

Faculty Profile



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Designation: Head - IT
Department: Information Technology
Qualification: B.Com., Diploma in Computer
Software and Application
(NCC – United Kingdom, ITIL)

Brief Profile

Seeking senior level assignments in IT Infrastructure Management, Operations Management, Business / Process Excellence, IT Functional Support, Transition Project Management and ITIL with an organization of high repute preferably in Manufacturing, Construction and Service industry with 18+ years of experience in IT Management and Operations.

Career SUMMARY

- A seasoned professional with over a Decade's commendable success in:
 - Business / Process improvements -
 - Hardware Management / Improvement
 - Process Management
 - Transitions Management
 - Quality Assurance
 - Team Management
 - SLA Management
 - Stakeholder Management
 - Client Relationship Management
 - Vendor Management
- Experienced in managing entire IT infrastructure and process operations / transitions with an aim to accomplish corporate plans & goals
- Monitoring Facility Management and Service Management.
- Mapping clients (Internal Users) requirements and providing them best solutions involving evaluation and definition of scope of project and finalisation of project and hardware requirements

- Proven record of executing Transition Projects resulting in smooth & seamless migration of business processes
- Competent in managing operations while focusing on maximizing customer satisfaction, process compliance, etc.
- Proficient in coordinating with internal/external customers for running successful business operations and experience of implementing procedures and service standards for business excellence
- Prudent, disciplined & self-motivated professional with excellent interpersonal, communication & organizational skills.
- Hard Core IT Hardware Procurement and even involved in Commercial Negotiation and supplier management for IT Hardware Procurement and core activities like Rate Contract, Service Contract and other Contracts.

Operation Management

- Oversee all aspects of IT department operations including IT infrastructure, Communication (LAN, WAN, email, etc.), database, backup recovery, regulatory compliance
- Maintains overall Data security and access control of data, network and systems.
- Ensures high availability of critical business systems hosted by the Organization.
- Maintaining and ensuring of all IT purchased are updated into IT Hardware Inventory with asset number.
- Monitoring of Network Devices and Administration.
- Owns and maintains strict controls on data/system backups and recoverability.
- Ensuring corrective action in case of breakdown and taking preventive measures by reducing the major or minor breakdown and updating the same to Top Management.
- Manage Faculty and staff members in their daily activities as well as supporting business projects.
- Maintaining and optimization of Database Administration, so that it should not reach the trash hold limit defined for particular hardware device or server.
- Develop and manage relationships with vendors in support of staff augmentation and systems support
- Manage overall capacity utilization of Server/hardware environment ensuring it is optimized to meet business requirements

Experience

Experience - (Teaching and Industry) corporate: 20+ years of Industry
 Experience – Manufacturing, Trading, Distribution Sector and other Sectors , Academics:
 3 years 4 months

Awards & Recognitions

50 Most Innovative CIO of India on 7th July 2017 from IndiasGreatest.com (2017)

100 Most Innovative CIO of India on 6th July 2018 from IndiasGreatest.com (2018)

Expertise & Consultancy

CORE COMPETENCIES

- Planning entire project activities viz. scoping, estimation, hardware, negotiation, tracking, change management, delivery management & support
- Mapping User / Business requirements and providing them best solutions involving evaluation and definition of scope of project and finalisation of project and hardware requirements
- Defining service standards and guidelines that serve as benchmark for excellent service delivery
- Spearheading process transition initiatives inclusive of assessing business requirements & coordinating in developing process flows
- Setting-up targets, SOP & SLA, setting and maintaining CTQ (Critical to Quality) targets
- Identifying improvement areas and implementing adequate measures to maximize user satisfaction level
- Benchmarking best practices, reviewing matrices to ensure consistency in quality of interaction with business heads and users and foster continuous improvement in service levels
- Recruiting teams & determining training needs of employees for enhancing their operational efficiency leading to increased productivity.

Strategy & Planning

- Contribute to the development of IT departmental strategies to align with the overall business strategy as well as corporate strategy
- Develop and implement hardware and software standards for network, servers, databases, wireless technology, file & print services, etc.
- Develop and implement data retention standards
- Develop and maintain overall backup and recovery strategy (Disaster Recovery & Business Continuity)
- Develop, implement, and maintain processes and procedures for effective delivery of services and compliance with regulatory guidance

- Establish and implement 'best-practice' standards as well as departmental policies and procedures
- Overall responsibility for leasing and strategic planning for system upgrades
- Determine, recommend and implement hardware and software upgrades for business applications, server hardware, network equipment, desktop, laptop, etc.