

PROFILE

ROBERT J TOOGOOD

MSc SIRM M.ISRM MAPM

Critical Friend and Trusted Advisor - Fractional Digital and Operational Resilience Advisor

18 Homefield, Royal Wootton Bassett, SWINDON, Wiltshire, SN4 8DE, United Kingdom

Office: +44 (0)1983 617241

Email: robert_toogood@projectsystemssupport.com

LinkedIn: <https://uk.linkedin.com/in/roberttoogood>

OVERVIEW

As an independent Critical Friend and Trusted Advisor to boards and executive teams, I partner with organisations facing digital and operational resilience challenges, especially where compliance remediation, programme turnaround or governance gaps require independent, senior-level expertise. Operating on a flexible, fractional basis for over ten years, I bring proven capabilities in technology and programme governance with a focus on pragmatic solutions and hands-on delivery.

This foundation underpins my work as an evangelist for effective AI governance, where I help organisations align governance frameworks, organisational culture, and technology capabilities for responsible AI adoption.

When partnering with me, you benefit from over thirty years of real-world compliance remediation and turnaround experience. This is based on a successful systems and project management background working on digital transformation and M&A programmes with clients across Europe, Middle East and Africa (EMEA). Prior to that, my career started in the banking sector before spending time in other highly regulated sectors such as financial services and healthcare.

My broad digital and operational resilience experience begins in 2002, initially with Johnson & Johnson and their business continuity activities within the UK (and later involvement with Sarbanes-Oxley (SOX) compliance and pandemic planning preparations). Since then, my cross-functional experience expanded with many other clients into areas such as data governance, compliance, privacy (including GDPR), data analytics, cyber security, third-party risk management (TPRM), holistic GRC, and artificial intelligence.

This breadth and depth of experience enable me to seamlessly transition between roles when needed, from strategic advising to hands-on execution. Also, as part of a commitment to lifelong learning, I've recently completed an AI Leadership Skills Bootcamp at the University of Portsmouth and am now preparing to take the IAPP AIGP: Artificial Intelligence Governance Professional certification exam to further demonstrate competency in this area.

Previous clients and employers include: Grant Thornton, NHS England, Brown Rudnick, Greene King, Johnson & Johnson EMEA, JD Edwards (JDE)/Oracle, Alpharma, Amersham Biosciences, Arjo Wiggins, Christofle/LBDe, Pall Europe, WH Smith Business Supplies/Niceday, Sun Life Assurance of Canada, Dun & Bradstreet, Rank Xerox, TSB Trust Company, Hambro Life Assurance, SavaCentre, Bank of Ireland/British Credit Trust... to name but a few.

EXPERIENCE

In one of my latest assignments, I have been the interim Risk and Sustainability Lead (and Subject Matter Expert) for a major cyber resilience improvement programme; during this assignment, I reviewed the effectiveness of risk management processes within the programme, aligned with HMG Orange Book and ISO 31000 frameworks, as well as taking an operational role within the PMO and Programme Board. On other recent assignments, I have:

- Advised as member of Information Governance Committee on matters related to digital and operational resilience, and provided hands-on guidance on an artificial intelligence (AI) governance implementation
- Reviewed enterprise risk management frameworks, business continuity and resilience plans (including ISO 31000, 27001, 22301, and 22316 aspects)
- Developed and implemented business continuity, pandemic and resilience plans
- Reviewed cyber and information security as well as ICT governance based on NIST Cybersecurity Framework (CSF), ISO 27001, GDPR, and NHS Digital DSPT which also includes NCSC Cyber Essentials Plus, Cyber Assessment Framework (CAF) and EU Network and Information Systems (NIS) Directive requirements
- Reviewed digital strategy to ensure fit-for-purpose, and being implemented through effective governance
- Prepared for implementation of ISO 27001, as well as assisting with remediation reviews of existing implementations due to data breach and other non-conformance events
- Delivered initial cyber and information security related gap assessment actions including preparation of associated policies and procedures
- Reviewed third-party risk management (TPRM), through active participation in preparing records of processing activities (ROPA) and data protection impact assessments (DPIAs)
- Developed defensible position on GDPR compliance
- Reviewed data privacy compliance activities and prepared remediation plan to address areas for improvement

