

Sameh Hablas

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IT HEAD | CIO | IT DIRECTOR | CHIEF DIGITAL OFFICER | GRC Expert

(IT Consultancy/Professional Services / GRC Services)

Knowledgeable and experienced senior IT professional with extensive IT project consultation and implementation expertise acquired in a career spanning over 16 years. Undertaken key strategy and operational IT leadership positions with government departments, universities and multinational corporations in the United Arab Emirates. Skilled in directing IT infrastructure support teams, carrying out ERP/CRM/infrastructure projects, developing IT strategic plans, IT Auditing and creating process/system policies. A committed and focused leader comfortable building, empowering and directing diverse teams. Strong organisational skills allied to well-developed interpersonal and influencing skills have underpinned an ability to successfully advise and engage CIOs, Chairmen and CEOs on IT strategy, project management, technology implementation, and IT security and infrastructure responsibilities ,aligning these with the organisation's strategic initiatives. In-depth knowledge of the wide ranging business, government and societal benefits of IT developments, notably Cloud Computing, have made them a sought after key note speaker and recognised industry expert within the region and beyond.

CORE COMPETENCIES

Strategic Planning	People and Resource Management	Vendor Management & Outsourcing
IT Support	Change Management	Risk Assessments and Mitigation
IT Solution Design and Implementation	IT infrastructure	Continuous Improvement
IT Cost Optimisation & Investment Appraisal	Quality Assurance and Audits	IT Strategy
Project Scoping & Delivery	Contract Negotiation	Business Development Support
Digital Strategy and Planning	Support Enterprise/ Business Architecture	Marketing & Sales Strategy

KEY SKILLS AND ACHIEVEMENTS

- **High Level IT Security and Quality Assurance** – expert in guiding the selection and procurement process as well as giving high quality technical security assistance. Effectively directs enterprise-wide information security plans execution to protect the confidentiality, integrity and availability of the company's data, applications and IT infrastructure. At Dubai Customs played a key role in the organisation being awarded **2** ISO Certifications in Information Security ISO 27001-2013 and Information Technology Management Systems ISO 20000-1-2011. Led internal audit operations for the Dubai Culture and Roads and Transport Authority ISMS and served as the Management Representative with certification bodies. Also provided assistance in preparing for the Certification ISO 27001 and ISR.
- **IT Infrastructure and Operations** – actively participates in assessing and analysing business needs, determining priorities, developing strategic implementation plans, resource allocation, budgeting and cost sensitivity, as well as leading others and driving results. At the American University of Ras Al Khaimah created the IT department, developed an international standards compliant data centre, prepared all the business processes and built the Microsoft Dynamic NAV ERP. Establishing computerised campus management systems and a students' portal resulted in saved time and improved user experience for students and tutors& Building the Data Centre with new IT infrastructure.
- **Project and Program Management** – instrumental in directing budgeting, strategic and tactical planning, business processes and database system strategy. Skilled in timely, cost effective and successful delivery of technology solutions for the organisation by assisting clients in setting up project management practicesaided by using enterprise project management tools.Directed IT projects as part of the Government of Ras Al Khaimah's Finance Department and as a member of the university's PM Committee. Successfully managed the ERP project, saving substantial time on the transition process. Effectively archived the systems including the HR central systems.Performance recognised by being awarded the Excellency Award as Best Employee and letters of appreciation for innovationand creativity.

Client Management – well developed interpersonal skills coupled with strong influencing and negotiation skills have enabled effective management of complex projects. Successfully operated as the Senior Manager for the Wipro Governance Risk and Compliance Practice (GRC) project in the Middle East. This resulted in securing organisational compliance with requirements such as ISO 20000, ISO27001, COBIT and ITIL

PROFESSIONAL EXPERIENCE

Al Danah Information Systems Solutions (DISS), Dubai, UAE

Jan 2013 – Present

Director General/GRC Expert / IT Project Management Consultant/Business Consultant

Established this IT and Business Consultancy company providing outsourced services to a range of clients in the Middle East. Set-up IT compliance solutions centred on company, regional and industry policies, standards, regulations and best practices. Leveraged own network to drive business development with new and existing contacts. Negotiated favourable terms with customers, suppliers, government departments and other key contacts. Directed and controlled workflow and resources. Organised people management, quality assurance, financial controls and research and development. Implemented risk management, diversity and inclusion and systems testing along with the associated data management protocols and processes. These activities have established the company at the forefront technology application and service quality. Clients included Paramount Computer Systems and Wipro. Undertook a variety of in-house projects and consultancy roles including:

