

## Glen Boyls, CBCP

Mr. Boyls has been actively involved in Enterprise Risk Management and Business Continuity Planning for the last twelve years of his career. He is a Certified Business Continuity Professional and a member of the Disaster Recovery Institute International, the Association of Contingency Planners, the Professional Risk Manager's International Association, and the National Association for Business Economics.

Over the course of his career, Mr. Boyls has helped clients achieve over \$1 billion in stakeholder value through financial and operational improvements. He has over twenty-five years of management consulting experience working with cross-functional teams, improving business resilience and organizational performance, and delivering relevant solutions for clients. His experience includes: acquisition planning, business analysis, business continuity, information technology, merger consolidation, operations and process improvement, project and program management, risk management, and sourcing strategy. He is an expert at solving complex problems; and excels at planning, organizing, and executing time-sensitive initiatives.

Mr. Boyls founded AMX in 1991, is an alumnus of Ernst & Young, has a Master of Science degree in Economics, and a Bachelor of Science degree in Natural Resources Management.

Clients Include: Verizon, IG Petroleum, TeleTV, Oracle, Airlines Reporting Corporation, Spectrum Healthcare Solutions, Baxter International, IBM, United Technologies, Beretta USA, Golf USA, Universal Corporation, United Network for Organ Sharing, Blue Cross and Blue Shield, EDS, Bank of America, Wells Fargo, Boeing, United Technologies, Worldspan, Delta Airlines, and Purina.

### Experience Highlights

- Served as a key member of the Verizon Communications Business Continuity Planning and Emergency Management organization. Assisted executives in preparing business continuity plans and managing events. Coached over 40 business unit continuity planners and subject matter experts to assure a clear understanding of deliverables and timeframes. Projects encompassed: natural and man-made hazards, labor strikes, national political conventions, and a presidential inauguration. Deliverables included: project planning and management, risk evaluation and control, business impact analysis, business continuity management strategy, emergency response and operations, business continuity planning, awareness and training programs, exercise planning and management, crisis communications planning, operational and management reports, lessons learned analysis and reports, and continuous improvement recommendations.
- Directed the post-Katrina reconstruction of offshore oil and gas fields for IG Petroleum. Worked with the company's senior executive on the identification and prioritization of projects. Focused on bringing fields online, reestablishing revenue streams and managing costs. Reenergized business alliances with strategic partners, vendors and suppliers. Planned and managed a variety of reconstruction projects. Identified new business opportunities and partnership synergies.
- Prepared a Mutual Aid Agreement Deployment Guide for Verizon Communications in the aftermath of Hurricane Katrina. Worked with over 20 business unit continuity planners and subject matter experts to create and document a process model for the activities required to quickly and safely deploy hundreds of Verizon employees, vehicles and equipment into the most severely impacted areas of Louisiana and Mississippi.
- Improved operational and financial performance of Verizon Communications IT Telecom Finance. Worked with a cross functional team to improve IT capital budget turnaround time. Developed current and future state process maps, eliminated gaps and overlaps, and documented new process flows. Complied with ISO 9000 and CMM quality standards. Implemented changes which reduced the IT budget and approval turnaround time, optimized the use of management talent, raised the quality of deliverables and increased customer satisfaction. Exceeded Verizon's financial and operational performance objectives.
- Assisted Verizon Communications evaluate information technology sourcing strategies. Analyzed outsourcing proposals from Accenture Global Services, IBM and Infosys Technologies. Mapped proposed strategies, plans, services, terms and conditions against competing proposals and in-house options. Advised client executives on financial and operational costs and benefits associated with outsource versus in-house options. Identified strategies and recommendations that improved Verizon's negotiating position, reduced cost, and increased service levels.

