

Profile for André J. Emmell

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Mr. Emmell has over 25 years experience in the IT industry with demonstrated initiative and leadership in many industry segments including technology, manufacturing, and government. He is a Senior Technical Writer, a qualified IT Service Management trainer, a bilingual certified Help Desk Institute trainer, a business analyst and security consultant creating certification and accreditation (C & A). He has expertise and demonstrated qualifications as a Project Manager-Business Intelligence and Data Warehouse (and "Webhouse"), Information Systems Architect, Senior Technical Writer, and Business Analyst with telecommunication, system administration, documentation, training, and project leadership skills. Mr. Emmell's IT experiences also extends into the operational areas of Help Desk/Service Desk environment, Disaster Recovery/Business Continuity Planning as well as Information Security Management. Mr. Emmell is an accomplished writer (English/French) specializing in IT, policies processes, procedures, eCommerce, technical reports, ITIL, training manuals of all kinds, flyers and promotional material, and DND doctrine manuals. Mr. Emmell is accredited in Help Desk Institute's (HDI) Customer Support Service (CCS), Help Desk Analyst (HDA) (Gold Mastery level), and Certified Instructor program. With a long standing experience in ITIL (version 2.0) Mr. Emmell completed his qualification for ITIL v3.

Mr. Emmell started as a customer engineer progressing through manufacturing and supervising, then through product assurance, technical writing (including manuals, proposals, standards, policies, and procedures), documentation systems design, ISO X500 standards, network support, business analysis, and data warehouse, and service level agreement (SLA) development. Mr. Emmell was certified in the Disaster Recovery Institute International's accelerated education program for Business Continuity Professionals (while working at Revenue Canada). Mr. Emmell completed his Security System Design training at CSE, experienced it at PWGSC and is pursuing his formal industry CISSP certification.

He is fluently bilingual (**English and French**) and holds a **Secret** level security clearance. He has **demonstrated competencies in the following area:**

- Efficient and creative senior **technical writing** including the creation of system manuals, user guides, concept of operations (ConOps), threat risk analysis (TRA) , privacy impact assessments (PIA) proposals, project management documentation, process documentation, BCP Guide at Revenue Canada, user guides, policies processes and procedures (for example, CobIT), request for proposal (RFP), dynamic website designs, and SGML white-paper publications;
- High quality **documentation systems design**, including SGML, XML and HTML systems integration with some eCommerce website set up, User Guide conversions into Microsoft Help (Robohelp) files, and Golden Web Award recipient for his websites;
- Innovative **Certification Evidence Package** (C & A) at PWGSC including Threat Risk Assessment (TRA), Statement of Acceptable Risk (SoAR), Concept of operations (ConOps), Statement of Sensitivity (SoS), Privacy Impact Assessment (PIA), Security Requirements, Security Testing and Verification (ST&EV), Security Architecture, Safeguard Selection, Security Testing and Evaluation Plan, and Security Requirements Traceability Matrix (SRTM);

- **CISSP** training and **BCP** accreditation from DRI International; **CSE Training** in Capturing IT Requirements, Practical Approaches for System Certification”, Certification and Accreditation, and Threat Risk Analysis, Threat Risk to Common Criteria, Common Criteria and Protection Profiles.
- Creator of the **Knowledge Transfer (KT) technology** where valuable information is captured (audio and visual) from subject matter experts (senior staff leaving for example) and made available through simple manuals, user guides and process manuals. For example, senior staff was retiring and was using a very complex and sophisticated Excel spreadsheet to perform budget evaluation and forecasting. This information was captured and passed on to existing staff. Most effective!
- High quality **translations** (English to/from French) for example: « Accès à distance sécuritaire » (SRA User Guide) at the department of Indian and Northern Affairs Canada.
- Project leadership and **precise business systems analysis** (award-winning business plan), and data warehousing projects. He is a solution-oriented and team-spirited specialist in networking, help desk, telecommunication, and business;
- **Small Business Consultant** including information flow, corporate image, and website design (winner of the Golden Web Award);
- **First class and efficient training** to all levels of clients such as users, managers, ambassadors, and decision-makers. Mr. Emmell is a competent Toastmaster and uses Power Point, NLP, and “Super learning” techniques most effectively. Mr. Emmell is a qualified bilingual ITIL Trainer, IT Service Management consultant and Help Desk Institute certified bilingual instructor (both English and French). Mr. Emmell has received his certified BCP planning accreditation from DRI International;
- **Senior technical writer/business analyst** including Navy’s NTDMS initiative project; an Oracle8x upgrade project at DND where he produced documents on business rules, design specifications, user manual and a most unique training guide; and Canada Revenue Agency disaster recovery project documentation including senior level corporate presentations.
- For the Canadian Bank Note, Company Limited (CBN Lottery Group) he developed **policies, processes and procedures**, forms, and a software change management database design using the CobIT standards;
- Extensive use of gif, tif, wpg, jpg, gif, pcx, png, psd, pdd, bmp, vsd, ppt, acrobat reader’s PDF files, Visio files, Corel Draw graphic files, and FrameMaker graphics packages since the mid 1980’s to create elaborate and detailed graphic presentations at Nortel, DND, DFO, Revenue Canada, and more. Mr. Emmell also uses Mind Manager (mind maps) to gain group consensus, effective decision making mind map diagrams, and workflow design presentations; and
- Mr. Emmell is currently the **Communications VP** for the Help Desk Institute (HDI) Ottawa Chapter creating and supporting the club’s website, newsletters, and monthly programs. Mr. Emmell created and maintains the HDI-Ottawa chapter website (<http://hdiottawa.com/index.html>).