- Selected and implemented (pilot) privacy management software (OneTrust)
- Completed detailed review of existing information security (including cyber) policies and procedures to identify changes needed, including new Privacy by Design (PbD) requirements
- Completed all outstanding information security compliance (including data privacy/PIA) activities relating to Business Intelligence projects within EMEA
- Implemented new System Development Lifecycle (SDLC) into EMEA Business Intelligence team
- Prepared for internal Corporate Audit visit with focus on Sarbanes-Oxley (SOX) EMEA compliance activities
- Implemented requirements of Sarbanes-Oxley (SOX) across both UK Finance and IT functions
- Implemented Records and Information Management (RIM) into multiple sites

STRENGTHS

- Enjoy troubleshooting difficult challenges and problems
- Relish dealing with complexity, uncertainty and ambiguity
- Comfortable within large-scale, global initiatives as well as country/location specific activities
- Effective in decentralised, centralised, matrix as well as virtual organisations
- Benefit from strong systems background with extensive hands-on business experience
- Critical and holistic thinker, delivers pragmatic, value-driven innovative solutions
- Communicate effectively at all levels, including boards and executive teams
- Believe in collaborative power of working through people to make things happen

PROFESSIONAL ENGAGEMENT AND RECOGNITION

MSc Risk Management (Distinction), 2013
 Technical Specialist Member, Institute of Risk Management (SIRM)
 Member, Institute of Strategic Risk Management (M.ISRM)
 Member, Association for Project Management (MAPM)
 Member, Chartered Institute of Internal Auditors (IIA)
 Affiliate Member, Global Association of Risk Professionals (GARP)
 Member, Information Systems Audit and Control Association (ISACA)

EXPERTISE AND INTERESTS

GOVERNANCE incl Programme & Project Governance; Project Turnaround & Remediation; Project Assurance; Project Management; Portfolio Management; Programme Management; Programme & Project Management Office (PMO); Digital and AI Transformation; AI Assurance and Audit; Change Management; Methodologies (ITIL, PRINCE2, COBIT, MSP, P3M3, P30, DevOps, Agile/Extreme etc); PMI PMBOK; APM BOK; Cyber Security Governance; ICT Governance; Digital Governance; Artificial Intelligence (AI) Governance; Information Governance; Data Governance; Sustainable Project Management (GPM); Green PMO; ESG/Sustainability Governance

RISK incl Enterprise Risk Management (ERM); Operational Risk Management (ORM); Holistic GRC; Technology & Digital Risk Management; Cyber Risk Quantification; ISO 31000; HMG Orange Book; Control Frameworks (COSO, COBIT, NIST CSF, CIS, NCSC); Information Security; ISO 27001; ISMS; Cyber Security; Artificial Intelligence (AI) Risk Management (including Agentic AI Risk); ISO 42001; Supply Chain Risk Management (SCRM)/Third-Party Risk Management (TPRM)/Business Resilience (IT Resilience/Technology & Digital Resilience/Cyber Resilience/Data Resilience/Operational Resilience/Organisational Resilience/Strategic Resilience/Adaptive Resilience & Culture); ISO 22336, ISO 22316; FCA PS21/3 - Building Operational Resilience Policy; PRA SS1/21 - Operational Resilience: Impact Tolerances for Important Business Services; Digital Operational Resilience Act (DORA); Network and Information Systems (NIS/NIS2) Directive; Emergency Preparedness, Resilience & Response (EPRR); Business Continuity Planning (BCP); ISO 22301; Crisis Management; Incident Management; Disaster Recovery; Pandemic Planning; Holistic Risk Intelligence; ESG, Climate & Nature Risk

COMPLIANCE incl Compliance Transformation, Compliance Analysis; Systems Development Lifecycle (SDLC); Sarbanes-Oxley (SOX); UK Corporate Governance Code - Provision 29; Records & Information Management (RIM); Data Protection; Privacy; General Data Protection Regulation (GDPR); UK Data Protection Act 2018; Privacy by Design (PbD); NHS Data Security & Protection Toolkit (DSPT); NCSC Cyber Assessment Framework (CAF); Secure by Design; EU AI Act; ESG and Sustainability Standards and Frameworks (incl Net Zero; Global Reporting Initiative (GRI); Corporate Sustainability Reporting Directive (CSRD); TCFD/TNFD; ISSB/IFRS S1/S2); Sustainable IT

CLIENT FEEDBACK (DELIVERED VALUE)

