

# John Palmer BSc Hons CISSP CEng MIET

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## Overview

I am a rare combination of great technical expertise and excellent communication skills.

I thrive on security, and recently passed CISSP (Certified Information Systems Security Professional).

I can help your organisation evaluate its cyber security, human security and physical security.

I can help you identify and manage the risks to assets and services, giving better business continuity, compliance, and to instil trust in your customers.

I have more than 15 years of experience. Depending on your preference, I work either as an employee or as a consultant through Rockbourne Solutions Ltd of which I am director.

I have good knowledge of GRC (governance, risk management, compliance), Data Protection Act (DPA) / General Data Protection Regulations (GDPR), California Consumer Privacy Act (CCPA), and the Freedom of Information Act (FoIA).

I have expertise in frameworks and best practice: PCI-DSS, ISO27001/2, NIST 800-53, CIS Controls, ITIL and MITRE ATT&CK.

I am a Chartered Engineer (CEng) through the Institution of Engineering and Technology (IET) of which I am a member.

I am an experienced IT project manager and passed Prince2 practitioner.

## Key skills

- communicates well with stakeholders at all levels
- security, business continuity, incident response, security trends, security policies and awareness
- governance, risk management, compliance (GRC)
- IT frameworks
- IT project management and programme management
- anti-counterfeiting security such as the Falsified Medicines Directive (FMD)
- leading developer teams and multi-disciplinary project teams
- Business cases, specifications, procurement, supply chain
- technical skills include programming, electronic messaging, databases & Kubernetes
- banking systems
- health systems (both NHS and private)

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## Qualifications & memberships

- BSc Hons 2.1 (GPA 3.7) Manchester University in Electronics and Electrical Engineering
- Certified Information Systems Security Professional (CISSP), Certificate 904902
- Chartered Engineer, CEng, registration number 441532
- Member of the Institution of Engineering and Technology, MIET
- Prince2 Practitioner, candidate number 9980021282930227
- Information governance certificate
- Equality and diversity training certificate
- Emergency First Aid at Work (EFAW) 2022

## Career history

### **Director and IT/Security consultant, Rockbourne Solutions Ltd, Dec 1998-Present**

I have been running my own IT/security consultancy since 1998, with many assignments in NHS organisations as listed below. Much of the work concerned GDPR, privacy, and security. In 2022 I qualified as CISSP (Certified Information Systems Security Professional). I closely follow NCSC. The CyberUK 2022 security themes that really resonate are the threat landscape, education, diversity, planning, assurance, and continual improvement. I recently attended The Future of Cyber Security Birmingham 2022 where Colonel John Doody updated us on current cyber threat landscape, reiterating the call to 'Make the UK the safest place to do business'. I met Darktrace and discussed AI and autonomous response; met Fortinet who specialise in Zero Trust solutions; spoke with Unitrends about immutable backup, discussed ringfencing with Threatlocker, and pentesting with the CREST accredited iStorm solutions.

### **Pharmacy IT Lead, National Pharmacy Association, April 2017-April 2019**

I presented on Cyber Security at The Pharmacy Show and blogged on the WannaCry crypto virus. Championing Information Governance (IG), GDPR compliance, and Business Continuity (BC).

I lead the extensive community pharmacy IT programme for a UK trade association.

Anti-counterfeiting: I provided expertise on the Falsified Medicine Directive (FMD) 2-d barcodes to the UK FMD working group and NHS FMD Steering group.

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I worked with members, NHS Digital, and PMR (patient medication record) system suppliers to optimize the electronic prescription service (EPS). The number of active issues was slashed from more than 200 to less than 100, and Electronic Prescription Service usage increased to more than 50% of all prescriptions.

Accelerating the secure roll-out of Summary Care Record (SCR) to community pharmacy;  
Lobbying for secured write access by community pharmacy to patient care records.