Employment History

Mr. Emmell was a consultant for several years in the computer industry before joining Nortel in 1981 as a senior technical writer and documentation systems designer where he performed for 10 years. With his SGML experience, he progressed through the evolution of the Internet and intranets where he took advantage of his extensive library building and documentation experience into the World Wide Web. This included an award winning design of a business plan for a web oriented database sales/documentation system called: Worldwide Sports Business Marketplace in 1995. Mr. Emmell provides Help Desk Institute's training in Customer Service Support, Help Desk Analysis, Quality Customer Support (QCS, English, and Français), Quality Troubleshooting Technique (QTT, English and Français) and Making Light of Stress (MLS, English and Français).

Since 2001 with a champion spirit, Mr. Emmell has focused on IT Infrastructure Library (ITIL) providing Foundation certification training and helping groups appreciate and integrate ITIL in their organization. For example, he provided a two-day ITIL focus training and obtained a group consensus on adopting ITIL at the McGill University. He wrote an Enterprise Service Level Management framework for DND. Mr. Emmell has presented an "ITIL at a Glance" and "ITIL Foundation" training at the Unisys conference in Las Vegas in September 2005 and many other training since 2001.

Project 1

PWGSC, Application Management & IT Operational Services (AM&ITOS)

MITIS Senior Technical Writer/Security Analyst

Mr. Emmell is responsible for the technical documentation for PWGSC application MITIS including Certification and Acceptance (C & A) certification plan, Threat Risk Assessment (TRA), Statement of Acceptable Risk (SoAR), Concept of operations (ConOps), Statement of Sensitivity (SoS), Privacy Impact Assessment (PIA), Security Requirements, Security Architecture, Safeguard Selection, Security Testing and Evaluation Plan, Security Requirements Traceability Matrix, and Certification Evidence Report. Mr. Emmell is currently providing the Certification and Accreditation (C & A) for the following major application updates at PWGSC: Extended Temporary Help Services (ETHS), Professional Online Services (PSO), Task-Based Informatics Professional Services (TBIPS), and Vendor Performance Monitoring Systems (VPMIS).

Recently Mr. Emmell was responsible for creating and obtaining the full certification and accreditation (C & A) for a new PWGSC application called Centralized Professional Services System (CPSS) where **CPSS was granted a full C & A** for a period of three years. The C & A was available on time and CPSS was successfully launched on July 2, 2010. This was the result of a team effort and effective foresight into the security requirements for CPSS.

Project 2

Dept. of National Defence (DND) DGMEPM,

Service Management Senior Consultant/Senior Technical Writer

Mr. Emmell was responsible for the technical documentation for the DND DGMEPM/DMIS web review and documentation support, the Navy Operational Data Store, the Victoria Class Transfer Data Package (TDP) and more on-going documentation. He co-created a SMART Board Knowledge Transfer (KT) Process where subject matter experts (SME) transfer their knowledge and a technical document (s) are created such as User Guides, Tactical Analysis Reports, Structure Guides, System Guides, Functional specifications, project management reports, and test case manuals.

Mr. Emmell, as part of a technical data management working team, was the champion for the Navy

Technical Data Management Systems (NTDMS), an initiative to restructure the Canadian naval documentation including drawings, CFTO documentation, specifications, task management, data lists, maintenance procedures, workflow processes, and SGML documentation. Mr. Emmell produced the necessary working documents such as the NTDMS Functional Specifications, NTDMS Technical Specifications, Technical and Risk Assessment (TRA), various conceptual solutions and the final NTDMS Recommendations. The recommendations were accepted enthusiastically by the Technical Data Management Working Group in November 2007 and became an implementation project in the following year.

Project 3

Help Desk Institute Ottawa Chapter

Webmaster and VP Communications Officer

Ray Marchand, (613) 271-8075

Mr. Emmell has been the VP Communications officer for the Help Desk Institute for the Ottawa Chapter and has contributed substantially to the program creation, monthly meeting organization, and the communications to the membership. Mr. Emmell also created and maintains the HDI-Ottawa website (<http://hdiottawa.com/index.html>). The website is said to be innovative, modern and effective in helping the promotion of HDI-Ottawa program. The site includes, dynamic searches, site maps, registrations, and contains the promotion and meeting contents of the previous meetings as a resource for the membership.

