**Bill Casti, CQA, SSCP, CISA(np), CISM(np), CIPP, CITP, ITILv2/v3, NSA IAM**

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**Summary**
An experienced, certified IT Information Security and Data Protection subject-matter expert, advisor, auditor, consultant, manager, designer and implementer for globally-based standards of QMS, ISMS and ITSM security and privacy professional services; a experienced data security operations manager; a process and document controls manager with expertise in a wide range of IT problem-solving. Excellent verbal, written and presentation skills.

A Certified Information Privacy Professional (CIPP), Chartered IT Practitioner (CITP), Systems Security Certified Professional (SSCP), Certified Information Systems Auditor (CISA), Certified Information Security Manager (CISM), ITILv3 Foundations certified, certified in 2001 under the US National Security Agency's Information Assurance Methodology (NSA IAM), an American Society for Quality (ASQ) globally-Certified Quality Auditor (CQA) since 1993, a credentialed ISO 9000 QMS Lead Auditor (1995 and 2003), TL 9000 Lead Auditor (2000 & 2003), BS 7799-2:2002 (now ISO 27001, 2005) ISMS Auditor (2003) and ISO 20000 IT Service Management Systems Internal Auditor (2006).

A knowledgeable contributor who can handle high-pressure, high-visibility assignments while providing a steadying influence and guidance for all team members.

Areas of Expertise
- IT Information Security, Risk Management, Risk Treatment Advisor
- Information Privacy and Data Protection Policies, Regulations and Laws
- Security & Privacy Professional Services' Delivery Excellence Manager
- Global Security Operations Center ISO 9001 and ISO 27001:2005 Manager
- Management of Security Audit, Operations, Engineering and Architecture
- UNIX Firewall Configuration, Implementation and Management
- Data Integrity Policy Project Management
- TL 9000 Standards and Metrics for Telecommunications Suppliers
- Electronic Records Management and Document Control
- Internet Public Information Management
- Experience with NIST 800-** series of IT management standards
- Public Key Infrastructure Solutions Management
- Information Technology Trustworthiness and Accuracy
- Network Security Policy and Procedures
- Configuration and Change Management

**Chronology and Accomplishments**

**October 2007 - Present**
**ISO Standards, Process Design and IT Strategy Project Management Advisor**
**USAID/*Tatweer* National Public Governance Development Program**
**Management Systems International, Inc. (MSI)**
**Baghdad, Iraq**

Responsibilities include:
• As Host Country Cost-sharing SME, have developed a USAID- and US Congress-compliant valuation model and scheme to acceptably quantify the in-kind contributions of host country government(s) to Program activities conducted for their benefit with US government funds;
• Managing the ongoing development of a unique cost-sharing model for tracking beneficiary contributions (in-kind, commodities and direct) to USG-funded international development projects, resulting in Congressionally-defensible and realistic cost-sharing estimations; completed model is being utilized by all USG-funded projects, worldwide.
• Management of an IT project to develop and establish an Iraqi Government-wide IT strategy compliant to global best practices and the ISO 9000 QMS, ISO 17799/27001 ISMS and ISO 20000 ITSM standards, as required per ministry location.
• Advisor and IT Project Manager for enterprise data protection framework and IT architecture for the Government of Iraq executive offices and ministries.
• Developer of a standardized email addressing convention for Arabic names.
• Managed the codification of a standardized domain registration procedure and convention for assigning .IQ ccTLDs to Government entities.
• Managed IT components for the Iraqi Prime Minister's and Deputy Prime Ministers' offices to formulate and develop Parliamentary legislation to address controls considered to be essential to address major information security concerns in the ministries and organizations of the Government of Iraq, including but not limited to:

- Data protection and privacy of personal information
- Protection of organizational records
- Regulated management of information security incidents and events
- Intellectual property rights
- Allocation of segregated information security roles and responsibilities

• Creator of and Trainer for a GoI National CIO organization to develop and manage IT strategy, implement controls, train ministerial CIOs, and conduct scheduled, periodic assessments and audits of GoI organizations for compliance to QMS and ISMS best practices.
• Founder and Chair of the Iraqi IT Developers' Working Group, an _ad hoc_ multi-project, multi-vendor group organized, with active participation from IT project managers in the Departments of State and Defense, various vendors and contractors, to help us all build a clearer view of government-wide IT strategy and development in Iraq, to help assure interoperability between the various IT projects being conducted, to establish a clearinghouse for those seeking particular kinds of knowledge and resource assistance on

established projects, and to help all of us work smarter by reducing duplication of efforts by active and ongoing communications with each other.
• Engaged in clearly defining, documenting and charting all significant workflow processes that touch the Tatweer program, to provide a template for future programs as well as a procedural touchstone for new program personnel.

