PETER R CLARKE
SENIOR PROJECT MANAGER

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INTRODUCTION

I am an experienced provider of a wide range of information technology solutions with 30 years of progressive experience in the IT field. During this time, I have held various roles, including developer, business analyst, application architect, team lead, consulting analyst, site lead, and project manager. I am certified as a PMI Project Management Professional (PMP) and have received additional training and certification in PRINCE2 (Foundation) and ITIL. This background has equipped me with a deep appreciation for project management best practices, which I have successfully applied for over 15 years.

My approach is results-oriented, and I follow a 'right sizing' delivery management methodology to maximize the potential for successful solution delivery while minimizing associated costs. Above all, I believe that effective communication is the key ingredient for success in any endeavor, and I am recognized for my strong communication skills.

I have extensive experience working in both the public and private sectors, delivering application-based and infrastructure solutions. I find particular satisfaction in sharing my knowledge by establishing effective project management practices and providing training and mentoring to others in the appropriate use of project management techniques.

Before entering the IT industry, I accumulated 20 years of experience as an Architectural Technologist, including 10 years as a project manager. These highly transferable skill sets further enhance my depth of experience in managing and delivering solutions and products.

EMPLOYMENT HISTORY/ROLES

Insight Canada Inc January 1997 to January 2022

- 🧍 Program Manager
- 🧍 Senior Project Manager
- 🧍 Project Manager
- 🧍 Team Lead
- 🧍 Application/Data Architect
- 🧍 Application Developer

MY PASSIONS

- ⚒ **Project management best practices**
- 📚 **Coaching and Mentoring**
- ✈ **Aviation (Private Pilot)**
- 🧍 **Active lifestyle (running, mountain biking, skiing, rugby)**

EDUCATION

- 📚 **Computer Systems Technology (Honors) 1996**
  Northern Alberta Institute of Technology
- 📚 **Architectural Technology 1977**
  Northern Alberta Institute of Technology

CERTIFICATIONS

- 📇 PMI Project Management Professional (PMP)   2013
- 📇 ITIL Foundation   2013
- 📇 PRINCE2 Foundation   2011
- 📇 Information System Professional Designation (ISP)   2003

STRENGTHS

- 👍 Results Focused
- 👍 Detailed oriented
- 👍 Effective communicator
- 👍 Highly organized
- 👍 Risk Management
- 👍 Empathetic leadership style

References available on request

LIST OF ENGAGEMENTS, ROLES AND PROJECT HISTORY

Employed by Insight Canada Inc. since January 1997, I have had an opportunity to work in several different roles contracted to or doing project for a variety of different organisation. Following is a list of major projects and engagements:

Engagement	Role	Client
1. **Engagement: Long View Systems Senior Project Manager**	Project Manager	Parkland County Fire Services
2. **Engagement: Insight Canada Inc. Senior Project Manager Responsible for all AHS Major Projects** **December 2019 to February 2021**	Program Manager	Alberta Health Services
2.1. **AHS Connect Care Waves 2, 3, 4 and 5**	Program Manager	Alberta Health Services
2.2. **AHS Window 10 Hardware Replacement**	Program Manager	Alberta Health Services
2.3. **Grande Prairie Regional Hospital NMD Operational Deployments.**	Program Manager	Alberta Health Services
3. Engagement: Insight Canada Inc. GoA DMP Senior Project Manager **January, 2016 to December 2019**	Various	Government of Alberta
3.1. DMP/WSP Transition Out Manager	Program Manager	Insight Canada Inc.
3.2. GoA Windows 7 to 10 In Place Upgrade Program	Program Manager	GoA Service Alberta
3.3. Windows 10 1607 Anniversary Edition development and Deployment	Project Manager	GoA Service Alberta
3.4. VMware Alternative Evaluation	Project Manager	GoA Service Alberta
3.5. Configuration Manager Upgrade to Current Branch	Project Manager	GoA Service Alberta
3.6. Education Lan Migration	Project Manager	GoA Service Alberta
4. Engagement: Deployed to Alberta Blue Cross as Project Manager **January 2015 to December 2015**	Project Manager	Alberta Blue Cross
4.1. Process Improvements – Project Management	Project Manager Consultant	Alberta Blue Cross
4.2. Application Lifecycle Management Upgrade	Project Manager	Alberta Blue Cross
4.3. Windows 2003 Server Decommissioning		Alberta Blue Cross
4.4. Active Directory Upgrade		Alberta Blue Cross
1. Engagement: Insight Canada Inc. Professional Services **July 2009 to January 2015**	Various	Insight Canada Inc.
1.1. GOA - SCCM Migration Executing Phase	Project Manager	GoA Service Alberta
1.2. Development of Professional Services, Service Delivery Model	Subject matter expert	Insight Canada Inc.
1.3. Transition of Operations to SLA Based Agreement	Project Manager	GoA Transportation
1.4. Domain Cutover and Exchange upgrade	Project Manager	Parkland Fuels
1.5. SCCM 2012 Implementation	Project Manager	Insight Canada Inc.
1.6. Security Audit Preparation	Project Manager	Insight Canada Inc.
1.7. Enterprise Information Data Analysis	Project Manager	County of Rockyview
1.8. Bundle 3 SLA Reporting	Project Manager	GoA Service Alberta
1.9. Project: Learning Management System Technology Evaluation	Project Manager	GOA Ministry of Environment and Sustainable Resource
1.10. Legacy Systems Re-Platforming Project	Project Manager	Alberta Government Liquor Control Board
2. Engagement: Insight Canada Inc. Application Services Site Lead and Project Manager **August 2004 – June 2009**	Various	Syncrude Canada
2.1. Syncrude Production Simulation Model	Project Manager	Syncrude Canada
2.2. Physical Features Legacy Database Upgrade	Project Manager	Syncrude Canada
2.3. Various Short Terms Projects	Project Manager	Syncrude Canada
3. Engagement: Insight Canada Inc. Application Services Consultant **January 1997 to August 2004**	Various	Insight Canada Inc.
3.1. Cost Forecaster Application	PM/System Architect	GOA, Alberta Justice
3.2. Office XP Rollout, Access/Office Specialist	Project Coordinator and Office Specialist	Epcor
3.3. Application Portfolio Assessment	Primary Consultant	Edmonton Regional Airport Authority
3.4. Office XP Upgrade Preparation	Project Coordinator and Office Specialist	Epcor
3.5. Inventory System Performance Upgrade	Test Lead	Masco Corporation
3.6. CRHA Progress Database and Portal	Project lead and Technical and Data Architect	Calgary Regional Health Authority
3.7. Action Request and Commissioner for Oaths Systems	Project Lead Technical/Data Architect	GOA - Alberta Justice
3.8. Arcspan Version 1	Team Lead, Development and Business Analyst	Insight Canada Inc.
3.9. Pipeline Corrosion Calculator	Project Lead, Technical Architect	Enbridge Pipelines
3.10. Oil Accounting Application Tier Two Support Analyst	Tier Two Support Analyst	Enbridge Pipelines