Project 4

Canada Revenue Agency (CRA),

Senior Information Systems Architect

Mr. Emmell ascertained the scope and purpose of current compensation policy, processes, procedures, and systems documentation; identified the relevant stakeholders and agency documentation policies and practices; compiled planned systems, procedure and policy documentation requirements and activities; developed alternate documentation approaches for incident and problem management; and proposed a solid documentation approach and high level implementation plan.

Project 5

Dept. of National Defence (DND) DGEAS,

Service Management Senior Consultant/Technical Writer

Mr. Emmell was responsible for the documentation of the Service Level Management process for the DGEAS, the templates for Service Level Agreements (SLA) and the Change Advisory Board (CAB) Terms of Reference (TOR) for DGEAS customers. This includes the web publishing of the Enterprise Configuration Control Board (EA CCB) information.

Project 6

McGill University, ITIL Process and Procedure Consultant

Using ITIL Foundation concepts, Mr. Emmell succeeded in bringing together several “towers of technologies”. The consultation brought senior management and service staff at McGill University to consider and implement a viable service management model. The group (33 participants) elaborated and implemented several ITIL process models such as incident and problem management, service level management and IT continuity management.

Project 7

Distress Centre of Ottawa and region (DCO), System Analyst and Database Designer

Mr. Emmell analyzed and created an Auction Tracking System (ATS) for the Distress Centre on Ottawa and the region (DCO). The tracking system was created on an OfficeXP's Access platform, to reduce the cost and training, and keeps track of all players (item donors, buyers, organizers, auctioneers, promoters, and staff) and items sold across the many fund raising auctions promoted by DCO. The system also creates effective reports, queries, and mailing lists used for promotions, thank you notes, and tax receipts.

Project 8

RADAR Solutions Inc. ITIL, HDI, and RADAR Trainer and Senior Technical Writer

Mr. Emmell is a qualified **ITIL** (Information Technologies Infrastructure Library) foundation trainer. He has created and presents effective service management and help desk training to individuals and companies. This includes PowerPoint slides, user manuals and good looking and effective colour handouts. Mr. Emmell is a certified Help Desk Institute (HDI) trainer and has given boot camp courses both in English and in French. Mr. Emmell participated in the translation (was recognized in the manuals) and delivered the French HDI Bootcamp training.

Project 9

Hewlett-Packard and General Motors (Dearborn Michigan near Detroit, USA), IT Service Management, ITIL Consultant, process, and procedure writer

Mr. Emmell was part of an IT Service Management team creating the ITIL standards, processes, and procedures for the HP's desktop service (located in Dearborn Michigan) for the IT services serving General Motors North American Data Centre. Mr. Emmell was specifically responsible for the Incident, Service Requests, and Problem Management processes and procedures. All ten ITIL processes will be implemented given that GM is fully committed to ITIL. GM outsourcing contract is said to be the world's largest ITIL outsourcing contract to date.

Project 10

ITnet,

Senior Technical Writer

Using RoboHELP, Mr. Emmell created three English and French SISA (Système d'information sur les individus et les familles sans abri) user guides (491 pages) into appropriate Windows help files.

Mr. Emmell also provided ITIL Foundation training and consulting to ITnet staff and consultants.

Project 11

Dept. of National Defence (DND) DLLS,

Doctrine Senior Technical Writer/Editor

Mr. Emmell was responsible for the review, formatting, and final editing (including all the artwork or drawings), of the Canadian Forces Doctrine Development. This included (both English and French versions) for documents such as The Peace Support Operations, Canadian Forces Planning Process, The Law of Armed Conflict (Judge Advocate General), Risk Management for the Canadian Forces Operations, Movement Support (Rail, Sea, and Air) manuals, and more. Mr. Emmell was responsible for the design and maintenance of the Doctrine Documents Library. The translation to French authority/software used was Termium. **Achievements:** Mr. Emmell contributed to the documentation, graphics design and the "look and feel" for the doctrine manuals both in Microsoft Word and in Adobe Acrobat formats (sample pages available). He has created and implemented a complete set of Word styles for all the doctrine documents. He has developed substantial Visual Basic for Windows Applications (VBA) Word macros to expedite the file processing, the style conformity, and the text standardization. Mr. Emmell is also responsible for the maintenance of the styles, elements, macros, templates, and the layout standards for the doctrine documents.

Project 12

Dept. of Indian and Northern Affairs (INAC),

Senior Technical Writer/Editor and translator

Mr. Emmell was responsible for the writing, review, final editing and translation (English to French) of the Secure Remote Access (SRA) User Guide (120 pages, 81 illustrations, samples available). This included the Public Key Infrastructure (PKI) installation and operating procedures, the user and administrator guides for Nortel's Contivity product (installation, configuration, operation, and administration), and INAC INET policies, IT Security Standards, and monitoring practices. Part of the secure user guide included the revision of the policies and procedures for usage of the Internet. **Achievements:** Mr. Emmell contributed to the graphics design/standard and the "look and feel" for the INAC User Guide manual both in Word Perfect and in Adobe Acrobat formats. The document was separated into two manuals: "User guide" "Admin Guide". The User guide was translated from English to French.

