



Scott Celley
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Based in Singapore, Scott Celley runs Service Management and the global IT Service Centers for Standard Chartered Bank (SCB). The specific capabilities he provides include helpdesk, remote desktop support, security administration, first level application support, problem, change, and incident management. These services are provided exclusively through captive centers (wholly-owned subsidiaries) in India and Malaysia. Prior to joining SCB, Scott had more than 20 years experience in Banking and technology with JP Morgan Chase, Merrill Lynch Bank of America, and IBM. During that time he led numerous technology-related transformational programs including mergers and acquisitions, off-shoring, outsourcing, in-sourcing, and operating model transformation and held a number of country and regional management roles in the APAC region.

Aftermath: What happens after “successful” projects are completed

In a complex and interconnected world, project success can no longer be declared simply because projects are completed on time and on budget. Projects must produce reliable and supportable services that can continue to meet evolving needs of stakeholders and they must be free of latent defects. Project Managers that can produce such services create more value for the organizations that employ them, and thus will have enhanced career prospects.