- “... able to introduce order into a situation that is full of complexity and ambiguity”
- “... attention to detail and tenacity in chasing through issues to find people who can make an impact on delivering”
- “... expert in making complex processes clear”
- “... good at uncovering complexity and trying to make sense of it, to help colleagues understand what's going on”
- “... individual of broad vision who recognises the importance of people to achieving quality results”
- “... good at both high-level strategic thinking and more detailed "this is what needs to be done urgently" type actions”
- “... the ideal right-hand man, bit like Jiminy Cricket sitting on your shoulder reminding you of stuff that needs sorting”

CLIENT ASSIGNMENT PORTFOLIO

Senior Director

Project Systems Support Limited: February 1992 - Present, UK/EMEA
Independent Management Consultancy (Owner)

Date:	2002 to present
	Digital and Operational Resilience Advisor (Fractional) Consultant and Subject Matter Expert
	NB Specific client names not given below due to NDA restrictions
Date:	January 2017 to present
Sector/Client:	Various including
Assignments:	Public Sector - Major Cyber Resilience Improvement Programme Conducted comprehensive risk management review, aligned with HMG Orange Book and ISO 31000 frameworks, and produced required remediation plan, which was subsequently approved by the Programme Board; also undertook operational Risk and Sustainability Lead (and Subject Matter Expert) role within the PMO and Programme Board.
	Public Sector - NHS, Hospice (Pro Bono), Local Government and Central Government Conducted enterprise risk management framework, business continuity and resilience reviews (including ISO 31000, 27001, 22301, and 22316 aspects); lately, this has included providing advice on artificial intelligence (AI) governance as well as climate and sustainability related matters. In addition, has undertaken information security and ICT governance audits for NHS Trusts based on their compliance with NHS Digital's Data Security and Protection Toolkit (DSPT), which includes elements of NCSC Cyber Essentials Plus and Cyber Assessment Framework (CAF), GDPR, ISO 27001 and EU Network and Information Systems (NIS) Directive. Also reviewed digital strategies to ensure they are fit-for-purpose and being implemented efficiently through effective governance.
	International Venture Capital Firm Conducted cyber security audit based on the firm's implementation of the NIST Cybersecurity Framework (CSF) in both their pre-investment cyber due diligence checks and more widely within their global organisation.
	International Distribution Group Provided programme management and GDPR SME support to client on first stage of GDPR remediation work (including delivery of initial information security and cyber security related actions), following earlier gap assessment and other activities.
	International Law Firm Provided high-level programme management support on organisation and delivery of remediation activities to ensure client had a defensible position on GDPR compliance by May 2018. These activities leveraged gap assessment recommendations and stakeholder views on previous approach used. Key members of the client team included US based CIO and other senior members of the Firm, as well as London based SME members of the consultancy team.
	UK Pub Retailer and Brewer Provided SME support to help client setup their GDPR compliance programme, based on the use of a Nymity Privacy Management Accountability Framework (PMAF) approach, working directly for the client's Company Secretary and IT Director. Also, helped client select and then implement (pilot) privacy management software (OneTrust) and assisted with selection of data discovery tools. Finally, completed detailed review of client's information security (including cyber) policies and procedures to identify changes needed, including Privacy by Design (PbD) requirements.
Date:	October 2025 to present (part-time)
Sector/Client:	Internal (Project Systems Support)
Assignment:	Real-World Research - Minimum Viable AI Governance (MV-AIG) Framework Completing applied research project, inspired by my AI Leadership Skills Bootcamp at the University of Portsmouth, to develop a minimum viable but scalable governance framework for artificial intelligence (MV-AIG) that strengthens operational resilience without stalling innovation, based on insights from recent real-world research.