Project 13

Dept. of Foreign Affairs (DFAIT),

Senior Technical Writer Public Key Infrastructure (PKI)

As a senior technical writer and business analyst, Mr. Emmell has created a project plan for the DFAIT

PKI Smart Card/Token Pilot Project. He was instrumental in creating the DFAIT-PKI project planning and implementation roadmap in the light of DFAIT's upgrade to Windows XP. He was also writing and editing PKI documentation for the department including Entrust operational procedures, concept of operation documents, design and testing plans, and SIGNET-D Remote Access (SRA) design and user guide manuals. **Achievements:** Completed the PKI documentation and created the project plan for "DFAIT PKI Smart Card/Token Pilot" project.

Project 14

Canada Revenue Agency (CRA),

Senior Technical Writer in Electronic Security and Continuity Management Services

As a senior technical writer, Mr. Emmell has designed and developed executive level presentations and created a divisional orientation guide for the Informatics Disaster Recovery area. He created and maintained a complete and controlled documentation library and performed various other technical writing duties supporting the data centre disaster recovery division. **Achievements:** He completed the disaster recovery project plan, charter documentation, and created the ITB Business Continuity Pocket Guide for Executives. He created the project charter for: Continuity Repository Integration (CRI) for the Information Technology Branch.

Project 15

House of Commons,

Certified ITIL Foundation Trainer

Mr. Emmell provided workshop training to IT staff, executives, and senior managers on IT Infrastructure Library (ITIL). The training varies from a 2 hours presentation to a general audience, to a 1-day presentation called "ITIL for Decision-Makers" to a full 3 days workshop on the fundamentals of ITIL, which includes the foundation certification. **Achievements:** He conducted ITIL trainings, including foundation level certification, for 64 individuals where the overall class average was 74.8%. He trained 15 Loyalist College (ITIL certification body for North America) individuals to enable them to pass their foundation certification level from another certification body.

Project 16

Department of Fisheries and Oceans,

Senior Technical Writer

As a Senior Technical writer on the Corporate Accounting Operation's Standard Payment System (SPS) procedures project, Mr. Emmell documented the SPS process, which included the 33 individualised payment and reconciliation procedures. **Achievements:** He completed the PWGSC's FIS procedure manual for the department of Fisheries and Ocean in a record time for the April 1, 2001 launch.

Project 17

Industry Canada,

Business Analyst

Industry Canada, Licensing Systems Division (Spectrum), currently produces radio station licences and monthly billing statements through a third party. Industry Canada was looking for a more efficient process. Mr. Emmell provided business analysis and recommendations which confirmed a minimum of

\$300,000 per year saving and a better, more streamlined approach to serving their radio license clients. The process, as shown clearly in the report, also allowed a very precise process monitoring, licence, and billing auditing. The project was integrated into a larger context, which included the invoicing and payment system for the commercial licenses. The report was created using advanced Microsoft Word templates, styles, elements, and macros. **Achievements:** He completed the business analysis and report called: Licensing Production Review.

Project 18

Management Board Secretariat of Ontario, Senior Technical Writer and Data Warehouse Business Analyst then Manager Business Intelligence

Mr. Emmell started as a business Analyst/Technical Writer and he became Manager, Business Intelligence at Microforum Inc. The Federated Information Warehouse (FIW) task force project was a group of depersonalized data warehouses serving the needs on the Ontario Government. The ministries took advantage of the common data warehouse tools and services offered by iSERV Ontario, sponsored by the Management Board Secretariat (MBS), for their respective needs, and provided the necessary information for the other ministries. This is done with a very high priority placed on security and privacy. Mr. Emmell organised the group information and documentation, wrote the service level agreement (SLA) template along with the necessary user guides required for the services, and was a team member for the architecture, design and hardware / software acquisition for the FIW data warehouse. The start of Phase II of the implementation was scheduled for the first quarter 2001.

Achievements: He was part of a “swat team” high focus group to develop the data warehouse infrastructure for the Management Board Secretariat (MBS) in Toronto. He created a Service Level Agreement (SLA) template and sample SLAs for MBS

Project 19

Canadian Bank Note (CBN), Lottery Group, Project Leader, Senior Policies/Procedures Writer

Mr. Emmell was the project leader and senior technical writer on CobIT policies and procedures. During a six months contract, Mr. Emmell responded to 33 KPMG business improvement recommendations and developed a simple yet effective documentation library and job control system based on Microsoft Access2000, Excel, MsProject, and Word (using advanced templates, styles, and macros). He also created a software change tracking system and a simple service call tracking system. The documentation included effective presentation material (procedures and PowerPoint presentations) to launch, promote, and educate users and managers on the new standards and procedures.