Paramount Computer Systems - Cybersecurity, Dubai, UAE

Project Minister of Interior – Federal UAE Ministry

Feb 2017 – Till Date

Project Director (Compliance) and Lead Consultant

- Monitored and advised on the information security maturity enhancement.
- Led the project to meet the NESA requirements.
- Carried out Minister of Interior project related to ISMS benchmarking.
- Update & Enhance the QMS, policies and procedures & translated to Arabic.
- Coordinate with certification bodies regarding ISO 27001:2013 certification.
- Preparation of Awareness Material .
- Lead Risk Assessment Meeting with Project Stakeholders.

Project Dubai Culture – Government of Dubai

Apr 2016 – May 2016

Project Manager (Compliance) and Lead Consultant

- Provided advice on strategic projects, and managed teams and outsourced companies.
- Led internal audit operations for ISMS and managed service delivery for technology and consulting services within organisation and their vendors.
- Served as a Management Representative with certification bodies as well as led the new projects for network, data centre, etc.

Project ITSM, ISMS and ISR – Dubai Customs – Government of Dubai

May 2015 – Apr 2016

Senior Consultant, IT Quality Assurance | IT Audit Manager (Freelance)

- Monitored and advised on the performance of the division's quality management and procedures system.
- Effectively led the consultant team to work on several strategic projects while developing, implementing and reporting on quality management strategy and plans.
- Advised and analysed IT requirements and QMS, policies and procedures and provided independent and objective advice on the use of IT and QMS achieving the best possible business and technical outcome.
- Served as an IT Audit Manager and coordinated with all customs centres in Dubai airports, Jabel Ali, etc.
- Functioned as a Project Manager and carried out Dubai customs projects related to ISMS and ITSM.
- Coordinated with customers to determine requirements and liaised with staff at all levels of a customer's organisation.
- Advised how to use information technology to meet business objectives or overcome problems while developing and assuring the implementation of different types of audits and assessment activities.
- Acted as a Dubai Customs Management Representative for both ISO 27001 and ISO 20000 standards and ISR.
- Ensured the division's continued compliance and certification to the integrated management system.

Achievements:

- Brought projects back on track by setting up a tracking system.
- *Created a project delivery plan that enabled an effective handover.*
- Reviewed and updated all policies incorporating IT and security awareness.
- Upgraded ISO certification 2013 through project coordination across four different operating units– will send article

Wipro Limited, Dubai

May 2016 – Sep 2016

Senior Manager - Associate Practice Partner GRC (Contract)

Brought on board specifically because of technical, practical and linguistic capabilities to manage federal and government client negotiations and service delivery across a range of complex accounts aimed at developing a business plan for the region. Remotely managed c.250 employees in the region. Functioned as a Senior Manager for Governance Risk and Compliance Practice (GRC) in

the Middle East. Performed and supervised engagements in a wide range in the field of information and technology, risk covering, IT governance, project risk, and information security management, infrastructure and operations security, IT and business process controls.

Assisted organisation in complying with requirements such as ISO 20000, ISO27001, COBIT and ITIL. Advised across all industry sectors including financial services, construction, retail, consumer products, manufacturing, hi-tech, energy and utilities, telecoms and media.

Achievements:

- Managed all federal and government accounts in GCC area which were at various stages of development, creating cohesive and compliant documents.
- Finalised the RTA Dubai project; reviewed and drafted the technical proposal for the National Bank of Abu Dhabi, the RFP and business requirements for Emirates Airlines catering contract; technical proposals for information security for the Telecommunications Authority, Qatar Foundation and VIVA Mobile Kuwait & Bahrain.

American University of Ras Al Khaimah

Jan 2012 – Feb 2015

Director of Information Technology, IT Instructor

Appointed because of a successful track record within RAK Municipality. Created a new IT Department and resultant IT infrastructure, strategy, policies and procedures. Engaged in negotiations with the Government, university's leadership team, faculty heads and vendors in defining strategic and operational objectives, security, compliance, risk management, resourcing and people management issues. Reported to the VP - Administrative Affairs and grew department from one other person to 21 people.