Date:	October to December 2016, EMEA/Global
Sector/Client:	Medical Devices
Assignment:	Quality Records Inventory Systems User Requirements Provided business analysis support to document user requirements for new GxP validated Quality Records Inventory System (QRIS) for use globally across all manufacturing sites, and developed an initial proof-of-concept (POC) based on the Collibra Data Governance solution (including data resilience requirements)
Date:	November 2015 - April 2016
Sector/Client:	Internal (Project Systems Support)
Assignment:	Workshop Development Project
Overview:	Completed initial research and preparations for new workshop on "Using Risk Management to Innovate within Projects"
Date:	August 2015 - April 2016
Sector/Client:	Internal (Project Systems Support)
Assignment:	Book Writing Project
Overview:	Wrote chapter on Governance, Risk and Compliance (GRC) for new book on Multi-Dimensional Risk Management that was published by Kogan Page in June 2016
Date/Scope:	July 2014 - July 2015, EMEA/Global
Sector/Client:	Medical Devices & Diagnostics
Assignment:	Business Intelligence - Programme/Senior IT Project Management
Overview:	Provided specialist programme/senior project management support to help client develop way of using JDE/SAP transactional and master data from EMEA with IBM Cognos BI/TM1 to feed new global Financial Planning and Analysis (FP&A) application
Date/Scope:	2013-2014, UK
Sector/Client:	University of Portsmouth
Assignment:	Doctorate Research - Projects, Systems and Risk
Overview:	Completed first phase of real-world research investigations into how success and costs of complex project activities can be influenced by adopting a more coordinated approach to the management of governance, risk and compliance (GRC) activities. NB Second phase on hold, pending commercial sponsorship. Currently refocused original research objectives to address challenges associated with operational resilience and sustainability related change.
Date/Scope:	2013, UK
Sector/Client:	Specialist Consultancy
Assignment:	Risk Assessment Review
Overview:	Conducted risk assessment in response to recent security breach and prepared action plan to help client address weaknesses in ISO 27001 based operating environment
Date/Scope:	2011-2013, EMEA
Sector/Client:	Medical Devices & Diagnostics
Assignment:	Business Intelligence - Programme Compliance Review and Implementation
Overview:	Provided specialist programme management support (risk/compliance) to help client complete as quickly as possible all outstanding compliance (including data privacy/PIA) activities relating to previous/current IBM Cognos based Business Intelligence projects within EMEA and implementation of new System Development Life-Cycle (SDLC)
Date/Scope:	2010-2011, UK/EMEA
Sector/Client:	Medical Devices & Diagnostics
Assignment:	Portfolio Management Implementation
Overview:	Provided specialist project management support (portfolio/risk) to help client implement portfolio management approach to oversee and manage project activity within Finance
Date/Scope:	2009-2010, UK
Sector/Client:	Medical Devices & Diagnostics
Assignment:	HR Reorganisation Financial Consolidation
Overview:	Provided specialist project management support (risk) to help client facilitate timely consolidation of all HR budget data associated with recent UK reorganisation
Date/Scope:	2010-2011, EMEA/Global
Sector/Client:	Medical Devices & Diagnostics
Assignment:	M&A Acquisition Integration
Overview:	Provided specialist programme management support (risk/compliance) to help client manage integration of a recently acquired business in all areas outside of US

Date/Scope:	2009, UK
Sector/Client:	Medical Devices & Diagnostics
Assignment:	Data Privacy Research
Overview:	Provided specialist support (risk) to help client understand Data Privacy implications of corporate and local country legal requirements
Date/Scope:	2009, UK
Sector/Client:	Medical Devices & Diagnostics
Assignment:	Business Continuity and Pandemic Plan Implementation
Overview:	Provided specialist project management support (risk/compliance) to help client develop and implement business continuity, pandemic and data resilience plans for new UK campus facility
Date/Scope:	2008-2009, UK
Sector/Client:	Medical Devices & Diagnostics
Assignment:	SOX Audit Preparation
Overview:	Provided specialist project management support (risk/compliance) to help client prepare for forthcoming internal Corporate Audit visit with focus on Sarbanes-Oxley (SOX) compliance activities across Finance functions of UK operation
Date/Scope:	2008-2009, EMEA/Global
Sector/Client:	Medical Devices & Diagnostics
Assignment:	ERP - SOX Interfaces Review
Overview:	Provided specialist project management support (risk/compliance) to help client prepare for forthcoming internal Corporate Audit visit with focus on Sarbanes-Oxley (SOX) system ERP interfaces on shared-service EMEA-wide JDE World ERP solution
Date/Scope:	2008, UK/EMEA/Global
Sector/Client:	Medical Devices & Diagnostics
Assignment:	Records and Information Management (RIM) Implementation Preparation
Overview:	Provided specialist project management support (risk/compliance) to help client understand, develop and implement records information management into two sites (including data resilience)
Date/Scope:	2007-2008, EMEA/Global
Sector/Client:	OTC/FMCG
Assignment:	M&A Merger Integration
Overview:	Provided specialist programme management support (risk/compliance) to help client manage integration of a recently acquired business in Europe, Middle East and Africa
Date/Scope:	2007, EMEA
Sector/Client:	Medical Devices & Diagnostics
Assignment:	ERP - Solution Partner RFP Selection
Overview:	Provided specialist project management support (risk) to help client select an IT Solution Partner to support implementation of new EMEA-wide JDE/SAP solution
Date/Scope:	2006-2007, EMEA/Global
Sector/Client:	OTC/FMCG
Assignment:	ERP - Implementation
Overview:	Provided programme management support to help client manage the setup of a new programme to facilitate the implementation of a new EMEA-wide SAP solution
Date/Scope:	2005-2006, EMEA
Sector/Client:	OTC/FMCG
Assignment:	Portfolio Management Implementation
Overview:	Provided specialist project management support (risk/portfolio) to help client oversee and manage project life-cycle activity across Europe, Middle East and Africa (EMEA) in more controlled and orderly way using portfolio management
Date/Scope:	2005, UK/EMEA
Sector/Client:	OTC/FMCG
Assignment:	Reorganisation Facilitation/Support
Overview:	Provided specialist programme management support to help client reorganise EMEA IT organisation
Date/Scope:	2004-2005, UK/EMEA/Global
Sector/Client:	Medical Devices & Diagnostics
Assignment:	SOX Implementation
Overview:	Provided specialist project management support (risk/compliance) to help client implement requirements of Sarbanes-Oxley (SOX) across both UK IT and Finance