Achievements: He was a project Leader implementing 33 major business recommendations based on KPMG’s conformance report. He created a software change tracking system using Microsoft’s Access application.

Project 20

Nortel Networks Inc., Senior Technical Writer

Mr. Emmell was a senior technical writer on the Japanese Service Adaptive Access (JSAA) products documentation using FrameMaker and the PLS library. **Achievements:** He completed 5

manufacturing specification manuals for the Japanese Service Adaptive Access line cards. This work included the "Test Plan for the AB58E ASIC" and the "JSAA Order Management Process" documents. **Applications Used:** Microsoft Project, Corel suite, Office 2000 (Word, PowerPoint, Excel, Access), Visio, Adobe Acrobat, Adobe Illustrator, and Adobe Photoshop, Adobe FrameMaker, LView Pro, Total Commander, HP CD Writer, HP Scanner, Ulead studio.

Project 21

**Department of National Defence DND-DLESS (AVIMS),
Senior Technical Writer on Automated Vehicle Inventory Management System.**

He was part of a major Oracle8x rewrite as an 8 months Y2K project for the Automated Vehicle Inventory Management System (AVIMS). He produced the documentation for the AVIMS System Design Manual (42 modules), User Manual (420 pages with an illustrated scenario), Oracle Online Help, and the AVIMS Training guide. He used a most unusual information, screen snap shot, and data capture method to reduce the documentation production time and effort considerably (including advanced Microsoft styles, macros, and templates). **Achievements:** He completed the suite of manuals for the Oracle 8x upgrade for the Automated Vehicle Inventory Management System (AVIMS). This included the AVIMS test plan and test completion report. Mr. Emmell created a unique and effective training plan and documentation based on visual representations of the Oracle panels. He also created a unique information capturing methodology for documenting any subject matter expert knowledge (samples available). Remarkable!

Project 22

**Canada Post Corporation,
Senior Business Analyst**

Mr. Emmell wrote the business case proposal for the electronic commerce on the Internet for a project called CPC.eParcel. He supported the PosteCS public Key Infrastructure (PKI) development and PKI measuring. Mr. Emmell Installed a VeriSign OnSite 4.0 system and performed the PKI/CA duties for the PosteCS™ trials at Canada Post. **Achievements:** He completed the business analysis and project plan for the CPC.eParcel. He also completed the testing of the VeriSign Onsite 4.0 PKI suite.

Project 23

**Department of Foreign Affairs,
LAN admin, and Remote Access Consultant**

Mr. Emmell was the LAN administrator and performed maintenance on laptop remote access and ISDN connectivity. **Achievements:** He maintained 72 pilot project laptops, in terms of OS, Corel Suite, and remote access applications. He used "Total Commander" and INFOMAN in a very effective way to manage all the configuration and essential files for each laptop (samples available).

Project 24

**GETonline Information Services Inc.,
President and owner**

Mr. Emmell designed and developed a Worldwide Sports Business Marketplace (WSBM) SGML database for Internet use. He used a prototyping tool called EBT (Electronic Book Technology), website development tools, and help authoring tools similar to Bluesky RoboHelp. He was an SGML Information

Systems Architect, training designer, conversion specialist, and private consultant, author, and presenter of SGML courses. He wrote an SGML white paper for Transport Canada on the Civil Aviation Training program: SGML/HTML with Microsoft products. **Achievements:** He created an award winning business plan for the WSBM. Created and promoted two major sports activity trade show in terms of the WSBM. He created a Watcom eCommerce type database for the sporting goods association.

Project 25

ActiveSystems Inc., SGML Document Systems Architect

Working on hierarchical and relational database documentation system, Mr. Emmell designed a document type definition (DTD) for Newbridge's MainStreet documentation and reviewed many prospective DTDs. He published two white papers, "SGML Application: Library Management Principles" and "DTD evaluation Principles". Mr. Emmell's prime responsibility was to provide SGML expertise to SGML integration team and clients. This included DTD review, DTD creation and optimization, document re-engineering, product and sales support, presentations and training to staff and clients. **Achievements:** He completed the design and implementation of SGML for ActiveSystems applications, DTD review, and maintenance, client training in all aspects of SGML.

Project 26

Government Telecommunications Agency (GTIS), Business System Analyst and Functional Spec Writer

Mr. Emmell was responsible for 62 Government Consolidation Management System (GCMS) enhancements. He created user requirements, reviewed functional specifications, and updated testing on this IBM mainframe VSAM oriented system, operating in a service bureau environment (Datacor). He successfully developed the Enhancement Tracking Procedures required for GTIS and Stentor/Bell to interact with greater ease. He has performed this by implementing the recommended guidelines and establishing an Enhancement Critical Path Work Plan using Microsoft's MsProject software. **Achievements:** He completed 62 functional specifications. Created a unique Microsoft Project based software change tracking systems, which was adopted by Stentor/Bell for the GCMS project.