ENGAGEMENT: LONG VIEW SYSTEMS SENIOR PROJECT MANAGER

Duration: November 2024 to May 2024
Client: Millar Western Forest Products Ltd.

Contracted to manage the integration of core infrastructure and desktop environments from two newly acquired pulp mills into the Millar Western Information Systems environment. The project was constrained by a tight timeline, limited internal resources, and a frequently shifting cutover date due to regulatory delays. The overarching goal was a seamless cutover with no unplanned interruption to mill production.

Responsibilities and Accomplishments

- Created a comprehensive Project Management Plan tailored to the constrained timeline and phased cutover approach, including infrastructure, end-user computing, and data migration workstreams.
- Defined clear deliverables, milestones, and dependencies across IT, operations, and vendor teams, ensuring all parties were aligned.
- Managed the day-to-day coordination of cross-functional internal teams and external subcontractors, including network, server, endpoint, and application specialists.
- Conducted detailed risk assessments, with mitigation strategies focused on minimizing operational disruption to live pulp mill environments.
- Oversaw the development and execution of a controlled cutover plan, including pre-migration readiness checks, dry runs, and user acceptance validation.
- Facilitated regular steering committee meetings, prepared executive-level status updates, and maintained stakeholder engagement throughout.
- Successfully completed the cutover with only 2 hours of planned production downtime—a major achievement given the scale of integration and regulatory uncertainty.
- Delivered the project on time and within the revised budget, achieving full operational continuity and a seamless user transition post-migration.

ENGAGEMENT: LONG VIEW SYSTEMS SENIOR PROJECT MANAGER

Duration: January 2023 to June 2023
Client: Parkland County Fire Services

Contracted to replace the client-side project manager and lead the final stages of a critical infrastructure project to relocate the County's 911 emergency call center to a new facility. The scope included upgraded infrastructure, a fully functional secondary backup location, and adherence to Next Generation 9-1-1 standards.

Responsibilities and Accomplishments

- Authored a project charter outlining goals, scope, revised budget, and governance framework—resolving a long-standing gap since the project's initiation in 2019.

- Took over a partially completed project (75% done), rapidly assessed project health, realigned timelines, and re-established reporting and accountability.
- Devised and implemented a pre-transition semi-live test that validated critical systems under load and stress conditions, reducing risk of public service disruption.
- Orchestrated a seamless cutover with zero call interruptions, exceeding stakeholder expectations and eliminating the need for failover support from adjacent municipalities.
- Navigated vendor dependencies and complex site-readiness challenges to meet tight regulatory and public safety deadlines.
- Provided stability and leadership during a sensitive phase, including a successful go-live just before the record-breaking wildfire season, during which the new call center handled unprecedented call volumes without failure.
- Completed the project on time, achieving all objectives and staying within the revised budget.

ENGAGEMENT: INSIGHT CANADA INC. SENIOR PROJECT MANAGER RESPONSIBLE FOR ALL AHS MAJOR PROJECTS

Duration: December 2019 to February 2021
Client: Insight Canada Inc. (Alberta Health Services)

Assigned to the Insight Canada Inc. Managed Services group, as Senior Project Manager for the Alberta Health Services (AHS), IT services Provider account, the role included all responsibilities related to managing the portfolio of related projects. Those responsibilities are listed below, however, shortly after taking on the role the COVID-19 pandemic began presenting many new challenges managing up to 70 team members across multiple projects and initiatives. This required many creative and agile solutions to be created and implemented. It is how we were able to manage through this unique period, maintaining profitability, whilst doing everything possible to maintain the health and well being of the project teams I am most proud of.

Responsibilities and Accomplishments

- Providing project management oversight for all projects and initiatives
- Optimizing processes to ensure profitability against costs
- Single point of contact for high level issues
- Managing, coaching and mentoring subordinate Project Managers,
- Service delivery optimization (profit vs. cost models)
- Project and program risk analysis and implemented mitigating and/or contingency activities
- Optimized cost control measures improving month over month profitability and increased financial forecasting accuracy
- Developed improved invoicing processes to increase accuracy, reduce effort and align with new SAP systems.

