Award - GCS Conference. Washington, DC, 2002
- Awarded SPAWAR “Lightning Bolt” Award for Superior Performance, 2002

Principle Communications Analyst

March 1999 – January 2001

Titan Systems Corporation, Largo, MD

Responsibilities:

- Conduct Y2K testing and certification of U.S. Navy strategic communications systems
- Conduct vulnerability assessments for tactical and strategic communications systems
- Business manager for large government contract

Accomplishments:

- All critical systems were found to be Y2K compliant prior to millennium date roll.
- Developed and presented core curriculum for network security (including PGP encryption, PKI, and security policy management) and firewall administration (Windows & Solaris) for DMS system administrators.

Communications Technician (7191)

April 1992 – April 1999

CWO3, USN

Responsibilities:

- Radio Officer onboard USS George Washington (CVN-73)
- Division Officer NCTAMS PAC, NCTAMS WESTPAC (Message Center/NAVCOMPARS)
- Customer Support Officer

Accomplishments:

- Created and maintained secure WAN for message and email delivery
- Established Customer Service Help Desk
- JFTOC Watch Officer qualified

FORMAL EDUCATION

MS Information Security/Assurance

October 2011 - Present

Western Governors University, Salt Lake City, UT

Accomplished coursework includes: CyberLaw, Regulations & Compliance; Hacking Countermeasures & Techniques; Vulnerability Assessments; Networking (ICND1).

BS Organizational Management & Leadership

Bluefield College, Bluefield, VA

Honors: Cum Laude - Who’s Who Among Students at American Universities and Colleges