

Bruce Woytuik

Career Summary:

I have over thirty (30) years experience in Information Technology with a number of highly diverse organisations including; Federal and Provincial Government Departments, Post Secondary Educational Institutions, Health Care, Mining, Engineering, Telecommunications, Energy Utility and Wholesale / Retail Industries. For the last thirteen (13) years I have been an Independent Consultant contracting with large firms like IBM Canada Ltd., Sierra Systems Ltd., CGI and Pricewaterhouse Coopers or contracting directly with clients.

My responsibilities have included System Operations and Management, Interim Management, Systems Design / Architecture, Project Management, Applications Development, Training and Teaching. I have extensive experience in the management and operation of Information systems, System Security, Networking, Training and Technology Management.

I specialise in the planning, implementation and operations start up of new systems and Operations Management, IT organization restructuring and Interim Management.

Expertise:

- IT Organization restructuring and Interim Management.
- Project and Operations in multiple vendor Information Systems environments
- ITIL processes and best practices.
- Non-interruptive Implementation planning and execution.
- Operations start up planning, implementation and operations transition.
- Operational auditing of current and proposed systems.
- Operational perspective in Business System Design, Technical Design, Systems Architecture, System and Network Security and Organisational Re-engineering.
- Computer Managed Learning systems and their use in both local and Distance Education activities.

Consulting Experience:

April 2009 – August 2009

Core Network Solutions
Project Management & Mentoring

- Assisted in the analysis and preparation of the RFP response for Edmonton Airports (EA) Network Consolidation; a 5 million dollar project that is part of the airport expansion project which was won by Core Network Solutions.
- Acted as the PMO for Core Network Solutions and liaised with the EA Project Manager to track project schedules and deliverables.
- Mentored Core Network Solutions personnel on managing a fixed price contract.

May 2005 – March 2007

Alberta Medical Association – POSP
Operations & Security Management

- Conducted Medical Clinic assessments to document and report on the system management practices of Medical Clinics in the Province.

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- Conducted Privacy Impact assessments, developed policies and procedures for Medical Clinics in the Province

November 2005 – December 2005 British Columbia, Ministry of Health
Operations Management & Project Planning

- Conducted assessment of current service delivery practices and a high level project review
- Made recommendations on implementing ITIL best practices, organizational change and a transition / implementation plan
- Made recommendations on project management changes

June 2004 – September 2004 City of Calgary
Operations Management

- Conducted interviews and data gathering to document and report on the Functional Maturity of the City of Calgary as part of an IT Benchmark and Total Cost of Ownership (TOC)

July 2002 – March 2003 GNWT – Financial Management Board Secretariat
Project Management – Operations & Infrastructure

- Conducted interviews and data gathering to document the Business Case for consolidating the Government of the North West Territories IT support into a shared services model
- Worked closely with PwC subject matter specialists to analyse the data gathered and to develop an implementation strategy
- Prepared a business case and implementation plan to support the conversion to a shared services model
- Implementation of the GNWT Technical Service Centre (shared IT services organization), including staffing, facilities renovation, support software selection, rollout planning, ITIL and best practices development and a charge back system
- Advisory and consulting services during Departmental transition

February 2002 – March 2002 ENMAX
Project Management – Operations & Infrastructure

- Provided operations risk assessment on the ENMAX take over of Enron Direct billing system
- Prepared and successfully executed the plan to build the infrastructure, facilities, contract and transition staff from Enron to ENMAX in 3 weeks
- Managed the operations transition from Enron to ENMAX and produced the first invoices 4 days after the transition
- Initiated a project to integrate / convert Enron systems to ENMAX systems
- Stabilised the operations environment

October 2001 – November 2001 CGI
Business & Operations Analysis

- Conducted an independent operational audit for CGI to assess performance on a client contract and recommended changes to the contract for both parties
- Reviewed operational risks and remedial priorities for a new CGI managed operations contract
- Provided a high level risk assessment to the client and recommended action plan

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January 2001 – September 2001

GNWT – Health & Social Services
Interim Management

- Provided technical and operations management support to the Government of the Northwest Territories, Department of Health & Social Services as the Acting Manager, Information Systems.
- Managed Helpdesk & Desktop Support Specialists (5) and Training specialists (3).
- Assisted in managing Applications Development and Support personnel (7).
- Implemented a complete network redesign.
- Implemented a server build standard and reduced the number of servers by 50% through consolidation.
- Implemented a new desktop environment standard using Office 2000 and Outlook 2000 throughout the Department and Regional sites (800+ workstations).
- Developed a workstation standard and policy that included workstation lock down.
- Developed Operations policies and procedures and a new Helpdesk process.
- Prepared and participated in business planning and organizational restructuring.
- Participated in preparing a Strategic Plan for the Department.