**July 2006 - September 2007**
**Senior Consultant, IT Information Security Management, Public Services, High-performance Integration Team**
**BearingPoint**
**McLean, VA**

Assignment:
July 2006 – September 2007
Senior Advisor, IT Information Security
USAID-funded eGovernment Services Project
Iraq Economic Governance II Project
Baghdad, Iraq

Responsibilities included providing project management assistance to the National CIO Office in:
• The establishment of Government-wide information security standards that comply with international best practice, utilizing ISO 17799:2005 and ISO 27001:2005.
• The development of a plan for implementing IT security standards across all Government Ministries
• Building capacity and understanding of security standards through seminars and presentations with all Ministers and senior management staff.
• In conjunction with CIO team members and the National CIO office, develop a comprehensive IT security management capacity building program that covers
- Security policy
- Internal auditing
- Disaster recovery planning
- Risk management
- Business continuity
• Work with Ministers and IT Directors to determine and recommend legislation to enable Government of Iraq organizations to comply with global information security standards and commercial best practices.

**July 2002 – June 2006**
**EDS Corporation**
**Herndon VA**

Roles fulfilled within EDS

**October 2005 - June 2006**
Senior Architect, ITIL Security Management Process Model

Responsibilities included:
• Under an internal consulting contract, I directed a globally-dispersed team of 5 persons to explore, develop and build a security management process model aligned with ITIL and compliant to ISO 27001.

**October 2003 – June 2006**
Delivery Excellence Manager
Security & Privacy Professional Services (SPPS)
and
ISO Quality & Information Security Compliancy Project Manager

Responsibilities included:
• Develop, implement, and update the SPPS QA Plan.
• Manage internal audit schedule and arrange for internal audits to be conducted on each project by designating an internal auditor and forwarding to that auditor the names of the delivery manager and practice lead assigned to the project to be audited
• Initialized audit activity tasks in ESMIS, for completion by each assigned internal auditor
• Conduct ISO audits for EDS non-SPPS groups
• Monitor all SPPS ISO audit activities
• Conducted internal ISO 9001 guidance training, and acted as ISO SME for the SPPS group
• Review audit activities with project leadership
• Review and deliver finding reports to project leadership
• Monitor all noncompliance issues and escalate as needed
• Ensure all project personnel are educated on all applicable internal audit concepts, processes, and procedures
• Review and approve changes to the QA Plan
• Tracking and trending of internal audit results
• Manage ISO 9001:2000 pre-registration process documentation and design services for the Global Security Operations Center

Concurrently, I retained the GSOC ISO & BS 7799 Manager role.

Responsibilities included:

• Initiating, documenting, implementing a BS 7799-2:2002-compliant information security management system in and for the GSOC, and managing the process through 3rd party registration assessments to acquire a BS 7799-2:2002 registration certificate.
• Ongoing staff training to meet BS 7799-2:2002 and ISO 9001:2000 requirements.
• Preparing monthly performance measurement reports against contractual metrics.
• Interface with personnel in all related areas and at all levels.

July 2002 - October 2003
Senior Information Assurance Security Engineer & GSOC ISO Quality Manager
Global Information Assurance Services/Global Security Operations Center

• Managed ISO 9001:2000 pre-registration process documentation and design services for the EDS SPPS Global Security Operations Center
• Managed special projects for GIAS/GSOC to support our federal government agency clients

**December 2000 – June 2002**
**Manager, Data Security Operations**
**(including Security Oversight, Engineering & Architecture)**
**Freddie Mac**
**McLean VA**

