

Barbara Emmons

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Summary

With over 20 years experience working in Information Technology (IT) applying state-of-the-art techniques to quantify and improve technology-based systems, I am qualified to assist organizations to better understand and leverage their critical IT investments. For the past 7 years I have been working as a senior business and systems analyst/technical writer to state government on internet/intranet application development projects.

I have worked with IT and executive management at all levels on process improvement and organizational issues. I am known for my objectivity, and my organized and task driven approach when dealing with these issues. I am an enthusiastic and naturally positive person and enjoy collaborating with others to share ideas and improve upon my own skill set. I am proficient and experienced in creating interesting and informative technical and management-level presentations and as an instructor on quality/process improvement and software measurement techniques.

Professional Experience

Washington Dept. of Labor & Industries (Smith-McCann Computer) **October 2010 - present** **Employer Services – Medical Information Payment Systems – Business Analyst / Technical Writer**

- Business/Requirements Analyst – Analyze and document user requirements for Centralized Credentialing for Providers. Assist other project team members in requirements, design, and testing processes. Gather workflow and developed process flow diagrams using MS Visio.

Washington Dept. of Labor & Industries (Cayzen Technologies) **September 2008 - June 2009** **Express Filing Project – Business Analyst / Technical Writer**

An internet based Quarterly Reporting System using VB.Net, MQ Series, IBM Partner Gateway, SQL Server database, interfacing with IBM mainframe system using Adabas/Natural.

- Business/Requirements Analyst – Analyzed and documented user requirements for software release 2. Coordinated and assisted other project team members in requirements, design, and testing processes. Gathered workflow and developed process flow diagrams using MS Visio.
- Project management support – Created documents for project manager, e.g., project closeout documents, product acceptance and maintenance & operations plans.
- Documented test cases and test scripts for the business team. Tested bulk filing process, i.e., XML code sent to L&I via data exchange from external users using secure file transfer server. Used XMLspy and IBM Websphere Partner Gateway testing tools.
- Gathered and compiled project and system documentation required for system turnover to maintenance.
- Monitored knowledge transfer sessions ensuring any documentation needs were addressed.

Washington Dept. of Labor & Industries (HIS Consulting) **April 2009 - June 2009** **COMET Project – Business Analyst / Technical Writer**

(CAC & ORION Maintenance Enhancement Tracking)

- Project management support – Created documents for project manager, e.g., project closeout documents, product acceptance, implementation plan, and maintenance & operations plans; and project startup documents, e.g., project charter, project plans
- Gathered and compiled project and system documentation required for system turnover to maintenance, for both CAC and ORION applications. Updated agency's application portfolio for CAC and ORION applications.
- Monitored knowledge transfer sessions ensuring any documentation needs were addressed.

Washington Dept. of Labor & Industries (DMC West, Inc.) **February 2003 – July 2007** **ORCA Project – Technical Writer / Systems/Business Analyst (July 2005-June 2007)**

Business Process Management (BPM) Project and Integrated Document Management (IDM, imaging system) Project for the ORION System (ORganized Information ONline)

An intranet application using VB.Net, FileNet Document management services, SQL Server database that replaced some existing mainframe functions.

- Assisted Project Manager(s), e.g., created project charter, project plan, change management plans, risk management plans, or other project management documents, monthly project status reports, system overview documents; maintain issues, enhancements, and risk management tracking logs.
- Performed quality control reviews of documents prepared by contracted vendor on both projects, e.g., requirements, design, test cases, and other planning documents.
- Wrote and coordinated two RFPs for the BPM project ensuring proper procedures were followed and that required documentation was kept, including capturing requirements. RFPs for \$2.5 million contract.
- Business/Requirements Analyst – Analyzed and documented user and system requirements for BPM and IDM functionality. Coordinated and assisted other project team members in requirements, design, and testing processes. Developed process flow diagrams using MS Visio.
- Testing activities - Developed testing strategy of web pages to track incidents using Test Track Pro or Bugzilla, modified same to meet ORCA's tracking needs; assisted business team with testing process, i.e., reviewed and developed test cases and scenarios, coordinated the testing processes.
- Developed presentations of new system functionality for training Scan/Index users.
- Maintained central repository for project and system documentation.