Project 27

Nortel Networks Inc., Documentation System Designer, Senior Technical Writer and Network Specialist

He was a consultant for several years in the computer industry before joining Nortel in 1981 as a senior technical writer and documentation systems designer where he performed for 7 years. Mr. Emmell championed, designed and developed a documentation system and library where 64 technical writers, worldwide, documented the Digital Multiplex Switching (DMS) Nortel product using a unique documentation system called eXtended Markup Language (**XML**), which became the basis for SGML (1986) at Nortel (then called BNR). This library provided particularized documents on demand in parallel with the compiled software products (in 1985).

After XML, he was then assigned a one-year feasibility study on X.500 directory ISO standards and spent the next two years as a network specialist on Nortel's five computer platforms (Mac, PC, Unix-HP/SUN, and IBM mainframe) supporting over 2,000 nodes on a private Internet network. This included many aspects of service management from the creation of a service desk, to incident management, to

problem management, to configuration management, to primitive continuity management. He worked for 2 years as a network specialist (ending in 1991) on Nortel's five major workstation platforms (MAC, PC, SUN, HP/Apollo, and IBM mainframe) in an Ethernet environment. **Achievements:** With a champion spirit, he completed the design, implementation, testing, delivery, training, and promotion of a mark-up language called XML (forerunner to SGML).

Project 28

Professional Webmaster (>10 years)

Mr. Emmell has created and maintains several websites namely (but not limited to) <http://www.mkprojects.com/> <http://hdiottawa.com/> <http://www.fleshing.ca/> to name a few. Mr. Emmell has won the prestigious Golden Web Award from the International Association of Web Masters and Designers (IAWMD) (see certificate). Mr. Emmell is the current webmaster for the Help Desk Institute Ottawa chapter website (HDI-Ottawa). Mr. Emmell is fluent in using, Macromedia, Dreamweaver, and Microsoft's Web Expression.

In **1995** Mr. Emmell, along with Marc Godin as a business partner, designed and developed a Worldwide Sports Business Marketplace (WSBM) SGML database for Internet use. He used a prototyping tool called EBT (Electronic Book Technology), website development tools, and help authoring tools similar to Bluesky RoboHelp. This proved to be a prototype for today's ePurchasing tools. Mr. Emmell won the "Best Business Award" from the "Fondation de l'Entrepreneurship de l'Outaouais" for the development of a sports business model based on the "Worldwide Sports Business Marketplace" (WSBM) web based marketing business.

Project 29

Professional Wedding Photography, Self Employed Professional (14 years)

Mr. Emmell was an independent professional wedding photographer for 14 years (1973 to 1987). He owned and operated his business in the Ottawa area, which included all aspects of the professional photography business from promotion, sales, delivery, demonstrations, trade shows, and photographic performance on weekends.

Education and Certification

Professional Training and Accreditation

- **Communication Security Establishment (CSE) ITSLC course on Certification and Accreditation.** Mr. Emmell is completing his certification on "Secure System Design Program" (SSDP) provided by CSE. **CSE Training** in Capturing IT Requirements, Practical Approaches for System Certification", Certification and Accreditation, and Threat Risk Analysis, Threat Risk to Common Criteria, Common Criteria and Protection Profiles.
- **CISSP - Certified Information System Security Professional accreditation.** Mr. Emmell is trained for his certification for all aspect of information systems security certification provided by Turret Solutions and certified by (ISC)². His accreditation will be available in February 2009.
- **National Crime Prevention Council CPTED certification** provided by NCPC in Ottawa. NCPC training focuses on crime prevention and environmental design in the context of security and environmental approach to reducing crime and protecting company assets, process, and procedure.