Projects:
The following programs and projects were directly managed during this engagement.

WINDOWS 10 REPLACEMENT PROGRAM

The AHS organisation wide Windows 10 program required the replacement of over 60 thousand computers. Insight's role was to replace in both the Edmonton and Calgary health zones all obsolete computers. This included, provisioning of all computers (imaging and software top ups) and physical swapping of the computers ensuring minimal user impact.

- Developed "white glove" remote windows 10 upgrade in place model to minimize on site staff requirements during the first wave lockdown period.
- The project was completed meeting the primary project goals with minimal failure rates and the highest accolades from the client.

AHS CONNECT CARE, WAVES 2, 3, 4 AND 5

The AHS Connect Care project of which Insights' role is to deploy in the AHS facilities new non-medical devices appropriately configured with the Epic software. The Connect Care project will give healthcare providers at AHS and its partners a central access point for more complete, up-to-date patient information and best practices. The project includes all AHS facilities across the province including many remote locations in the farthest corners of the province.

- The project is ongoing, starting in 2018 and will continue into 2024.
- Led the optimization of staff allocation processes, a particular challenge through the ups and downs of the pandemic
- Overhauled the invoicing processes to minimize manual processes and increase accuracy and efficiencies
- Successfully negotiated alternate invoicing model for rural low volume deployments
- Due to contract ending effectively transitioned responsibilities to new vender

GRANDE PRAIRIE REGIONAL HOSPITAL OPERATIONAL NMD DEVICE DEPLOYMENTS

The Grande Prairie Regional Hospital (GPRH) opened Dec. 4, 2021. To augment AHS operational staff, Insight Canada was called upon to deploy most of the Non-medical Devices throughout the hospital to ensure that aspect of the facility infrastructure was prepared intime for the opening.

- All devices were deployed within the specified schedule and withing the allowed budget
- Local management staff were amazed at the knowledge and efficiency of the team doing the work!

ENGAGEMENT: GoA DMP SENIOR PROJECT MANAGER

Duration: January 2016 – November 2019
Client: Insight Canada Inc. (Assigned to the GoA Desktop Management
                        Provider (DMP) Group)

Assigned to the Insight Canada Inc. GoA Desktop Management Provider business group as a staff project manager, the role evolved from managing individual major project to taking complete responsibility for all project managers and projects conducted by the group, including development of a structured project management practice.

Responsibilities and Accomplishments

- Creation or review of all project/program charters
- Working with stakeholders to ensure project activities meet customer requirements
- Identifying/scheduling required resources
- Providing project management oversight for all projects
- Conducting project and program risk analysis and implemented mitigating and/or contingency activities
- Created library of project management related document templates,
- Developing and implementing improved issue and risk management techniques,
- Developing and implementing project portfolio progress dashboards
- Developing and leveraging library of lessons learnt
- Creating and implementing collaborative SharePoint based project repositories
- Coaching and mentoring of other project managers

Projects:

The following programs and projects were directly managed during this engagement.

DMP/WSP TRANSITION-OUT MANAGER

With the conclusion of the 10-year support agreement with the Government of Alberta (GoA) it was incumbent on Insight Canada Inc. to conduct a transition project to the new Service Provider. That transition was predominantly a knowledge transfer related to current processes and procedures, maximizing the potential for the new service provider to successfully take on the support role in a seamless, low-risk migration of services.

- All relevant documentation as requested was provided to the incoming vendor as requested and received to both the client's and incoming vendors satisfaction.

GoA WINDOWS 7 TO 10 IN PLACE UPGRADE PROGRAM (PROGRAM MANAGER)

The Win 10 IPU program was charged with upgrading approximately 11,000 GoA windows 10 compatible computers with Windows 10, including upgrading the office productivity suite to Office 2016. This overriding objective of the

project was to minimize the impact to the nosiness and as such, the program involved upgrading weekly between 400 to 600 devices overnight and providing individual next day support to address any issues the users encountered.

- The project was highly successful with over 95% of the users upgraded experiencing any service interruption,
- Approach allowed for users with Win 10 incompatible applications not being affected
- Less than 4% of users experienced interruption of more than 30 minutes.

WIN 10 FEATURE UPGRADE PROCESS DEVELOPMENT

With the announcement by Microsoft that Windows 10 would be the last version of windows and the product in future being subject to twice yearly Feature updates, via the Semi-Annual Channel (SAC), it became clear that an appropriate and effective process would need to be developed to test and deploy new feature updates into the environment.

- Developed an effective process for future feature updates
- Successfully used that process by deploying two feature updates prior be becoming an operational process.

WINDOWS 10 1607 ANNIVERSARY EDITION DEVELOPMENT AND DEPLOYMENT

Prior to the Semi-Annual Channel feature update approach eventually developed by Microsoft, the only mechanism to deploy the current feature update, and thus retain a supported environment was by deploying the 1607 Anniversary Edition upgrade within an enterprise environment as a SCCM task sequence.

- The project successfully developed, tested and deployed the 1607 upgrade as a task sequence to all windows 10 devices
- Provided post upgrade support to any users that encountered any issues. (less than 5% of users)
- The Service Alberta CIO published special recognition for the success of the project noting effectiveness and cost savings of the approach

VMWARE ALTERNATIVE EVALUATION

Two different large business area business needed to collapse their virtual machine environments into one, however the existing environments were of different technologies (VMware and Citrix desktop). To resolve the question of which environment served the business requirements best a project was conducted to provide real life insight into the pros and cons of each technology as it would be applied to the GoA's environment and users.