ORCA Project – Senior Technical Writer/ Systems/Business Analyst (January 2004-June 2005)

(Online Reporting and Customer Access)

Claim & Account Center (CAC) - An Internet based application using VB.NET technology

Shared Security Services – Security registration and authorization management system

- Assisted Project Manager(s), e.g., created project charter, project plan, project management documents, system overview, maintained issues, enhancements, and risk management tracking logs.
- Requirements analyst – Analyzed and documented requirements including use cases for system functionality. Coordinated and assisted other project team members in requirements, design, and testing processes. Developed process flow diagrams using MS Visio. Rational RequisitePro
- Testing coordinator - Developed testing strategy of web pages; tracked incidents (using TestTrack Pro), modified TestTrack Pro to meet ORCA's tracking needs; assisted business team with testing process, i.e., developed test cases, coordinated the testing processes.
- Maintained central repository for project and system documentation.
- RFQQ Coordinator for an RFQQ for Shared Security Services; proposed \$500k contract

HIPAA/Provider Express Billing (PEB) Project - Senior Systems Analyst (Oct. 2002–Dec. 2003)

(Programming & Consulting Services and DMC West, Inc.)

An Internet based application using MS Visual Studio, .Net technology, BizTalk, MQSeries, MSMQ

- Assisted Project Manager as requested, e.g., updated project status reports, created overview documents, presentations, security requirements documents, project closeout report, administered project issues log, facilitated lessons learned meeting and compiled comments.
- Assisted Project Technical Lead as requested, e.g., coordinated system design reviews, directed/lead other project team members, tracked incidents (using TestTrack Pro-TTP), prepared and presented system demos, created incident response and disaster recovery plans, prepared technical architecture diagrams, testing strategy of web pages. Modified TTP to meet PEB's tracking needs.
- Coordinated and assisted other project team members in requirements, design, development, and testing processes. Developed process flow diagrams using Flowcharter or MS Visio.
- Analyzed and prepared user requirements and design documents for PEB system functionality.
- Assisted User Lead with testing process, i.e., developed test cases, and assisted with testing and verification of key issues, e.g., browser versions, large data files over dialup or modem connections.
- Maintained central repository for project/system documentation. Developed an intranet application using MS FrontPage/HTML for the project and system, i.e., a "System Documentation Application".
- Prepared Function Point Analysis for Provider Express Billing System.

Improving Claims Collections (ICC) Project (February-June 2003) – Function Point Analyst

- Performed a Function Point Analysis for the ICC Project, 3 major systems, Accounts Receivable/Collections, Third Party Legal System, and Third Party Crime Victims System.

Washington Dept. of Labor & Industries (DMC West, Inc.) **April 2002 – Sept 2002**
Express Filing Project - Senior Systems Analyst/Technical Writer - Prepared project and system documentation; Developed an intranet application using MS FrontPage/HTML for the project and system, i.e., a "System Documentation Application"
Employer Services Core Team – Systems Analyst / Function Point Analyst - Conducted Function Point Analyses on applications and projects; reviewed and updated previously FP counted work.

Quality Plus Technologies, Inc. **April 2000 – March 2002**
(Emmons Technology Services (ETS) LLC)
Senior Consultant, Western Division Consulting Manager

- Conducted Function Point (FP) Analysis Training; included developing workshop materials and scheduling workshops.
- Consulted with clients on appropriate usage of function point analysis and other software measurement techniques and issues.
- Marketing and client relationship management, including client contacts, proposal preparation, presenting and exhibiting at conferences. Maintained web pages on the corporation's website.