## Glen Boyls, CBCP (continued)

- Managed an information security program for Verizon Communications. Worked with over 20 business unit representatives and subject matter experts to capture current and future state information security processes, eliminate gaps and overlaps, and create new process flows. Responsibilities included: project planning and management, emergency operations center plans, performance metrics, management reports, lessons learned, and continuous improvement recommendations. Developed and implemented a series of operational and technical strategies to better secure corporate infrastructure and assets under adverse conditions.
- Guided senior executives at Oracle and TeleTV (a joint venture of NYNEX, Pacific Bell, and Bell Atlantic) in the turnaround of a high-visibility, emerging media server technology program. Resolved significant customer expectation, product and service delivery, implementation, and product quality issues. Created new processes for overnight software error reporting and the implementation of new software releases. Successfully implemented the beta product and increased Oracle's revenue stream by \$6 million.
- Directed a software development project for the Airlines Reporting Corporation. Acquired computers, printers, network components, software development tools and established a software development environment. Assembled and led 40 software developers through the design, development and implementation of the airline industry's electronic financial settlement system. Worked closely with airline, travel agency and financial transaction processing executives.
- Assisted senior executives at Signet Bank regain control of a runaway cash management system project. Established project plans, controls and service agreements to improve accountability for product delivery schedules, product quality and system performance.
- Worked with senior executives at the Bank of Boston to improve IT productivity. Shortened the software development life cycle, enhanced regression testing, and increased product and service quality to end-users. Reengineered workflows and documented new processes and procedures. Enhanced the Bank's software development methodology and implemented quality metrics. Developed and conducted executive training and train-the-trainer training for project managers, software development managers, configuration control managers and quality assurance managers.
- Guided executives at Spectrum Healthcare Solutions, a joint venture of Baxter International and IBM, in the turnaround of the large hospital management software products division. Resolved a variety of customer and stakeholder issues associated with product sales, consulting services, software development, release management, product and service quality, and financial performance.
- Directed a cross-functional team of healthcare executives and medical professionals to optimize organ matching systems for the United Network for Organ Sharing. Developed software to reduce the time required to match donor organs with candidates and increased the number of type-matching compatibility factors to minimize rejections.
- Advised executives from EDS and public accountants on the financial, operational, and technical due diligence on the acquisition of an airline computer reservation system. Identified strategies that improved the EDS negotiating position, reduced acquisition costs, and expedited transaction integration.
- Led senior executive from Abacus, Cathay Pacific Airways, China Airlines, Philippine Airlines, Royal Brunei Airlines and Singapore Airlines in the development and marketing of a new global reservation system. Directed the planning and design of a fiber optic network between the Kansas City and Singapore data centers. Guided executives on the development of Pacific-rim marketing strategies that included co-branding agreements with major US-based companies and international businesses.
- Developed an industrial modernization methodology for Ernst & Young. Synthesized concepts and approaches from recognized experts in manufacturing, operations improvement, organizational development, quality, supply chain and employee involvement.
- Managed a multi-million dollar F-18 Hornet product improvement program for McDonnell Douglas. Led senior executives, engineers, and consultants to plan and implement Kaizen, value chain, change management, and just-in-time inventory processes. Established partnership agreements with other aircraft manufacturers, weapon systems manufacturers, and suppliers that led to the joint manufacturing of the F-18 Hornet. Reduced production costs by over \$382 million.

## **Glen Boyls, CBCP (continued)**

- Directed a multi-million dollar, real-time computer systems conversion project for Northwest Airlines. Led senior executives and technology partners on the implementation of a high-visibility and complex, cross-functional project that included passenger reservations, ground services, flight operations, crew scheduling, and aircraft maintenance. This engagement encompassed voice and data networks, data centers, call centers, back-office data feeds, and the training of 65,000 worldwide system users. As a result, Northwest expedited the start of a new \$20 million monthly revenue stream with no disruption of global operations or down-time.
- Served as the lead technical consultant in the development of a case management system for the State of Missouri. Worked closely with department employees to document current state processes, and develop future state processes and workflows. Developed system design models and system specifications. Secured department executive approval of the new processes, system design models and system specifications.
- Led a team of financial and information systems analysts in the design of the Military Airlift Command's financial management system. Worked closely with government personnel to document current state processes, and develop future state process and workflows. Developed system design models and system specifications. Secured senior military and civilian executive approval of the new processes, system design models and system specifications.
- Served as the Director of Management Information Systems at the Pacific Stars and Stripes. Directed the selection of the organization's first business operations computer system. Developed business requirements documentation, briefed vendors on business and technical requirements, and reviewed proposals. Identified the optimal commercial off-the-shelf software products, hardware, network technology, training programs, and service agreements.
- Served as a logistics systems analyst in the development of supply chain models and war simulation solutions for the Air Force Logistics Command. Evaluated system development tools, benchmarked supercomputers, and optimized processes and work center performance.
- Served as an economic research analyst to Dr. Robert Premus and Dr. John Cordrey. Developed a variety of econometric models and reports on the United States, State of Ohio, Dayton SMSA and high tech transfers.
- Served in the United States Air Force, as a member of the Air Force Logistics Command and the Military Airlift Command.

## **Education**

- Master of Science, Economics, Wright State University.
- Bachelor of Science, Natural Resources Management, Delaware State University.
- Certified Business Continuity Professional, DRII.
- Ernst & Young Professional Development Thought Center Webcasts.
- Member of the Disaster Recovery Institute International.
- Member of the Association of Contingency Planners.
- Member of the Professional Risk Manager's International Association.
- Member of the National Association for Business Economics.
- Member of the MIT Enterprise Forum.
- Highly proficient with Microsoft Word, Excel, PowerPoint, Project and Visio.