- The project successfully implemented a Proof of Concept (POC) environment that facilitated a comparison of Virtual desktop environments of VMware's Horizon View and Citrix' XenDesktop.

CONFIGURATION MANAGER UPGRADE TO CURRENT BRANCH

To effectively perform patch management on Windows 10 Anniversary edition (1607) when released as "Current Branch for Business (CBB)", the existing environment had to be upgraded significantly from System Center Configuration Manager 2012 R2 SP1 CU4 to System Center Configuration Manager Current Branch (Version 1606). Additionally, to ensure the ability to implement future releases of the System Center Configuration Manager application, the hosting infrastructure required to be upgraded to be applicable to Microsoft mainstream support.

- The project successfully managed these upgrades with no impact to the end users or SCCM service interruptions.

EDUCATION LAN MIGRATION

The Alberta Ministry of Education's computers existed their own domain, Service Alberta and the ministry decided to migrate that environment into the GoA proper domain. This involved several aspects, of which Insight Canada Inc. was responsible for the development of an approach, plan and execution to migrate all desk top and laptop computers to the GoA domain.

- The project successfully re-imaged groups of between 200 and 300 computers over successive weekends applying the ministry's new image and installed all required user applications.
- Additional support was provided for users as they returned to work after the weekends.
- Effectively minimized impact

Duration: November 2014 – December 2015
Client: Alberta Blue Cross

Deployed to Alberta Blue Cross (ABC) augmenting the ABC infrastructure team to manage a series of projects, I was also asked to be involved with establishing improved project management practices for the group.

Responsibilities and Accomplishments

- Created project charters, and project plans
- Worked with stakeholders to ensure project charters capture customer requirements
- Identified required resources for each project
- Managed day to day activities of projects
- Communicated with stakeholders and managers via project status updates
- Developing Project management process improvements, including mentoring other project managers and developing documentation and templates.

Projects:

PROCESS IMPROVEMENTS – PROJECT MANAGEMENT

Project managers in the infrastructure group had no specific prescribed project management

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ENGAGEMENT: DMP SENIOR PROJECT MANAGER

Duration: January 2016 - present
Client: Insight Canada Inc. (GoA Desktop Management Provider (DMP))

Assigned to the Insight Canada Inc. GoA Desktop Management Provider business group as a staff project manager, the role evolved from managing individual major project to taking complete responsibility for all project managers and projects conducted by the group, including development of a structured project management practice.

Responsibilities and Accomplishments

- Creation or review of all project/program charters
- Working with stakeholders to ensure project activities meet customer requirements
- Identifying/scheduling required resources
- Providing project management oversight for all projects
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- Developing and implementing improved issue and risk management techniques,
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- Developing and leveraging library of lessons learnt
- Creating and implementing collaborative SharePoint based project repositories
- Coaching and mentoring of other project managers

Projects:

The following programs and projects were directly managed during this engagement.

DMP/WSP TRANSITION-OUT MANAGER

With the conclusion of the 10-year support agreement with the Government of Alberta (GoA) it is incumbent on Insight Canada Inc. to conduct a transition project to the new Service Provider. That transition is predominantly a transfer of knowledge related to current processes and procedures, maximizing the potential for the new service provider to successfully take on the support role in a seamless, low-risk migration of services.

- The project currently is in the planning stage, with no project outcomes or accomplishments achieved at this time.

GoA Windows 7 to 10 In Place Upgrade Program (Program Manager)

The Win 10 IPU program was charged with upgrading approximately 11,000 GoA windows 10 compatible computers with Windows 10, including upgrading the office productivity suite to Office 2016. This overriding objective of the project was to minimize the impact to the nosiness and as such, the program involved upgrading weekly between 400 to 600 devices overnight and providing individual next day support to address any issues the users encountered.

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Win 10 Feature Upgrade Process Development

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- Successfully used that process by deploying two feature updates prior be becoming an operational process.

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- The project successfully re-imaged groups of between 200 and 300 computers over successive weekends applying the ministry's new image and installed all required user applications.
- Additional support was provided for users as they returned to work after the weekends.
- Effectively minimized impact

ENGAGEMENT: PROJECT MANAGER DEPLOYED TO ALBERTA BLUE CROSS

Duration: November 2014 – December 2015
Client: Alberta Blue Cross

Deployed to Alberta Blue Cross (ABC) augmenting the ABC infrastructure team to manage a series of projects, I was also asked to be involved with establishing improved project management practices for the group.

Responsibilities and Accomplishments

- Created project charters, and project plans
- Worked with stakeholders to ensure project charters capture customer requirements
- Identified required resources for each project

- Managed day to day activities of projects
- Communicated with stakeholders and managers via project status updates
- Developing Project management process improvements, including mentoring other project managers and developing documentation and templates.

Projects:

PROCESS IMPROVEMENTS – PROJECT MANAGEMENT

Project managers in the infrastructure group had no specific prescribed project management processes in place. Project were managed in an Ad hoc method with inconsistent standards for initiation, planning and reporting the project progress, issues and risks.

- Established a set of minimum project management standards and practices
- Improved the project status reporting for management
- Increased the effectiveness and visibility of projects risk management
- Better enabled management to understand and help resolve project issues and road blocks in a more timely manner.

