

Tim Callister

Curriculum Vitae

Personal Statement

With over 10 years' experience, I am a highly experienced expert on enabling organisations to implement and deliver information and data governance. I have an excellent track record in defining strategy for managing information against regulations whilst enabling business to realise value from their data assets. This has included work on strategy for "big four" professional services, financial services and UK Government. During my career, I have been at the forefront of development of standards and innovation in the use of technology to revolutionise how records are managed.

Experience

Principal, Iron Mountain; March 2017 – Present

Main Role: Develop and lead the Information Governance practice for the UK and Ireland. Identify client challenges and develop innovative solutions for information governance. Produce policies for safe retention and reuse of information and data across global companies. Including:

- Designed target operating model for data governance that translates into tangible metrics to ensure all aspects of the business are in compliance.
- Developed methodologies for number of clients to measure and information governance and develop continuous improvement frameworks.
- Assessed public sector clients for preparedness for GDPR and defined measurable action plans.
- Delivering training and knowledge management to clients for use across the business.

Manager, PwC; March 2014 – November 2016

Main Role: Develop and lead information governance team within Forensics practice; Assessing client governance challenges, designing effective solutions, creating policy, processes and architecture improvements. Including:

- Reduced Global Bank's discovery response time by 60% by redesigning major processes and policy for electronic communication monitoring.
- Designed Nuclear facility's target operating model and architecture for records management to address compliance gaps in existing business processes.
- Created and implemented data retention schedule for "big four" Professional Services firm aligning multiple jurisdictions and audit regulations.
- Conducted privacy risk assessments and data profiling for clients to highlight existing risk level and potential non-compliance with GDPR.
- Conducted Data Privacy audit of government agency to determine potential breaches of Data Protection Act reporting to Parliament.
- Supported regulatory investigations (eDiscovery) of pharmaceutical companies across US / UK jurisdictions.

Director, ARMA International; March 2014 – Present

Main Role: Leadership role providing education and networking forum for information professionals across Europe. Including:

- Supporting local information governance networks dealing with issues of meeting new compliance regulations across Europe.
- Developing and leading delivery of Annual Conference in Europe.
- Partnering with Canada and US Regions to define international education.

Contact Me

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Subject Matter Expertise

- Strategic data governance.
- Policy and process operating models.
- Aligning data management to compliance and regulation.
- Data management and related standards.
- Taxonomy and metadata for Data management.
- Retention schedule design and implementation.

Skills and Attributes

- Strong self-initiative
- Communication and influencing skills
- Coaching and education
- Forensic mindset
- Sustainability methodologies
- Business acumen
- Planning and budgeting

Personal Achievements

- Developing a recognised leading European conference for information governance
- Climbing a Rocky Mountain
- Hiking the Inca Trail
- Learning French

Vice-Chairperson, DLM Forum; September 2007 - March 2014

Main Role: Provided leadership for European forum supporting National Archives of including:

- Contribution to development of European standards for information governance.
- Developing and maintaining a wide network of practitioners and vendors.
- Supporting delivery of annual conferences.

Digital Records Advisor, The National Archives; February 2006 - April 2011

Main Role: Provide expert advice to public sector organisations on records and information management.

Including:

- Audited Local Authorities on behalf of the ICO to identify Freedom of Information compliance failures.
- Identified £14 million in overspend in records management in Home Office; including identification of 6 million files of personal data held outside of regulatory.
- Lead development of UK government guidance on introducing records management to meet compliance requirements of Freedom of Information and Data Protection Acts.
- Lead assessment of software vendors against The National Archives "Functional Requirements for ERMS" standard.
- Identified local authorities failing to meet compliance requirements of Freedom of Information Act by performing audits on behalf of the regulator.
- Peer review of standards including the Revised Records Management Code of Conduct and development of MoReq2.

Project Manager, JG Regan Ltd; October 2003 - February 2006

Main Role: Develop and support very large relocation projects of paper records for clients including Lehmann Banks, KPMG, and McGraw Hill. Including:

- Streamline client record storage average of 30% by planning and executing relocation projects.
- Decreased reliance on paper records by designing innovative use of space and centralizing physical records.
- Designed and mapped client business processes to improve paper records management.
- Presenting audit reports to C-Suite on recommendations to reduce cost and enhance use of space.

Quality Control Manager, Ikon Document Services; February 2003 – August 2003

Main Role: Management of Quality Control unit for digitisation project for 6 million patents for international law firm. Including:

- Understanding digitisation and manipulation of PDF documents.
- Working and communicating as part of a team to achieve weekly deliverables.
- Assessing of data quality within the index database.
- Maintaining project documentation to present to client at monthly meetings.

Education

BSc Archaeological Sciences, University of Bradford; September 1996 - July 1999

The Dorchester Thomas Hardy School; September 1991 - June 1996

A-levels; Classical Civilizations, History and General Studies.

GCSEs; Eight Grade C and above including; English Maths and Science.