# Desmond D. Montgomery

**SUMMARY OF SKILLS**

Qualified, results-oriented ICT professional with fifteen plus (15+) years' experience in Operational and Strategic IT Management providing first-class service support and service delivery in public and private sector organizations. Noted expertise in systems analysis with hands-on experience in developing and implementing a wide range of IT solutions that support business goals and meet wider organizational needs in keeping with industry standards and best practices. Adept at identifying organization's medium to long-term ICT needs and developing forward-looking strategies to address same. Strategic thinker and results-oriented leader with demonstrable ability to lead and inspire a diverse team of professionals to achieve organizational objectives. Excellent communicator – listening, verbal, and writing – with good people skills and a talent for building and sustaining strategic relationships with government, private sector organizations, multi-national organizations, and other business and development partners at all levels. Skills include:

Strategic & Operational Planning; Gap Analysis, ICT Strategy Development and Implementation; Project Management; Budgeting; Change Management; ICT Policy Development & Governance; Contract Negotiation; IT Service Management (ITIL); Cyber and Information Systems Security; Technology Assessment; ICT Infrastructure Development and Management; Team Building and Leadership; Staff Management and Appraisal; Procurement; and Requirements Analysis.

**EDUCATION**

- **Master of Science (M.Sc.),** Managing Information Technology – University of Salford, Manchester, UK.
  THESIS: "The Information Technology Explosion, the Jamaican Experience: An Information Infrastructure Perspective."

- **Associate of Science (A.Sc.),** Computer Science (Software Engineering) – Northern Caribbean University, Manchester, Jamaica.

**CURRENT CERTIFICATIONS**

- Certified ISO 27001 (Information Security Management) Lead Implementer
- Certified ISO 27001 (Information Security Management) Internal Controls Architect (CICA)
- Certified ISO 27001 (Information Security Management) Lead Auditor
- Certified Internal Controls Risk Analyst (CICRA) ISO 31000 (Risk Management)
- Certified Business Continuity Strategist (CBCS) ISO 22301(Security and Resilience – Business Continuity Management Systems – Requirements)
- Certified Business Continuity Manager (BCM) ISO 22301 (Security and Resilience – Business Continuity Management Systems – Requirements)
- Certified Information Systems Security Manager (Committee on National Security Systems, USA)
- Information Technology Infrastructure Library (ITIL v3) - Service Management Foundation, Loyalist Certification Services – Candidate No. 940846

**PROFESSIONAL TRAINING**

- Cyber Standards (Cyber Essentials & IASME)
- Cybercrimes Investigation
- Cyber Forensics, CERT Summer Bootcamp, Spain
- Next Generation Telecommunications Network Construction for Developing Countries, China
- Enterprise Risk Management (COSO)
- Project Management Principles and Practices (PMI)
- Leadership and Change Management to Support Public Sector Transformation
- Developing Senior IT Executives through Service Excellence, Canada
- Regional ICT Strategic Planning & Implementation Workshop, Barbados
- Certified Information Systems Security Professional
- Voice over IP and SIP Technologies Workshop
- Microsoft Certified Systems Engineer with Messaging
- Cisco Certified Network Associate (CCNA)
- Supervisory Management

# PROFESSIONAL EXPERIENCE

**TRAINER - CYBERCRIME INVESTIGATIONS AND SECURITY TRAINING FOR LAW ENFORCEMENT AND CYBER SECURITY PROFESSIONALS**

The objective of the workshop is to enhance the detection, prevention, investigation, and prosecution of cybercrimes in CARIFORUM Member States, in compliance with international standards through legislative and policy establishment/improvements/amendments and through sustainable technical capacity development activities. Delivered training based on curriculum developed for CARICOM IMPACS by the DODS Group and sponsored by the European Union.

**SEPT 2021 – PRESENT**

**CONSULTANT – ICT TRANSFORMATION PROGRAMME**

**Key Activities:** Develop an ICT Transformation Programme Strategy for the Ministry guided by articulated programme objectives and its 20 year strategic objectives; Conduct a gap analysis to determine the Ministry's ability to undertake this transformation initiative. The gap analysis will identify the potential challenges that might arise when implementing the new systems, structures, and processes within a current organizational context; Develop the framework for the centralization of the ICT business operations; Undertake a risk assessment and develop and implement a Risk Management Framework; Develop operations manuals and standard operating procedures (SOPs) to streamline the ICT interaction and decision making processes; Develop ICT Policies that will provide guidance around critical issues related to the sustainability of the ICT systems and continuity of operations; Development and implementation a monitoring and evaluation framework for the ICT Transformation Programme.

**MINISTRY OF SCIENCE, ENERGY & TECHNOLOGY**                              **JULY 2020 – PRESENT**
**INFORMATION TECHNOLOGY LEAD - ENICTA TRANSITION PROGRAMME**

The scope of the assignment is to provide strategic and technical oversight of transition activities relevant to the Establishment of the New ICT Authority (ENICTA) for Jamaica. Responsibilities span eight (8) broad categories of activities: ICT planning, enterprise architecture and strategic systems acquisition, ICT investment, aligning project portfolio government with mandate of ICT Authority, ICT service delivery with KPIs, Risk Analysis, benefits realization against objectives, and capacity building. Lead for development of new ICT services' delivery model for ICT Authority. Gap Analysis conducted for 25 MDA ICT operations with gaps identified and currently being remediated under ENICTA.