APPLICATION LIFECYCLE MANAGEMENT UPGRADE (RIGHTFAX)

The Alberta Blue cross has a significant requirement for communicating with stake holders using facsimile software (Right Fax). Major update of the product was required to be implemented and due to the potential impact on business a carefully structured project was used to conduct the implementation.

- The project successfully managed a testing and system compatibility study, conducted pilot deployments,
- Conducted full scale application deployment to all users during non-business hours.
- Approach was very effective as no user experienced any service interruption.

ACTIVE DIRECTORY UPGRADE

As a prerequisite to the Windows 2003 Server decommissioning project it was necessary to upgrade the Alberta Blue Cross active directory environment. While generally a straight forward task, due to the high level of impact a failed upgrade would have a formal project was struck to minimize the risks.

- The project identified all potential risks related to the upgrade,
- Assessed and developed mitigating and contingency plans
- Piloted numerous system authentication scenarios
- Successfully upgraded and cut over to Windows Server 2012 R2 Active directory without any impact to the environment

WINDOWS 2003 SERVER DECOMMISSIONING

Microsoft's end of support for Windows 2003 server presented an issue for Alberta Blue cross as several legacy systems that supported the environment had not been upgraded. The project goal was to transition those systems to a supported operating system including upgrading some of the legacy systems.

- The project identified all relevant servers, systems and dependencies
- Systematically migrated all server functions to upgraded servers
- Resulted in no adverse impact or service interruptions to the environment

ENGAGEMENT: INSIGHT CANADA INC. PROFESSIONAL SERVICES STAFF PROJECT MANAGER

Duration: July 2009 – December 2015
Client: Various

Assigned as a senior project manager for the Insight Canada Inc. professional services group I had the opportunity to be involved in several different types of projects and was also responsible for establishing improved project management practices and reporting practices based on the PMI PMBOK practices.

Responsibilities and Accomplishments

- Created project statement of work
- Managed several key projects (see below)
- Developed project execution plans
- Managed day to day project activities
- Reported Project status to senior management
- Developed "tailored" project delivery management practices
- Implemented project dashboard reporting portal in MS SharePoint
- Instituted recurring project portfolio reporting for senior management

Projects:

GOA - SCCM MIGRATION EXECUTING PHASE

Duration: Dec 2013 – Nov 2014
Client: GoA Service Alberta

Assumed responsibility for the project management of the project taking over from the project's original project manager. Service Alberta engaged Insight Canada Inc. Managed Services to implement SCCM 2012 as a means to distribute software, package updates, and operating systems.

Managing the day to day activities of the project, negotiating resource availability cross business areas, reporting to the clients and preparing and presenting status updates for the project stakeholders, corporate change management activities, communication plans and transition to operations.

- Conducted forensic evaluation of project budget, schedule and revised all plans resulting in new baseline for both Schedule and budget.
- Identification, analysis and managing project risks, including establishing an ongoing risk re-evaluation process.
- The project's goal - to establish a new SCCM environment into which all 22,000 client machines currently in the 2007 SCCM environment was successfully accomplished

DEVELOPMENT OF PROFESSIONAL SERVICES, SERVICE DELIVERY MODEL

Duration: May 2011 – Dec 2013
Client: Insight Canada Inc.

I established and managed the Professional Services Service Delivery Management Model. The SDMM is primarily based on the PMI framework; adopting aspects of the Prince 2 methodology, thus permitting the appropriate project management tools and techniques to be available for project managers depending on the specific project needs. The Insight Canada Inc. Professional Services SDMM recognises that many of the projects that are undertaken are subject to the client's project management methodology and is intended to augment those processes where applicable.

The SDMM incorporates centralised status reporting with roll up dashboard representations of all active projects, risk and issue tracking automated issue escalations.

- Standardized project management standards, with library of processes, templates and tools
- Encapsulated SDMM practices and procedures by leveraging custom SharePoint project site templates, featuring automating rolled up reporting and issue escalation.
- Increased capability to monitor all projects and providing governance and assistance as required, including ability to conduct project audits and post implementation reviews as per the established standards.
- Improved overall level of project management through mentoring of project manager pool in best practices, standards and processes.

TRANSITION OF OPERATIONS TO SLA BASED AGREEMENT

Duration: June 2012 – March 2013
Client: GOA Transportation

Alberta Transportation had entered into a new IT support agreement with Acrodex; The transition project was to confirm and adopt a new set of service levels ensuring the ability to provide accurate and timely reporting mechanisms.

- Negotiated acceptable service level agreements
- Established reporting tools and practices to track service against agreed levels

DOMAIN CUTOVER AND EXCHANGE UPGRADE

Duration: June 2011 – March 2013
Client: Insight Canada Inc. (Parkland Fuels)

The Parkland Fuels' environment was a complex combination of several domains due to the company's growth strategy through acquisition of other firms. This project included upgrading the Active Directory environment and the Exchange environment to current versions.

- Collapsed all domains into one single domain
- Migrated all users exchange accounts to new exchange server farm
- Migrated all user accounts to new domain
- Supported users post migration and realized minimal impact to users business

SCCM 2012 IMPLEMENTATION

Duration: December 2011 – February 2012
Client: Insight Canada Inc.

Insight Canada Inc. decided to fully implement SCCM internally to provide remote control, patch management, software distribution, operating system deployment, network access protection, and hardware and software inventory across all Insight Canada Inc. Locations.