Responsibilities included:
• Managed 13 FTEs and 8 consultants, providing 24x7 technical production support of security authentication products, corporate policy audit and oversight to multiple business units of a $28B a year shareholder-owned company (2000 gross revenues; $2.55B net income)
• Manage and direct the provision of network- and host-based security policy compliance oversight, monitoring, reporting and enforcement for 500+ Solaris enterprise servers, 50+ Windows NT/2000 servers, 10+ AIX servers and multiple mainframes, for three NoVA locations and four US regional sites
• Plan and direct testing, implementation and ongoing maintenance for migration from WebSEAL to Policy Director and DCE to LDAP while maintaining current two-legged parallel processing environment for over $2B per day for more than 36,000 individual brokered secondary mortgage market transactions, coordinating migration with upgrade of all Solaris server operating systems from v2.5.x to v2.7/2.8 and a complete functional, application-level rewrite of the core online loan market brokering tools
• Interview and hire additional permanent and contingency workers as needed to support current support demands, staying on plan with an annual section budget of over $1.5M
• Meet and negotiate with current and future security product vendors and suppliers
• Write and issue "white papers" and business RFQs regarding enterprise security assessments, intrusion detection, vulnerability reviews, analysis of rolling "current" enterprise security state to external corporate "best practices", providing internal and external trending analyses for general staff and senior management
• Analyze security-related problems, make a valid business case for senior management and, when authorized, direct timely implementation and application of innovative,

cutting-edge technology-based solutions for complex customer- and business-driven requirements; explored corporate-wide PKI options
• Work closely with all corporate personnel levels, from clerks, production sysadmins, managers, directors and divisional vice-presidents to senior corporate executives
• Direct quarterly enterprise-wide Security Awareness seminars and workshops
• Conducted baseline ISO 9000 and BS 7799-2 training for my staff

**August - October 2000**
**Consultant, Data Security Policy, Design and Implementation Group**
**Assigned to:**
**Securities Industry Automation Corporation (SIAC)**
**Merritt Technologies, Inc.**
**Brooklyn NY**

Responsibilities included:
• Develop and document policy, procedures and processes for Data Security Review Board
• Worked with the Data Integrity Architects to develop better, smarter methods to assure clear understanding of all interested parties of new data security solutions, from inception through implementation and post-implementation audit phases

**April 1999 - July 2000**
**Senior Administrator/UNIX Systems and Security**
**Bell Atlantic Federal Integrated Solutions, Inc. (BAFIS)**
**Washington DC**

Responsibilities included:
• Senior level manager for implementation and administration of Solaris-based Kenan Systems' Arbor/BP billing applications, Oracle databases and related systems for federal client base (DOJ)
• Trained in TL 9000 Lead Auditor and Metrics to aid Bell Atlantic's push for excellence supporting its Federal agency customers in a smarter, more secure, more cost-effective manner
• Planned and provided high-level support for all network security functions, including data disaster recovery, service restoration and all related tasking

**Oct 1995 - April 1999**
**Internet Security Manager**
**Internet and Firewall Systems**
**for Federal Emergency Management Agency (FEMA) Headquarters**
**Bell Atlantic Federal Integrated Solutions, Inc.**
**Washington DC**

Responsibilities included:
• Day-to-day (24x7) support of over 5,000 employee-users nationwide, as well as management of all related high-level hardware and software, including internal and external firewalls, DNS service, SMTP mailservice, email distribution list management, periodic backups and automated log extraction and analysis
• Administer configuration, programming and maintenance of primary and secondary firewalls, including periodic backups, the securing of all system-generated logs and periodic
reports to FEMA executive management
• Provide security implementations and enhancements to both public and private distributed information networks, including the World Wide Web (WWW) site, search engine, routine statistical and user access monitoring programs
• Plan technical security and data trustworthiness for multi-Directorate and multi-Regional implementation of Internet connectivity and resources, relative to UNIX and Windows NT platforms, utilizing commercial security assessment tools, such as COPS, SATAN and NetRecon
• Worked on initial designs for government-wide PKI (public key infrastructure) projects within the FEMA environment, utilizing both the PGP model and other proposals
• Plan and write technical policy documentation for public service and security implementations, as well as for Sun Sparc (both SunOS and Solaris platforms) and DEC Alphas servers. Documentation was also provided in HTML and installed on intranet site for assistance of Help Desks and diagnostic technicians
• Design and implement Perl and shell scripts to enhance user resources and system security for UNIX-based systems
• Perform ongoing internal audits for compliance to best industry practices

**May 1994 - Sept 1995**
**ISO 9000 Electronic Document Control Project Coordinator**
**NEC America, Incorporated**
**Public Networks Group**
**Herndon, Virginia**

Responsibilities included:
• Designed ISO-compliant electronic storage systems for technical drawings and documents, utilizing scanning and CD-ROM recording, archival and retrieval technology, for ongoing real-time use; typical acquisition and distribution by Internet email, internal cc:Mail, fax, disk, scanner and other non-paper means
• Designed, executed and documented ISO 9000-compliant Document Control system for Northern Virginia division of multinational Japanese telecommunications hardware corporation, providing technical writing and flowcharting for all functional areas
• Conducted ISO 9001 foundational training for the Public Networks Group
• Acted as ISO 9001 SME for all interested personnel