**SEPT. 2019 – PRESENT**

**DIRECTOR / OWNER**
PragmatechX Global Services Limited was established in 2019 to provide information technology solutions for government, non-governmental, and private sector organizations. The company provides a comprehensive suite of solutions comprising infrastructure consultancy, digital transformation, on/offsite services, information & cyber security assessments and audit, policy development, training, and business processes re-engineering across a range of industry sectors.

**JULY 2018 – JULY 2020**

**PROJECT MANAGER, ICT**
Successful upgrade and stabilization of the organization's ICT Platform and Systems in its transition to centralized legal services. Conducted Systems Gap Analysis, which informed systems infrastructure and upgrade, development of new policies and procedures for upgraded infrastructure, information security and information management, new workflow for legal processes, and development of procurement requirements for new case management system. The scope of the assignment reflects overall project management and implementation of new software and hardware tools to support legal workflows within the centralized entity and 17 satellite offices nationally.

**APRIL 2016 – OCTOBER 2018**

**CYBER SECURITY ANALYST**
**RESPONSIBILITIES:** Research and evaluate emerging cyber security threats and ways to manage or mitigate impact; Investigate security alerts and provide incident response; Use advanced analytic tools to determine emerging threat patterns and vulnerabilities; Monitor for0 attacks, intrusions and unauthorized or illegal activity; Plan for disaster recovery and create contingency plans in the event of any security breaches; Liaise with stakeholders in relation to cyber security issues and provide future recommendations; Monitor and respond to phishing emails and related activities; Assist with the creation, maintenance and delivery of cyber security awareness training for stakeholders; Develop standards and procedures for preservation of artifacts, confidentiality and chain of custody management.

**MANAGER, MANAGEMENT INFORMATION SYSTEMS**

Provide strategic direction and management for ICT portfolio including aligning business and ICT strategies for increased efficiency and improved outcomes. Implement ICT infrastructure and services for effective operations in support of organizational goals and strategic objectives. Utilize information systems for increased [operational] productivity. Provide key inputs for National ICT initiatives including records and information systems management, national information infrastructure, free and open source software adoption and cyber security consult with key stakeholders to update the information and communications technology strategy.

**RESPONSIBILITIES:** Oversight and management of the information technology program; operational planning, monitoring and evaluation; budgeting; staff supervision, development and performance management; manage multiple technology projects and align resources to key business needs; policy analysis, development and implementation including procedures for IT governance; business continuity and disaster recovery, information security management; service contract negotiations and vendor management; improve the efficiency of business processes utilizing available technology. Development and maintenance of information systems and data processing systems; strategic planning, budgeting, and reporting.

**ACHIEVEMENTS**

❖ Contributed to the development of Jamaica's ICT Blueprint as Technology Working Team co-chair as well as a member of the Funding Stream, which proposed a sustainable funding model for ICTs.

❖ Member of the Records and Information Management Project Team tasked to oversee the development of a Government of Jamaica records and information management policy.

❖ Cyber Security Task Force Technical Working Group - establishing a framework for the Computer Emergency Response Team and development of the National Cyber Security Strategy.

❖ Developed business case and project managed transition from on-premises to Office 365 cloud-based ICT services.

❖ Improved ICT infrastructure and services which increased uptime and availability to within 99.7%.

❖ Successfully delivered IT infrastructure renewal project 23% below budget, which included replacement of all network switching hardware, installation of a storage area network, virtualization of servers and migration of various IT services and applications.

❖ Successfully implemented email security reducing time spent managing spam by approximately 85%.

❖ Successfully implemented wide area network project linking five (5) locations of the Office of the Prime Minister in order to deliver services more effectively and reduce travel time of a stretched IT staff.

❖ Supervised a team of four (4) and coordinated the activities of multiple contractors in implementing Microsoft SharePoint platform for Intranet portal, content management and collaboration and other initiatives.

❖ Developed an information security management system (ISO 27001 based), several IT security and acceptable use policies; ensured the execution of vulnerability assessment and security audits.

❖ Managed the implementation video conferencing and wireless network infrastructure projects to enhance collaboration and improve the IT service offerings to stakeholders.

❖ Managed network infrastructure, storage solutions, virtualized servers and a 300-desktop computer environment across multiple locations.

**CURRENT PROFESSIONAL/TECHNICAL MEMBERSHIP**

- Certified Information Security Membership #000749
- Chairman – Public Procurement Commission ICT Specialist Sector Committee
- Member – National Project Portfolio Management Committee
- Member – National Cyber Security Incident Response Team (former)

**NORTHERN CARIBBEAN UNIVERSITY, LECTURER/FACILITATOR (PART TIME)**          **FEB. 2011 – JUNE 2021**

**UNIVERSITY COLLEGE OF THE CARIBBEAN, LECTURER (PART TIME)**          **JULY 2013 – AUGUST 2015**