- Efficiently developed and implemented a university-wide IT governance model and information security framework based on COBIT 5, ISO/IEC 20000 and 27001.
- Spearheaded implementation of latest messaging and collaboration system, unified IP telephony system, unified wireless system and Microsoft OS and Office applications.
- Provided analytical and technical assistance to project team for software development, e-services, systems, network, security, helpdesk and governance sections under the IT department.
- Served as an IT Instructor in Centre for Continuing Education and delivered teaching skills in information technology.
- Engaged as Projects Director for IT Projects and a Member in PM Committee for the university.

Achievements:

Led the delivery of the following projects:

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| • ERP MS Dynamic NAV & CampusVue and Online Application Admin Module | • Financial & Auditing Information System with integration to MS NAV | • Attendance Report |
| • E-payment Gateway | • Password Management | • Checklist Management |
| • CCE Management | • Online and Offline Inquiry Management | • Application Manager |
| • Online Admissions Application | • CampusVue Test Student Cloning | • Online Course Evaluation |
| • Bookstore Management | • Web Site Editor Management | • Online Survey Management |
| • Blackboard Integration with CampusVue | | • HR Portal integrated with MS Dynamic NAV |

RAK Municipality

Jun 2008 – Dec 2011

IT Expert / CIO

Reported to the General Director and led a team of 15 advising the department on deployment and operation of information technology to meet their business objectives and challenges. Managed coordination with clients and end-users for clarification of business requirements, requirement finalisation and scoping of various projects.

Achievements:

- Led the delivery of major ERP upgrade for Municipality functions, Finance, Human Resources, Customer Care and Billing, Maintenance Management, accelerating the transaction process from several days to a few minutes that produced 40% saving in licence costs
- Delivered EDMS archiving system upgrade making all computer systems compatible with the new, dynamic database. Over 1 million documents digitised and integrated with the geographical system speeding up search facilities and significantly reducing storage costs.
- Developed and revised the business/IT strategy to remain up to date and competitive.
- Ensured effective delivery of IT services to the group administration across multiple locations.
- Successfully delivered ERP, technical risk assessment process, IT service desk implementation and GIS projects.

- Performed documentation of system specifications based on actual work practices and the nature of their business for design and development of optimal solution.
- Engaged in defining software, hardware and network requirements and POC presentation and approval, developed agreed solutions and implemented new systems.
- Supported change management activities including review and analysis of change request/problem tickets, solution development and change implementation.
- Conducted daily TAM administration routines as well as team development and people management activities.

Ministry of Interior Security Project RAK Police

Oct 2010 – Dec 2011

IT Security Consultant

Ministry of Interior Security Project General Directorate of Residency and Foreigners Affairs

Oct 2010 – Dec 2011

GIS Consultant

Achievement

- Awarded a certificate of appreciation for successful delivery of both projects.

EARLY CAREER

VergiTech Corporation FZE, UAE

Apr 2008 – Jun 2008

IT Manager

Government of RAK – E-Government , Central Finance Department , UAE

Nov 2005 – Mar 2008

Head of IT

Gulf Pharmaceutical Industries, UAE

Jul 2004 – Oct 2005

IT Officer

Egyptian Computer System Company, Egypt

Jun 1999 – Oct 2003

Head of Hardware Technical Support

ADVISORY POSITIONS

Minister of Interior – UAE - HQ

Feb 2016 – Present

Dubai Customs

Apr 2015 – Present

Advisory Board Expert - Cloud MENA

Nov 2014 – Present

KEYNOTES

Cloud World Forum MENA

Apr 2015

Datamatix Gitex Conference, Dubai, UAE

Oct 2013

PROFESSIONAL QUALIFICATIONS

- Microsoft Certified MCTS , MCSE, MCDBA , MCP
- Lead Auditor Certified LA 27001 , LA20000 , LA22301
- PMI, ITIL, ISACA, BSI, CISA
- COBIT Framework, TOGAF and Archimate, IT policies, Standards and regulatory requirements.
- Quality Management and Project Delivery Management
- International Standards Deployment (ISO 9001, ISO 20000, ISO 27001, ISO 22301,ISO 55000), Excellence Awards and programs Deployment, Enterprise Risk Management, EFQM, Six Sigma.

EDUCATIONAL QUALIFICATION

Bachelor of Commerce – English Section

May 1998 – Sep 2002

Tanta University

PERSONAL DETAILS

Date of Birth:7th Aug, 1980

Nationality: Egyptian , Hold United State B1/B2Visa

Marital Status: Married

Driver's Licence:UAE/Egypt

References available on request