- Successfully implements system without user impact
- Initiated managed patch management processes
- Established hardware and software inventory processes

POWER PLANTS DOMAIN CUTOVER

Duration: October 2011 – December 2011
Client: Atlantic Power Corporation

The Atlantic Power Transition Project, transitioned 7 small power plants and two offices to the Atlantic Power Corporation network and domain. This project involved the configuration of primary network connectivity to the new domain and transitioning the ongoing services to the PCM Canadian internal Remote Support Team. This included building the support processes, Service Level Agreements and customer satisfaction surveys.

- Successfully managed the transition planning activities including coordinating with the client to ensure appropriate communications and user preparedness and in-depth risk identification, analysis.
- Conducted all plant cut overs during a single long weekend in accordance with contractual requirements (required 25 resources who worked virtually around the clock during the cutover period).
- Migration to the new domain achieved with minimal outages experienced by the business.
- Transition documentation allowed for simplified transition to Operations Team.

SECURITY AUDIT PREPARATION

Duration: Project Manager   July 2011 – September 2011
Client: Insight Canada Inc.

Managed the day to day activities of a pre-audit internal audit to identify any potential area for improvement, including reporting to project sponsor and "C" level management project progress.

- Security audit was conducted with zero items identified for immediate resolution.

ENTERPRISE INFORMATION DATA ANALYSIS

Duration: November 2010 – May 2011
Client: County of Rocky View

Rocky View County Systems & GeoGraphic Services sought to map their 10 Tb of electronic data and develop methods to leverage this information more effectively while increasing efficiency.

- The project catalogued all data repositories spread across over 100 SQL databases and thousands of significant excel spreadsheets
- Presented a series of recommendations to consolidate the data architecture such that business goals can be achieved.
- Prepared a conceptual long-term implementation plan to consolidate data sources such that the ability to serve the business requirements of the Country could be achieved

BUNDLE 3 SLA REPORTING

Duration: January 2010 – December 2010
Client: GOA Service Alberta

The project, involved the preparation of Service level reporting for multiple vendors delivering workstation and desk top management services (bundle 3). I managed the day to day activities of the project including initiating, planning, executing, controlling and closing the project.

- The project worked within the client's environment to ensure that appropriate information was extracted indirectly from the ticket management systems.
- Was able to interpret the contractual expectations with real time business needs and evolving requirements.
- Cooperatively and successfully managed the complex interaction of the different stakeholders, and identified all project risks and managed the ongoing risks using PMI best practices

LEARNING MANAGEMENT SYSTEM TECHNOLOGY EVALUATION

Duration: October 2009 – May 2010
Client: GOA Ministry of Environment and Sustainable Resource

The Government of Alberta engaged Insight Canada Inc. to collect and report on appropriate candidate systems that would meet their business requirements. I was responsible for two primary roles in this project; Project Manager and Business Analyst.

- The project enabled the clients to be in a high level of preparedness to undertake the major project of conducting the final selection of an appropriate solution and have a project implementation plan that can be followed to complete the migration from their current legacy system to an enterprise Learning and Content Management System.

LEGACY SYSTEMS RE-PLATFORMING PROJECT

Duration: October 2009 – May 2010
Client: Alberta Government Liquor Control Board

The Alberta Government Liquor Control Board was considering the replacement of an existing legacy system which managed the pricing of all liquor products and payment of custom duties.

- Assessed the current systems relative to their functionality and prepare a gap analysis against actual functional requirements.
- Determined the optimal approach to the replacement of the in-house developed applications Price Management of Liquor Products and the Payment of Customs Duties.
- Defined the parameters of the future replacement application that will support current business processes, and where feasible extend the capability of the application to add value to the organization and update obsolete technology.

ENGAGEMENT: INSIGHT CANADA INC. APPLICATION SERVICES SITE LEAD AND PROJECT MANAGER

Duration: August 2004 – June 2009
Client: Syncrude Canada

During the stated period Insight Canada Inc. maintained a group of consultants dedicated to the Information technology application systems support group at Syncrude. The work was primarily focused on managing and enhancing business applications.

Responsibilities and Accomplishments

- Directly managed several major projects (see below)
- Managed team of 5 to 20 consultants assigned to Syncrude; including staff assignments, performance reviews, and time and attendance management.
- Resource development, training management, and developing and maintaining a library of project templates, processes and procedures.
- Managed resource balancing activities across numerous projects and activities within the demands of a matrix organized environment

- Management of program/project portfolio relating to project dependencies and interrelated risks, including auditing of projects to assure compliance with PMO standards and facilitated post project reviews.
- Staff recruitment, business development and strategic planning.

Projects:

SYNCRUDE PRODUCTION SIMULATION MODEL

Duration: January 2007 – June 2009

Syncrude Canada Limited required a method to accurately predict the potential benefit of operational capital investments. Existing methods did not accurately predict overall production increases for individual upgrades due to upstream, downstream and tertiary affects. Only simplistic Monte Carlo simulation models existed which were found to be insufficient to provide a comprehensive analysis of the end to end operations for a given change.

The project, due to the nature of the business problem was approached as a research and development initiative. The resulting project output included:

- The development of a plant processing modelling language which mathematically described the input and output of the Syncrude operation "from truck to pipeline".
- Created a system which stochastically evaluated the real impact of any proposed change to the plant operations.
- Proposed and had accepted that all proposed operational changes or capital investments over 1 million dollars in values would be evaluated by the model to validate if the proposed changes would not be constricted by upstream, downstream and tertiary affects.