DMC West, Inc., IT Consulting Corporation **April 1997 – May 2000**
IT Consultant

- Prepared responses to RFPs/RFQs (Request for Proposals/Request for Quotation and Qualifications) and Work Requests for IT services for Washington State agency contracts. (Approx. 20 RFP/RFQs and 100 Work Requests)
- Prepared employee resumes and other general administrative tasks, e.g., employee payroll.

Washington Department of Labor and Industries **April 1984 – April 2000**
Information Services Division

Computer Information Systems Specialist 1 & 2, 1992 – April 2000

- Implemented a function point (FP) based measurement program for the agency. As the FP Coordinator, conducted function point analysis and directed up to 30 staff in the use of FPs, i.e., reviewing and auditing their FP counts. Assisted Project Managers in using FPs to estimate and manage projects. Made presentations to internal/external audiences on FP analysis and its uses.
- Developed and maintained the Applications Portfolio for applications at the Department 1995-2000.
- Enhanced the agency's system development methodology to include agency specific requirements, e.g., Disability Access requirements, metrics, and disaster recovery.
- Involved in divisional planning activities, i.e., Information Technology Portfolio Management (1998-2000), Customer Service Plans, Business Planning, and Performance Measurements.
- Established an intranet for publishing division documents using MS FrontPage
- Policy & Standards Administrator for the Division - Coordinator for additions or modifications to the agency's information technology policies and standards.
- Chaired quality/process improvement projects using TQM and other quality methodologies. Worked directly with IS executive management staff on many of these issues.

Computer Technical Specialist 2

Provided consultation to IT management and staff regarding Quality Management and measurement techniques. Evaluated current processes and developed recommendations to IT management for quality and productivity improvements. Assisted in the identification and prioritization of measurement objectives. Conducted workshops, presentations, or executive briefings to support the education and training of agency personnel in quality management concepts. Served on the agency's Quality Resource Group as the IT Division's representative. Performed technical research. Developed and administered the division's policies and standards manual.

Computer Analyst Programmer (CAP) 4 - 5

Analyzed and documented user problems and recommended solutions. Developed project plans, assigned tasks, and monitored progress. Developed complex programs using COBOL/ JCL, NATURAL/ ADABAS, DYL260/DYL280, or CICS/COBOL in an IBM/MVS mainframe environment. Developed system test plans and test data. Supervised 3 staff.

Computer Analyst Programmer Trainee - CAP3

Developed and maintained systems using COBOL/JCL, NATURAL/ADABAS DYL260/DYL280, TSO/CLISTS, Dialog Manager, and GAMMA in an IBM/MVS mainframe environment. Performed analysis of system problems identified by the users. Documented problems and requirements. Designed and implemented solutions. Developed test plans, and test data. Provided technical support of production computer systems. Wrote computer programs, prepared program documentation and operational and users instructions.

**Washington Department of Labor and Industries
Industrial Safety and Health Division**

December 1977 -April 1984

Research Analyst 1, Statistical Reports Compiler 1-3

Assisted in the design and development of an online inspection system from the user's view. Analyzed and designed forms; revised and developed management reports; evaluated federal reporting requirements, studied work and data flow, coordinated with field offices, and developed overall requirements. Assembled and compiled data for research reports. Conducted training sessions on new forms or procedures for Division employees. Used TSO, ISPF, MarkIV

Other Notable Experience

- Co-authored an article published in the February 2002 *CrossTalk*, the Journal of Defense Software Engineering, "How Function Points Support the Capability Maturity Model Integration."
- Presenter at several conferences: IFPUG Conferences (1999-2001), ASM/SM 2001, SEPG2001, STC2001, QAI E-Commerce (2001), PNSQC2001.
- IFPUG member 1992-2005, Certified Function Point Specialist (CFPS) 4 dot series 1997-2005.
- 1994 Service Quality Network (SQN) Chairperson; SQN member 1992-1997, other coordinator positions.
- L&I Quality Resource Group 1991-1993; Observer/Examiner for 1995 Washington State Quality Award

Education

South Puget Sound Community College, 1988

Training on quality/process improvements and software measurement techniques.

References available upon request