

## Glen Taylor FBCS CITP



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**Glen Taylor, Vice President,  
Walt Disney Parks and Resorts Business Technology  
Infrastructure, Security and Compliance**

Glen Taylor was so keen to get into IT that he dropped out of Cardiff University, Wales after his first year to take up a job with Shell Oil as a mainframe operator. He joined the Institute then as part of Shell's professional development programme.

Some 20 years on, as Vice President of Walt Disney Parks and Resorts Business Technology Infrastructure, Security and

Compliance, Glen is responsible for a department that supports over 1800 systems with more than 60,000 users, serving nearly 120 million domestic visitors every year.

Glen moved his career from the UK to the US in 2001 taking his membership with him, and he is now a BCS Fellow with Chartered IT Professional status. He's gained value from membership throughout his career and his Chartered status enhances his credibility in his role today.

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## THE MOTIVATION

Glen Taylor wanted to get into IT for as long as he can remember. He grew up in the UK and, after attending Stockport Grammar School he went to Cardiff University. But, when Shell Oil offered him a position after his first year, he dropped out to join their team as a mainframe operator.

It was some years later that he went on to complete his BSc Computing from Portsmouth, England and his MBA from Wales through distance learning programs.

Glen became a member of the Institute while at Shell through their group membership scheme. 'For the five years I worked at Shell,' explains Glen, 'the BCS skills matrix (now SFI**Aplus**) was an integral part of their approach to personal development.

'The ability to work through professional development towards Chartered status is something I've known about and aspired to throughout my career' he says.

After Shell, Glen joined Barclays Bank as a Service Protection Manager demonstrating expert knowledge of IT service management processes and the ability to champion large service improvement projects spanning multiple departments in multiple international locations.

In 2001, he moved from the UK to the US to become Director of IT Business

Excellence for Invitogen, responsible for aligning business needs with IT service and project delivery. He became IT Operations Director for Nemours in Orlando in 2004 before joining Walt Disney in 2008 where he is responsible for the Parks and Resorts infrastructure architecture, design, deployment and service delivery as well as all aspects of information security and regulatory compliance.

Glen describes his role at Disney as 'a true service management role, with heavy reliance on third party providers and internal shared service partners.'

## THE JOURNEY

Glen applied for CITP status in 2011. 'I felt that Chartered IT Professional status was a great way to round out my professional development,' he tells us.

'The breadth of knowledge test was challenging and tested all areas of the technology lifecycle from strategy through design, development and operations. I've worked in most areas of information technology over the years and I enjoyed being tested on what I knew.

'For the interview, you can pick the topic for discussion so I got to talk about my experience with service desks and knowledge management which I'm passionate about and talk about a great deal anyway.'

'I really liked the process; being quizzed on my knowledge and interviewed about my experience and capabilities was enjoyable.'

## THE BENEFITS

'Chartered status is important to me because the Institute is recognized globally for its association with IT service management best practices. My current and future roles will always demand expert-level knowledge and capabilities in that area and obtaining Chartered IT Professional status is one of the ways to prove that.'

Glen also recognizes the value that CITP brings to his organization, as he explains: 'Credibility is essential for most security and compliance roles and Chartered status enables my employer to demonstrate that they have credible leaders in this space.

'It's important for every organization to work to recognized benchmarks. Organizations can spend months looking for right-fit candidates for key roles and any benchmarks that help with that process are important. Additionally when organizations invest in developing their own top talent they need benchmarks to ensure their internal teams are recognized and rewarded when compared to their peers in the industry.'