

**PROFILE - MANAGEMENT & PLANNING**

Jean-Marc has an extensive track record in the management of projects and delivery of products. His abilities to communicate, organize and motivate teams from various backgrounds i.e. business experts; senior management; clerical and technical; has enabled him to keep project teams focused and productive. Activities included:

- Facilitating groups and conducting workshops
- Developing and delivering just-in-time training
- Managing expectations
- Communicating with senior management
- Keeping teams motivated and productive
- Maintaining team dynamics
- Working to a budget and timeline

More recently, he has helped organizations develop their Strategic Information Plan. Activities included:

- Enterprise Architecture Planning methodology training and coaching for the development of the architectures: Business Model, Data Architecture, Application Architecture and Technology Architecture.
- Establishing decision and prioritization criteria for the formulation of the plans: Transition plan, Business Process Improvement plan, Project Implementation plan and Technology Deployment plan.
- Sizing projects and preparing budgets.

The result of a three-year research and development effort, Jean-Marc was directly involved in conceptualizing, designing, marketing, and promoting **Ashton Architect™** – an enterprise architecture and technology deployment planning tool.

Jean-Marc has over 15 years of practical experience developing, operating and

managing business interests both as a senior founding partner with Ashton Informatics Inc and founder of Capacity Management Consulting.

**MEMBERSHIP / CERTIFICATION:**

- The IT Service Management Framework (itSMF) Ottawa Branch
- The ITIL Fundamentals Certification

**AREAS OF SPECIALIZATION**

Facilitation and Training  
Enterprise Architecture Planning  
Business Value-Stream Analysis  
Project Oversight and Management  
Alignment of Plans to Business Strategies  
Product Development and Delivery  
Information Resource Catalogs  
Business Process Improvements  
Strategic Planning  
Information Architecture Plans  
Technology Architecture  
Technology Deployment Plans  
Consulting Services Business Development  
EAP Knowledge Base Tools

**RELATED TRAINING / SEMINARS**

- Speaker at DCI/Enterprise Architecture Conferences
- Technology Forecast Seminar – PriceWaterhouseCoopers
- Enterprise Architecture Conference – Speaker 1997,98,99
- Enterprise Architecture Planning - DCI
- Equipment Planning and Configuration Design –ISE
- Computer Measurement Group Conferences – CMG
- Project Management - DND
- Communications System Architecture – IBM

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**SELECTED PROJECT EXPERIENCE**

**US AIR FORCE, HEADQUARTERS**

***Enterprise Architecture Planning for the formulation and approval of the Information Architecture Plan***

- Provided EAP methodology training, facilitated workshops and workgroups for the definition of the architectures and plans. The core team had representation from all business units.
- Incorporated business process modeling techniques to identify, categorize, and prioritize the core business value-streams. This stream-lined the process for the development and communication of the business model and the architectures.
- Expanded the methodology to incorporate a Business Process Improvement Plan, and related activities as part of the Project Implementation Plan.
- Developed survey questionnaires targeting: the business community, Application, Technology and Operation groups.
- Produced the Infrastructure Deployment Plan in cooperation with the HQ IT Service Provider. The plan reflected estimated hardware and software requirements to support the projects, related installation and configuration efforts, and on-going operational costs including training for each of the required technology services. The result was one agreed plan.
- Developed Project implementation cost estimates in conjunction with the core team. The costs factored in business process improvements and Build / Buy comparisons.

- Enhanced and expanded the EAP toolset knowledge base.

**MICRONUTRIENT INITIATIVE**

***Project management and Implementation of the infrastructure and core business applications***

- On behalf of the executive management team, conducted a technical review and audit of the existing and proposed architectures and deployment plans.
- Consolidated the services and reduced the level of complexity delivering a more robust and cost effective solution.
- Put in place agreements and service support procedures with internal and external service providers.
- Facilitated business process workshops with subject matter experts for the definition of the core business activities: “*Managing Programs*”.
- Established a *Business Continuity Plan* through workshops with the Executive Management Team.
- Continues to provide on-going project oversight and technical authority for the specification, deployment and support of a fault tolerant 24x7 global operation for the Micronutrient Initiative’s core business systems including the service desk functions and technical support utilizing an ASP model;

**US AIR FORCE, HEADQUARTERS*****Development of the HQ AF CIO Business Plan and Practices including on-going support of the Strategic Plan and Project oversight for the execution of the plan***

- Participated in management review meetings for the development of the HQ AF CIO business plan.
- Developed the management processes for the maintenance and amendment of the strategic plan in conjunction with the Operational plan. This was accomplished through a series of workshops.
- Provided project oversight on behalf of the HQ AF CIO throughout the definition, and execution of the Project Implementation Plan.
- Maintained and linked the HQ AF Strategic Information Plan with the Headquarters Business Re-engineering projects, the global AF CIO technology architecture plan, the AF Business Plans, and Operational Plans.

**SECURITY LIFE REINSURANCE*****Facilitation and coaching for the formulation of the delivery of the following architectures: Business Model, Data Architecture, Application Architecture, Migration Plan Prioritization Criteria; and Communication Plan***

- Facilitated, coached and conducted various workshops with all levels of the Enterprise Architecture Plan Project Team.
- The structure of the Project team was as follows:
  - Core team consisting of 20 business people with 5 IT specialists .
  - Reference Group consisting of the senior departmental directors.

- The Executive Team consisting of the President, and VPs.
- Developed and conducted workshops with the Reference Group for the identification and definition of the Migration Plan Prioritization criteria.
- Conducted review meetings and workshops with the Executive team for the prioritization of the plan.
- Coached and advised the Core Team for communicating the architectures to the Reference Group and the Executive Team.

**US DEPARTMENT OF ENERGY*****Facilitation and coaching for the formulation of the Technology Architecture and development of the plans: Transition Plan, Technology Deployment Plan, and IT Operational Plan.***

- As member of the EAP project team, provided training and facilitated the definition of the Technology Architecture, the development of the Technology Deployment Plan and IT Operational Plan.
- Developed a business driven methodology including training for the formulation of the Technology Deployment Plan in support of the Strategic Information Plan.
- Coached and interacted with the business subject matter experts for the definition of the business workload projection metrics as the basis for estimating resources and sizing infrastructure requirements.
- Generated various workload planning models and scenarios using the Ashton Architect™ Modeling tool.
- As part of the Transition Plan, identified the pre-require Infrastructure projects and developed the budgets and project timeline for their implementation.

- Developed the Operational Plan for IT related activities. The plan: activities, budgets, timelines, person-effort and constraints, was developed through a series of meetings with staff and tabled to senior management for review and approval. Consensus and approval of a single plan was obtained.

## **US AIR FORCE HEADQUARTERS**

### ***Business Process Re-engineering of the IT service delivery and support functions for the US Air Force, Headquarters***

- Member of the IT Process Development team for the optimization and consolidation of the IT service delivery and support functions: Help Desk, Problem Management, Operations, and Service Level Management
- Identified performance based metrics for help desk services and technical support roles.
- Developed customer surveys to measure the baseline metrics.
- Advisory role for the formulation and definition of Service Level Agreements.

## **PHARMACIA and UPJOHN COMPANY**

***Developed a “Buy/Sell” framework for the US IT Operation. The framework dealt with: packaging services, costing and pricing services, and managing customer expectations.***

## **CANADA POST CORPORATION**

***Provided technical advice and established Equipment Plans including budget preparation and implementation of the upgrades: request for proposals, bid reviews, and project management.***