PHYSICAL FEATURES LEGACY DATABASE UPGRADE

Duration: August 2004 – April 2007

Syncrude Canada Mine Operations utilized a legacy system for documenting the changing topography of the mine site. This system was developed by Syncrude resources and had become obsolete in its technology, expensive and had become problematic to maintain and did not address the changing needs of the user community.

- The project evaluated numerous "commercial off the shelf systems" and resulted with a recommendation of a state of the art GIS system (Geomedia) that would meet the business needs.
- Developed a migration and transformation program for all legacy data to be moved into the new system
- Developed and delivered new operational process training to field and system users.
- Resulting in an improved planning capability for the organization.

Various Short Terms Projects

Duration: May 2004 – August2007

Syncrude Canada Mine Operations maintained a large number of systems related to ad hoc GIS systems, Geo-specific information systems and mine operation systems.

I simultaneously managed a number of other smaller initiatives which enhanced or upgraded a number of these systems. I also took on responsibilities to manage the initiatives, and took on a variety of technical, architectural and business analysis roles.

Engagement: Insight Canada Inc. Application Services Consultant

Duration: January 1997 to August 2004
Client: Various

The first 5 years working at Insight Canada Inc., was primarily as an application developer, progressing rapidly from roles of support analyst, to technical and data architecture, eventually taking the responsibility of managing projects.

During this period, I was involved in a wide range of projects in various roles:

Projects:

Cost Forecaster Application

Duration: December 2003 – May 2004
Role: Project Manager/System Architect
Client: GOA, Alberta Justice

Alberta Justice (Government of Alberta) required a system that tracked the labour costs and provided forecasting of these costs for future fiscal years for a specific business unit. I was assigned the role of system Architect and Project Manager in designing and managing the creation of a system to address the client's needs. Developed project charter, project management plan, work break down schedule and initial risk identification, analysis and devised appropriate risk mitigation strategies.

- The project provided the ministry with an improved ability to effectively forecast of costs for future fiscal years
- Provided greater insight into actual costs,
- Enabled the business unit to better plan projected costs and make strategic decisions based on that analysis.

Office XP Rollout, Access/Office Specialist

Duration: December 2003 – May 2004
Client: EPCOR Utilities Inc.
Role: Project Coordinator and Office Specialist

EPCOR Utilities Inc. was committed to rolling out Office XP, as such considerable concern was given to the Office XP configuration and transition of

critical Access databases and other older version Spreadsheets and office automated applications.

- The project resulted in a coordinated deployment of the upgraded office suite.
- Ensured that appropriate design changes to the Proposed Office XP configuration were implemented.

APPLICATION PORTFOLIO ASSESSMENT

Duration: April 2003 – May 2003
Client: Edmonton Regional Airport Authority
Role: Primary Consultant

The Edmonton Regional Airport Authority considered their application portfolio as having specific liabilities relative to a lack of general understanding about the state of the portfolio.

This initiative involved the cataloguing of the ERAA's application portfolio in an effort to identify any liabilities, weaknesses, and opportunities. Several workshops were facilitated to gather the required information.

- The resulting report and recommendations from the analysis was used in helping the ERAA define their ongoing IT strategy.
  - Cataloguing of the ERAA's application portfolio in an effort to identify liabilities, weaknesses, and opportunities.
  - Aided the ERAA define their ongoing IT strategy.

OFFICE XP UPGRADE PREPARATION

Duration: October 2002 - March 2003
Client: EPCOR Utilities Inc.
Role: Access/Office Specialist /Project Coordinator

EPCOR Utilities Inc. was committed to implementing Office XP within their environment. There were no processes for the conversion of office dependent applications and MS Access databases, nor had any application testing processes been developed.

- The project successfully evaluated, tested, and created processes for the conversion of office dependent applications and MS Access databases during the conversion period, including user acceptance testing.
- Created testing procedures for dependent applications and the development of the Office XP design configuration.

INVENTORY SYSTEM PERFORMANCE UPGRADE

Duration: July 2002 – October 2002
Client: Masco Corporation
Role: Test Lead

Masco Corporation was developing a new inventory system and was particularly concerned about the system performance and technical architecture that affected the system performance.

- Created performance test procedures to validate the appropriate technical architecture to ensure the application response time was acceptable.
- Dramatically reduced test cycle duration and improved effectiveness of testing results

ARCSPAN VERSION 2

Duration: April 2001- April 2002
Client: Insight Canada Inc.
Role: Project Manager/System Architect

Insight Canada Inc. developed the "Arcspan" product, which is a "Professional Services Automation (PSA) application. The application was named as a finalist in the 2002 Microsoft Canada Innovation Awards. The application, which is a 100% web enabled application following the Microsoft DNA Architecture provides a complete PSA solution feature set as an enterprise level application, complete documentation, from user requirements through user manuals have been maintained throughout the SDLC. Insight Canada Inc. determined that the product needed a major upgrade in functionality and enabling of all functionality via a web enabled interface.

- Increased reported billable hours by 25%
- The Aberdeen group rated the Arspan application as being in the top 20 PSA applications worldwide.
- Implemented early adoption of "com object" server application, noted by Microsoft as "innovative"

OCCINFO AND EDINFO WEB SITES

Duration: January 2001 – April 2001
Client: Alberta Government Ministry of Education
Role: Business Analyst/System Architect

The Occupational and Educational Info web site development for the Alberta Government Ministry of Education had been determined as requiring a major redevelopment. As such the project conducted a full re-design and enhancement for the OccInfo and EdInfo web sites.

- Significantly changed the system management process through development of a Secondary editing application for the occupational profiles used in the OccInfo site.