Date/Scope:	2002-2003, UK/EMEA/Global
Sector/Client:	Medical Devices & Diagnostics
Assignment:	Business Continuity Plan Implementation
Overview:	Provided specialist project management support (risk/compliance) to help client understand, develop and then implement Business Continuity Plan for two separate sites including data resilience requirements
Date/Scope:	1999 to 2002, EMEA/Global
Sector/Client:	Various, Whitehouse Consultants (JDE)
	Pharmaceuticals, Medical Devices & Diagnostics; Paper Manufacturer; Luxury Goods
Assignment:	Manufacturer; Supplier of Flavour, Fragrance & Cosmetic Ingredients
	ERP - Implementation Project Management Consultancy
Date/Scope:	2001, EMEA
Sector/Client:	Medical Devices & Diagnostics
Assignment:	ERP - European Distribution Centre Integration Support
Date/Scope:	1999-2000, UK/EMEA/Global
Sector/Client:	Medical Devices & Diagnostics
Assignment:	Y2K Preparation
Date/Scope:	1997-1999, EMEA
Sector/Client:	Medical Devices & Diagnostics
Assignment:	ERP - Implementation
Date/Scope:	1997, EMEA/Global
Sector/Client:	Medical Devices & Diagnostics
Assignment:	Manufacturing Plant Relocation
Date/Scope:	1996-1997, EMEA
Sector/Client:	Medical Devices & Diagnostics
Assignment:	ERP - Implementation
Date/Scope:	1995-1996, UK
Sector/Client:	Filtration, Separations and Purification (Pall Europe)
Assignment:	Project Management Review
Date/Scope:	1994-1995, UK, Retail - Office Supplies and Stationery (Niceday)
Assignment:	ERP - Implementation and Business Consolidation
Date/Scope:	1992-1993, UK, Financial Services (Sun Life Assurance of Canada)
Assignment:	Custom Systems Development and Implementation

EMPLOYMENT SUMMARY

Date/Scope:	1988 to 1992, UK, Financial Services (TSB Trust Company)
Roles:	Project Manager to Business Systems Manager (Financial Systems)
Date/Scope:	1985 to 1988, UK/EMEA, Financial Services (Dun & Bradstreet EBIC BV)
Roles:	Project Leader to Project Manager (Financial Systems)
Date/Scope:	1984 to 1985, UK, Financial Services (British Credit Trust)
Roles:	Senior Systems Analyst to Project Leader (Financial Systems)
Date/Scope:	1983 to 1984, UK, Hypermarket Retailing (SavaCentre)
Roles:	Senior Systems Analyst (Financial Systems)
Date/Scope:	1979 to 1983, UK/EMEA, Office Communications (Rank Xerox)
Roles:	Trainee Systems Analyst to Senior Systems Analyst
Date/Scope:	1976 to 1978, UK, Unit Linked Life Assurance and Pensions (Hambro Life Assurance)
Roles:	Projects Administrator to Systems Developer
Date/Scope:	1974 to 1975, UK, Banking (NatWest Bank/SG Warburg)
Roles:	Branch Trainee to Eurobond Administrator