

Summary

I am a skilled and knowledgeable Information Technology and Business professional with over twenty years of experience in the effective and efficient application of information technology to business opportunities. My background includes:

- ♦ strategic and tactical technology planning;
- ♦ business process analysis and design;
- ♦ financial planning and budget preparation;
- ♦ policy and procedure development;
- ♦ system development and project management; and
- ♦ high performance team building.

Education

Master of Business Administration, University of Toronto, Toronto, Ontario

Bachelor of Education, University of Toronto, Toronto, Ontario

Bachelor of Science, York University, Downsview, Ontario

Recent Positions

St. Michael's Hospital 2001 - present
Toronto, Ontario

Director
Information Technology

The Information Technology (IT) Department is a key unit within the Information Management (IM) portfolio. The Department, comprised of fifty-five staff, is responsible for all IT components, including computer room operations, end user computing, business and clinical application systems, telephony and telecommunications, and help desk and switchboard call centres. I direct and provide leadership for all aspects of the IT Department's functioning while reporting to the Vice-President Corporate Services & CIO in conjunction with my fellow Directors within the IM portfolio. My duties and responsibilities include:

- ♦ day to day direction of administrative aspects of the Department including financial, contractual, and human resources issues;
- ♦ ongoing planning and execution consistent with the hospital's Information Management Strategic Plan;
- ♦ in collaboration with my team of managers, all aspects of the hiring, training, organisation, discipline, and management of the Department's personnel;
- ♦ financial planning and budgeting consistent with the hospital's fiscal goals as promulgated by the Chief Financial Officer (CFO);
- ♦ in collaboration with my v.p., my team of managers, and the department's clients, the establishment and monitoring of service level metrics to ensure that service delivery is effective and efficient;
- ♦ the selection of vendors, issuance of contracts, vendor relationship management, and direction of contract personnel for specialised projects and initiatives;
- ♦ overall responsibility for the IT capital and operating budgets of approximately \$10 million annually.

In addition to my Departmental work, I am also a member of several corporate committees. These include:

- ♦ the Information Management Council reviews, prioritises, and approves IM initiatives;
- ♦ the Capital and Space Committee is responsible for reviewing and approving requests for the allocation of capital funding and physical space within the hospital;
- ♦ the Web Steering Committee is responsible for direction of the hospital's internal and external web sites;
- ♦ the Information Management Accreditation Committee (Chair) is responsible for the IM portion of the hospital's submission to the Canadian Council on Health Services Accreditation.

LCBO **1998 – 2001** **Manager**
Toronto, Ontario Technical Services

Reporting to the Director, IT Infrastructure, I managed a team of specialised technical staff who installed, tested, tuned, upgraded, and maintained both externally and internally supplied systems software and hardware for all LCBO computing networks and networked systems. This included:

- ◆ the identification of opportunities to apply IS technology within the LCBO;
- ◆ development and implementation of telecommunications strategy;
- ◆ development of the LCBO technical architecture and strategic systems initiatives;
- ◆ development and documentation of technical standards pertaining to systems software.

Healthware Technologies Inc., **1997 – 1998** **Manager**
North Bay, Ontario Special Projects

Reporting to Senior Management and the principals of this privately held corporation, I was directly responsible for mission critical projects with a high profile and priority. Such projects included:

- ◆ the management of Information System implementation projects at major client sites;
- ◆ direct involvement in all phases of submissions to governmental agencies regarding research funding; and
- ◆ direction of activity related to Year 2000 compliance assurance of all corporate software products.

Rehabilitation Institute of Toronto, 1993 – 1997 **Project Co-ordinator**
(formerly The Queen Elizabeth Hospital, Toronto) Management Information Systems
Toronto, Ontario

As a key member of two project teams, analysed and documented functional specifications for an Admissions, Discharge and Transfer information system and a Medication (Pharmacy) information system. Responsible for maintenance and status reporting of the project plan using automated planning tools and acted as an instructor and mentor for the team in the areas of project methodology and Information Systems technology.

As a member of a Task Force of the Hospital Information System Steering Committee (HISSC), produced three comprehensive and detailed sets of policy guidelines related to (i) Security, Audit, and Control of Information Systems; (ii) Business Resumption Planning; and (iii) Benefits Realisation within the hospital.

Earlier Positions

Transamerica Life Companies,
Toronto, Ontario

Productivity & Q.A. Manager
Information Services

Researched, prepared, documented, and promulgated Standards and Guidelines relative to the administration, maintenance, and use of Computer Aided Software Engineering (CASE) tools, File Server, and Local Area Network (LAN) technology within the Head Office, Canada (HOC).

Designed and conducted in-house R&D projects involving LAN technology in a multiple hardware platform and multiple operating system environment. The work involved RS6000, UNIX, IBM PC, OS/2, token ring, TCP/IP, and NETBEUI technologies.

Managed the in-house development effort of PC based insurance policy illustration software. This included directing the search for new, modular development tools and guiding the change to a graphical user interface (GUI).

St. Michael's Hospital,
Toronto, Ontario

Technical Support Manager
Information Systems

Reporting to the Director of Information Systems, built and managed a five person Technical Support Group. This team was responsible for the support of Unisys A12 and VAX 11/780 mainframes, five Novell file servers and associated PC LANS, all related data communications facilities, and all System, Security, and Data Base software at this large site. This strong technical support resulted in uptime figures in excess of 99 percent.

Developed and implemented policies and procedures pertaining to mainframe system, data communications, security, and data base environment. This led to a well-structured, smooth running technical environment conducive to high productivity.

Interviewed and selected programmers, analysts, and technical support staff. My strong participation in all phases of the hiring process led to a department staffed with a well qualified and hard working team.