- Editing application used innovative HTTP transport protocols to allow remote data access with the speed of client-side application
- Custom Visual Basic user controls allowed enhanced XML processing (the application created word documents based on system information filtered by user defined criteria selections).

ERAA BILLING SYSTEM REWRITE

Duration: April 2000 - March 2001
Client: Edmonton Regional Airport Authority
Role: Business Analyst/System Architect

The Edmonton Regional Airport Authority had engaged another vendor to re-write their key application which tracks all aircraft movement and airport property leases. Shortly after a preliminary application was adopted and put into use by the airport the original vendor ceased work on the project leaving it in a highly unfinished state.

- Evaluated current state of the application and created a plan to finish the application and add additional functionality as per the business requirements.
- Incrementally upgraded the application in a manner without impacting client's billing cycles
- Met and exceeded client requirements to increase revenue options for the organization.

ERNST AND YOUNG TECHNOLOGY SURVEY

Duration: February 2000 - March 2000
Client: Project Manager
Role: Ernst and Young

Ernst and Young required an ability to pole a large group of Chief Executive Officers as to their opinions of the current state of High Technology in Alberta. This requirement was satisfied through the use of an online survey, (The Alberta High Tech Report Site (2000). The site leveraged the Perseus Survey Solution, a packaged solution providing functions to allow for the creation of Web enabled survey pages or email surveys.

- Developed meaningful questions for survey and configured survey solution to present the questions,
- Collection and creation of a report reflecting the survey results was well received by the client

Y2K Asset Database System

Duration: August 1999 - October 1999
Client: Enbridge Inc.
Role: Project Manager and Data Architect

Enbridge Inc. required an application that tracked all Y2K relevant assets, including all IT related hardware and software with associated processes and vendors. Consequently, the Y2K Asset Database System was developed and deployed. I was responsible for this project and also undertook the data architect role in the solutions development.

- To minimize cost and development lifecycle duration application was built using an Access 97 front end, with an oracle back end within 2 months after design requirements were established

CRHA Progress Database and Portal

Duration: April 1999 - July 1999
Client: Calgary Regional Health Authority
Role: Project lead and Technical and Data Architect

The Calgary Regional Health Authority was planning a large-scale rollout of new hardware (4500 units). An application was required that tracked the progress of the rollout and exposed selected progress and information to the user community through a web enabled interface. I led this project and provided the data architecture for the associated database.

- Rapidly developed a simple database application for capturing key information pertaining to the rollout
- Increased amount of timeliness of information to project stakeholders through development of web interface which communicated salient facts regarding the rollout
- Development of supplemental utility was critical to the project status reporting processes.

Action Request and Commissioner for Oaths Systems

Duration: September 1998 - April 1999
Client: GOA - Alberta Justice
Role: Project Lead Technical/Data Architect

The Action Request System and Commissioner for Oaths System systems were considered technically obsolete and the system owners (the Government of Alberta - Alberta Justice) determined that they should be updated. My involvement included the roles of technical and data architect involved a significant interaction with the user community.

- Technical architecture and database schemas of the updated systems allowed for seamless integration of legacy data
- Application into the production environment with now interruption to business processes

ARCSPAN VERSION 1

Duration: January 1997 – April 2001
Client: Insight Canada Inc.
Role: Team Lead, Development and Business Analyst

Acrodex Inc. had realized as it grew that an effective task and time tracking system would be a critical tool in managing the workforce and processes involved with client invoicing. To that end a fully functioned professional services automation toolset was conceived and developed by Acrodex resources. This development was an evolutionary process with several initiatives being completed resulting in the final solution. I was involved with all life cycle phases of this evolving application.

- Underlying data and process model remains in use 22 year later.
- Early adoption of web based interface design
- Architecture leveraged "client server" model for both VB and Web interfaces

IT HARDWARE INVENTORY AND TRACKING SYSTEM

Duration: June 1998 - April 1999
Client: Syncrude Canada
Role: Project Manager Technical/Data Architect

The Syncrude Canada Research laboratory required a solution to manage and track their hardware resources. A traditional client server application was designed and developed which tracked the pertinent information. I acted in the role of Project Manager, as well as undertook the technical and data architect roles in the project.

- Design of solution included transformation of legacy data
- Deployment of the application into the production environment reduced total effort to manage the inventory by 50%.

PIPELINE CORROSION CALCULATOR

Duration: March 1998 - September 1998
Client: Enbridge Pipelines
Role: Project Lead, Technical Architect

Enbridge Pipelines utilized a devise that travelled through the pipelines sensing and recording area of corrosion within the pipeline. The corrosion data needed to be analyzed using complex calculations. A resulting solution called the Pipeline Corrosion Calculator was developed calculated the failure potential of an oil pipeline based on the corrosion data.

- Leveraged "off shore" developers to reduce development duration and cost.
- Custom solution included "user friendly" on screen messaging, which was enthusiastically received by system users

- System development included encryption of proprietary corrosion evaluation algorithms.

OIL ACCOUNTING APPLICATION TIER TWO SUPPORT ANALYST

Duration: January 1997 - July 1998
Client: Enbridge Pipelines
Role: Tier Two Support Analyst

PCM was engaged by Enbridge Pipelines to provide tier two support for a suite of applications.

Responsibilities and Accomplishments

- Primarily responsible for the Oil Accounting Application, which was a legacy application whose primary function was to create and record the invoices for Enbridge's clients
- Assigned to a number of business applications in a tier two support role.