Helping community pharmacy make the best use of current IT, such as NHS secure email. Pushing for enhancements, the use of standards for interoperability, and increased integration.

Looking at future IT including apps and wearables.

### **National IT Lead, Pharmacy Voice, March 2014-April 2017**

As an umbrella trade body, Pharmacy Voice needed a lead for its National pharmacy IT programme. My NHS and private patients' experience enabled me to be that lead. Bringing together member organisations and their members we worked on optimizing the Electronic Prescription system, increasing cybersecurity with the help of CareCert (NCSC), ensuring the secure Summary Care Record roll out to pharmacies, and helped ease the adoption of 2d-barcodes as part of the Falsified Medicine Directive.

### **Senior Integration Analyst & IT Project Manager, Royal Brompton & Harefield NHS Trust, Oct 2007–Sept 2013**

Writing the policy for mobile device security

Updating the Business Continuity/Disaster Recovery policy for EPR

Member of the Clinical Records and Confidentiality Committee.

Managing the £300k 100-user Compucare Private Patients' system project, engaging with users, collaborating with suppliers to resolve issues, updating business case & budget, assuring interfaces with iSoft, eFinancials, WinPath, Healthcode and SMS system.

Managing an effective £200k 100-user Picis theatre system upgrade, bringing hosting on-site. Writing business case and project plan, procuring platform/VMware and proving disaster recover, ensuring Crystal reports met user requirements, integration, configuration, user testing & training

ARX/Carefusion Drug and Supply cabinets' project: Ensuring Information Governance, controlled drug issues, and business continuity addressed.

EPR integration of Agfa RIS report messages and PACS viewer using Integrated Windows Authentication. Loading of data to Oracle database from iSoft iExpress PAS and Picis theatre system

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### **EPR Project Manager, Royal Brompton & Harefield NHS Trust (Jan 2003-Oct 2007)**

Managing the Trust-wide Graphnet Electronic Patient Record (EPR) project with a team of 12 in-house staff plus suppliers, enabling rollout across 2000 desks with 800 users and with interfaces using HL7 and XML to various systems, including patient administration, imaging and laboratory medicine. Working with the laboratories to assure lab report quality. Ensuring resilience.

### **Technical Lead, AL Digital Ltd/The Bunker (May 2000 – October 2002)**

Responsible for the security of the €440k European Link3D remote molecular modelling project. Presented on Computer Security to consortium members at Ispra, Italy.

Managing secure web projects and the programmers working on them. Gathering requirements from the clients and designing technical solutions. Quoting for work totalling more than £500k in the first year.

Account manager for Dutch Genie portal - managing 5 programmers delivering news and text messages.

Managing programmers on the Film casino online investment system.

### **Computer Consultant, Royal Brompton & Harefield NHS Trust (April 1998 - Feb 2000)**

European Prestige Project - Enhanced object-database medical informatics programs (using C++, ATL/COM, PL/SQL & ODBC) based on specifications negotiated with consortium partners and medical consultants. Presented a paper on the ATL/COM interfaces in Lisbon.

Responsible for Year 2000 compliance, remediation and certification to British standard of vital hospital systems (including programs, hardware, databases & operating systems). The programs included those for patient details, equipment loan, medical guideline editing and medical protocol systems (C++).

### **Head of Video Switching, Troy Systems (Dec 1989 - Jan 1998)**

A resilient keyboard and video switch was needed for SBC. The system was designed with Business continuity in mind. I managed 5 C++ programmers who wrote the system that operated on a fault tolerant network of PCs. The £500k system was delivered to price, specification and on time to Switzerland and Singapore.

At Troy systems, as a programmer, I worked on systems for various financial organisations. We deployed keyboard and video switches to more than 24 banks world-wide including Morgan Stanley. I worked with colleagues to design and develop based a Dealing Room Callout System, for UBS New York, capturing Reuter's Dealing 2000 currency deals with custom keypads, displaying statistics on wallboard.