- **ITIL Service Management Foundation Certification version 3.0** provided by Pink Elephant, Ottawa, November 2007 and certified by the Loyalist College of Applied Arts and Technology.
- **ITIL Service Management Foundation Certification version 2.0** provided by StAY Technologies Inc, Ottawa, May 2001 and certified by the Loyalist College of Applied Arts and Technology. The Information Technology Infrastructure Library (ITIL) standards offer three objectives to Service Management: 1) to align services with the current and future needs of the business and its customers; 2) to improve the quality of the IT Service delivered; 3) to reduce the long-term cost of service provision.
- Mr. Emmell is an accomplished ITIL foundation trainer and is now developing a computer/workshop simulation model and training for ITIL. He also conducts ITIL integration two-day seminars based on his ITIL foundation-training model where a group of individuals can come to a common IT knowledge base, processes and procedures as he has done for the McGill University in Montréal.
- **ITIL Master Certification** ITIL Foundation certified (v3), Mr. Emmell is actively pursuing his ITIL master certification with the focused development on Incident Management, Problem Management, Configuration Management, Change Management, Service Level Management, and Service Strategy, and Service Operations.
- **Help Desk Institute (HDI) Certified Instructor Program** In order to maintain the highest quality, only HDI-certified instructors are authorized to teach HDI Certification curricula. HDI's Certified Instructor Program prepares trainers with the content and background they need to successfully teach the courses that support the HDI Certification training program.
- **Help Desk Institute (HDI) Help Desk Analyst Boot Camp certification** providing combination of high levels of customer service and business-driven support translates to service and support desks that exceed customer expectations while focusing on organizational goals and ultimately driving the bottom line. HDI training ensures that service and support professionals have the know-how and insight to optimize relationships with each and every contact. HDI's HDA Boot Camp uses these tenets as the foundational principles as it prepares individuals for HDI certification at both the CSS and HDA levels.
- **Help Desk Institute (HDI) Help Desk Analyst certification** Today's successful support centers must embody a high standard of service excellence and a clear operational vision that is closely aligned with larger organizational goals. The help desk analyst is the backbone of the support center. Analysts that deliver excellent service and support and demonstrate an understanding of overall organizational goals will help to ensure the support operation's success within the organization. The HDI Help Desk Analyst (HDA) Certification training program provides help desk and support center professionals with the tools, techniques and skills to achieve success as front-line analysts, leverage career development opportunities, and understand the difference between support operations that merely function as a business unit and those that make a positive impact on the organization as a whole. With HDI's HDA Certification training, support professionals are empowered to transform the support operation from a cost center into a productivity center that enhances the organization's overall effectiveness.
- **Help Desk Institute (HDI) Customer Support Specialist (CSS) certification** providing the highest level of customer service and support to customers - whether they are internal or external. This the foundation of all successful service and support centers. Excellent customer service and support results in a proven impact on customer retention, organizational effectiveness, and ultimately drives revenues for the organization. The HDI - CSS is targeted to individuals wishing to

qualify to work in a customer support center/help desk environment.

- **DRI International's BCP Certification**, (Business Continuity Planning Consulting Accelerated) 6 day intensive training in disaster recovery and threat risk analysis (TRA) provided by Cheryl Bieson of Disaster Recovery Institute (DRI) Canada leading to a Certified Business Continuity Professional (CBCP) certification.
- **Kimball University Graduate, December 2000, majoring in Data Warehouse**. Kimball University (KU) is the authoritative source for data warehouse education. The KU provides high quality and complete data warehouse education consistent with Ralph's work and books in dimensional design. The foundation part, Data Warehousing in Depth, and the advanced part, Advanced Data Warehousing, are the most practical training for data warehouse designers found anywhere.
- **OmniMark Programming and OmniMark Web Application** certification. OmniMark used to be called Exoteric and were the promoters of SGML. OmniMark is a very powerful text translation application to convert text into appropriate SGML format. OmniMark Web application dynamically converts database information into Web page forms and format.
- **SIMPLUS Project Management Training for Canadian Customs and Excise**, 5 days of real life simulation training customised for Revenue Canada's Customs and Excise managers.
- **Applied Suicide Intervention Skills Training (ASIST)** certification provided to all Distress Centre of Ottawa volunteers. The ASIST 2-day seminar includes the elegant three-part model to effectively connect, understand, and assist people contemplating and planning a suicide. It is designed to handle the crisis and help the follow-up "safe plan" implementation as developed by the person in crisis.
- **Ongoing Technical Courses** on the fast evolving technologies such as Windows Vista Professional, Windows XP Professional Developer's Kit, Microsoft Office XP Professional Package, Windows NT Developer's Kit including an Official MSCE Exam and ISDN connection technology. Self-education on VisualCafé™, Corel's WebMaster, FrontPage2000, Dreamweaver, on-going SGML/XML/HTML projects, CALS GCO generator, MasterJet MindManager™, and associated Computer Based Training on MasterMedia™.
- **Nortel sponsored courses** on C, PASCAL, PROTEL, UNIX operating systems, and IBM Mainframe communications for Nortel's major designer workstation platforms. This included training on Apple's Macintosh, SUN Microsystems (admin training in Richmond Ontario), HP 9000 workstations, IBM PC, and IBM mainframe.
- **Neuro Linguistic Programming (NLP) Master Practitioner**. A 4-year program equivalent to a degree in Psychology in 1983. Personal accreditation by John Grinder, co-founder of NLP.
- **BSc in Computer Science**, Somerset University, June 1992
- **Technologist certification** from Consolidated Computer Inc., expanding a 4 year Ontario Science Tech and Trade education from Ottawa Tech High School (1967) Graduate Honours.

Presentation and Personality Skills:

Kepner and Trego Project Leadership and Decision-Making, Toastmaster CTM, Dale Carnegie's advanced public speaking program, Neuro Linguistic Programming and modeling technology (certification), sales and marketing training by Sunlife Assurance. Life skills training and personal development with Tony Robbins, Roger Dawson, Brian Tracey, Mark Victor Hansen and Jim Rohn. Mr.