**June 1993- June 1994**
**Technical Support Specialist/System Manager (volunteer)**
**Office of Media Affairs, Special Projects**
**The Executive Office of the President (EOP)**
**Washington, DC**

Responsibilities included:
• Provided technical support and instruction for users of White House Almanac information system: improved accessibility, increased effectiveness of White House information retrieval system for internal and external customers; reporting to Jock Gill, Director of Special Projects, Office of Media Affairs
• Designed and implemented more user-friendly interface systems and structure for Almanac Information Retrieval System, providing greater system flexibility and availability to online users

**March - October 1993**
**Quality Data Analyst (contract), International Messaging**
**Sprint International**
**Reston, Virginia**

Responsibilities included:
• Provided system data analysis for management of international telemessaging operations, tracking trouble reports and developing daily, weekly and monthly reports to enhance customer service integrity and systemic problem resolution reliability
• Designed and executed INFORM-language scripts for database of international telemessaging system

**Active Specialized Certifications**
- **CIPP**: Certified Information Privacy Professional, International Association of Privacy Professionals, 2008
- **CITP**: Chartered IT Practitioner, British Computer Society, 2007
- **CISA**: Certified Information Systems Auditor, ISACA, 2007, non-practicing 2009
- **ITSM**: ISO 20000:2005 IT Service Management Internal Auditor, BSI, 2006
- **ITIL-F**: ITILv3 Foundations, EXIM, 2009
- **CISM**: Certified Information Security Manager, ISACA, 2005, non-practicing 2009
- **SSCP**: Systems Security Certified Practitioner, ISC2, 2005
- **ISMS**: BS 7799-2:2002 (now ISO 27001:2005) ISMS Auditor, BSI, 2004
- **NSA IAM**: National Security Agency Information Assessment Methodology, 2003
- **TL-QMS**: TL 9000 Telecommunications QMS Lead Auditor, 2000
- **ISO 9000** Lead Auditor, Lloyd's Register, 1995; requalified through BSI, 2004.

**Other Information**
- President of AQC, LLC., a limited-liability corporation incorporated in Delaware in 1997, owns and leases domain names, including the quality.org domain, which for over

10 years, until early 2009, supported the single most comprehensive website of dedicated Online Quality Resources and electronic host to many non-profit Quality related groups. This website received over 200,000 user accesses each month

- 2006-07: Chair of American Society for Quality (ASQ), Northern VA Chapter;
- 2003-07: Chairman of the ASQ Chapter's Electronic Media Committee; system administrator and webmaster for the Chapter's domain, asq0511.org
- 2004-06: ASQ Certification Exam Chief Proctor, ASQ Section 0511
- 2000: Treasurer, American Society for Quality (ASQ), Northern VA Chapter 0511;
- 1998-99: Chair of American Society for Quality (ASQ), Northern VA Chapter;
- Frequent multimedia speaker to professional Quality and other groups on Quality Resources on the Internet; presentations are geared toward enhancing the distributed information resources of users new to the Internet, consultants and other business entities
- Owner/operator of the OnlineRecoveryResources.org domain, which until 2009 provided no-charge online resources for those involved with alcohol and substance-abuse recovery.

**Educational and Professional Affiliations**
- Past Member, Federal Electronic Mail Postmasters Working Group
- Member, International Association of Privacy Professionals (CIPP)
- Member, National Computer Security Association (NCSA)
- Member, Internet Developers Association (IDA)
- Senior Member, American Society for Quality (ASQ)
- Member, Privacy Laws and Business (UK)
- Member, ISC2 (SSCP)
- Member, ISACA (CISM, CISA)
- Member, British Computer Society (MBCS)
- Former member, US Government Federal PKI Working Group
- Former member of the Advisory Board, Software and Systems Consortium, Center for Innovative Technology, Herndon VA
- Former member, Security Sub-committee, Northern Virginia Technology Council
- Former voting member, The QuEST (TL 9000) Forum, Supply Chain Working Group.

**Security Clearances**
US Government, Department of Defense, Top Secret
Granted 2003, became inactive in 2006

US Government, Department of Defense, Secret
Granted 2003, active through 2013.