Emmell regularly conducts presentation technique seminars and personalized ITIL training leading to Loyalist College certification.

Hardware

PC (ACUS Pro IV, 4 Terra Byte NAS))
Toshiba Tecra Professional Laptop
Macintosh Early Series
Sun Workstation
HP Workstation
Apollo workstation
CISCO Routers
HP Bridges
IBM Mainframe (3278)
Keyedit Systems (CCI)
501 Atron Processors (Detailed)
All-In-Wonder Radeon Video Card
Disk/tape Drives/ctrl (maintenance)

Telecommunication Equipment,
Wide range of electro-mechanical
hardware such as micro film
equipment, IBM copiers, sorters,
collators, tabulators, readers, printers
reproducers, "605" calculators,
and "402" tabulators

Professional equipment Owned:
InFous Lite Pro 580 LCD and
NEC VT460projector system,
Fender Passport Public Audio System,
wireless mic, and mixers used for
public presentations and seminars.

Operating Systems

Unix (user and administrator)
Linux (introduction)

IBM's VM/CMS(user)
PC DOS (administrator)
Macintosh (incl. networks)

X Windows, Motif, (user)
Windows 3.11, (admin)
Windows 95 (admin)

Windows 98 (admin)
Windows NT (user)
Windows 2000 Pro (admin)
Windows XP Pro (admin)
Windows Vista Pro (admin)

Software, Applications, Languages, and Standards

X.500 OSI International Directory System
Introduction to X.400 E-Mail OSI standards
TOSS / SQL user, ActiveSystems' OQL database language
IBM's REXX (like C+) IBM's XEDIT & macro (text editor)
Nortel's Product Library System (PLS) macro procedures
PDP8 assembler (at CCI Inc.)
IBM's DCF 3.0 (Document Composition Facility) + MACLIB
Introduction to C, PASCAL and PROTEL
IBM Script, GML, XML (Nortel's SGML prototype)
Network diagnostic tools, LAN analyzer etc.
ICONDESK (DFAIT email) and COCOS (Nortel's email)
Public Key Infrastructure (PKI), SIGNET Remote Access (SRA)

Data Warehouse: ETL tools RFP; Introduction to Brio,
Cognos' Power Play, Impromptu, UDB2 and Oracle
Date Warehouse implementations, Designer 2000

Apple's Applications: MsWord, Power Point, Excel,
MacDraw, SAM's Virus Detection, LANRanger

PC Windows Apps: Windows 2000, **Microsoft OfficeXP**, ProComm+
Harvard Graphics, Corel Suite, Word Perfect 9.0, TimeLine, PCTCP/IP,
Norton utilities, **MsProject2007**, Cool Edit Pro, Visio 2007, RoboHelp
Maximizer, Mosaic, Netscape, Internet Explorer, FrontPage 2003,
Visual Café, Multimedia ToolBook, Pilot, Lotus, FrameMaker,
PhotoDraw2003, Dreamweaver MX, MasterMedia, Outlook2003,
Introduction to: IBM UDB2 and Oracle8 Forms Designer.
Abode Premiere 5.1, Illustrator 10.0, Photoshop 7.0, Acrobat 8.0
Ulead VideoStudio, Photo Impact, LViewPro, Total Commander,
Termium, PowerTranslator, PhotoImpact. Mind Manager and mind mapping.

UNIX Apps: The Publisher, FrameMaker 5.5.6, e-mail, Vi, Magnet,
FTP, NFS, Yellow Pages (SUN directory system) FrameMaker

SGML Apps: SGMLS, SQ XMetal, Explorer, Arbortext EPIC 4.0,
SQ RulesBuilder, InContext2, Spider, IDE/AS, FastTag,
Hammer, Near&Far (DTD modeller), HTML pro etc.
OmniMark (complete with Training level 1), Microstar Author,
LivePAGE, Corel WebMaster, Panorama, FrameMaker 7.0,
Netscape Composer, FrontPage2003, Dreamweaver MX,
Omnimark's Konstruktor (initial training), Windows Vista Expression Web.

Formal Education

BSc in Computer Science, Somerset University, June 1992
Neuro Linguistic Programming (NLP) Master Practitioner, 1993

ITIL Certification

ITIL Foundation Certification v2, ITIL Foundation Certification v3,
Bilingual (English Français) Foundation Trainer.

Telecommunications

TCP/IP, SNMP, X.25, X.28, Kermit, Procom+, BBS ops
ATM protocols (IBM training), ISDN, NetBlazer, Edge Router
IBM's GTM 5080 protocols
IBM's RSCS communication management

IBM's PVM communication protocol IBM's VTAM
IBM KNET interface to Appletalk
UNIX File Transfer Protocol, UTP, TCP/IP, Data Packets
SIM3278 mainframe to PC interface
Nortel's Magnet network management protocol (SNMP based)
Nortel's Remote Diagnostic Access (RDA), Carbon Copy (PC Anywhere)