September 1998 – September 2000

Alberta Health & Wellness - Alberta we//net project
Project Management – Operations & Infrastructure

- Provide Operations planning, design and policy development for the Alberta Health & Wellness, Alberta we//net project
- Provide operations liaison with the Alberta we//net Project office and Alberta Health & Wellness operations group
- Manage and support the various projects' development and testing environments (many of the projects are Web enabled applications)
- Manage AIX System Administrator, Oracle DBA, Desktop Specialist and a number of other support specialists
- Specified and installed 4 RS6000s, 6 NT Servers and a Computing Centre Network Infrastructure
- Created a plan to transition servers to a High Availability environment
- Developed Operations Architecture Manual and various Operations policies and procedures including migration control
- Participate in Systems Architecture design and project specific designs
- Participate in Network and Operations Security policy and procedure development
- Participate in a Province wide network implementation

March 1998 – August 1998

Telus Mobility
Interim Management

- Provided ongoing technical and operations support
- Provided guidance and assistance in contracting for out-sourcing all Operations functions including Help Desk, Systems Administration, Network Administration, and the Management function itself
- Managed Unix System Administrators (2), NT Systems Administrators (2), Helpdesk & Desktop Support Specialists (10) and a number of other support specialists
- Implemented a complete network redesign and rewiring as well as a server consolidation
- Developed Operations policies and procedures and a Change Control process
- Participated in Operations Outsourcing negotiations

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April 1997 – February 1998 Alberta Energy
Operations Management

- Provided management and transition support for the MRIS system
- Managed Sun Solaris System Administrators (3) and Systems Operators (2)
- Developed Operations policies and procedures
- Successfully transitioned the Systems Operation function back into the Department

June 1994 – March 1997 Alberta Energy - MRIS Project
Project Management – Operations & Infrastructure

- Provide technical and operations support for Development, Testing, Migration and Production environments with a team of senior systems resources
- A member of the Project Management Team and responsible for operations planning, scheduling; policy and procedures development
- Client liaison with the Alberta Department of Energy
- Managed Sun Solaris System Administrators (3), Sybase DBA's (4), Systems Operators (3) and a Migration Co-ordinator
- Specified & installed 2 Sun Sparc Enterprise Servers and a Network Infrastructure and upgraded the equipment twice over the course of the project
- Developed Migration Manual and code migration procedures and various Operations policies and procedures
- Participated in Systems Architecture design and redesign as well as project specific designs

September 1992 – October 1992 Elections Canada
Operations Management

- Managed and administered an Elections Canada Voter Registration system
- Installed, tested and operated the hardware / software environment
- Trained and supervised eight (8) data entry staff
- Significant system change resulted from deficiencies identified by me to Elections Canada

Employment Experience:

November 1992 – June 1994 Government of Alberta, PWSS
Senior System Analyst / Administrator

- Managed and administered a Vax Cluster for Alberta Environment
- Recovered 85% of disk space and eliminated the need to increase capacity
- Reduced boot process from 35 minutes to 5 minutes
- Supported Alberta wide Forest Fire network facilities

September 1991 – April 1992 Victoria & Box Hill Colleges - Melbourne, Australia
Secondment - Subject matter specialist

- Assisted with the implementation of a Computer Managed Learning system for Distance Delivery of Technical programs by Victoria and Box Hill Colleges

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- Provided consulting services to several Colleges in Australia
- Lectured at 30+ Colleges and Universities throughout Australia
- Conducted research with Colleges and Universities in Alberta to create a comprehensive catalogue on Computer Managed Learning materials and test banks available and a list of contacts
- Prepared and presented a report to the Minister of Advanced Education on my impressions of the Australian Post Secondary Education System
- Contract with Victorian Education Foundation & Victoria College

September 1985 - September 1991 Fairview College
Manager, Computing Services

- Provided technical and management support for all Academic and Administrative computing
- Established hardware and software standards and policies and equipment replacement plans
- Installed a "state of the art" digital PABX for voice and data communications
- Managed and administered a Vax Cluster supporting Administrative and Academic computing
- Established a wide area network and remote learning sites in support of Distance Learning

June 1984 – August 1985 Agriculture Canada - Beaverlodge Research Station
Systems Manager

- Provided the sole technical and management support to 25 + researchers
- Conducted extensive software compatibility testing of VMS 4.0 with all Agriculture Canada software for National Headquarters
- Established a five year hardware / software acquisition plan for the station

January 1981 – May 1984 Corrections Canada - National Headquarters, Ottawa
Project Manager / Acting Manager, Operational Information Systems

- Designed and implemented a National telecommunications network connecting all Prisons and National Parole offices in Canada (supported 80+ locations and 1000+ terminals)
- Implemented the second Facilities Outsourcing contract in the Federal Government
- Acted as the Manager, Operational Information Systems for 9 months and managed a staff of 20+ Technical resources and 40+ clerical resources

September 1977 – December 1980 Corrections Canada, Regional Headquarters, Saskatoon
Regional Manager, Operational Information Systems

- Provided the sole technical and management support to the Prairie Region and the Regional Headquarters
- Reorganised the Administrative Division and implemented Freedom of Information legislation throughout the Prairie Region
- Developed and implemented a new Inmate Information system requiring extensive liaison with R.C.M.P. and National Parole Board
- Implemented Privacy legislation in the Prairie Region

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April 1977 – August 1977	SED Systems, Saskatoon Systems / Analyst
July 1976 – March 1977	Potash Corporation of Saskatchewan, Saskatoon Programmer / Analyst
January 1973 – August 1975	Canada Safeway Ltd., Calgary Computer Operator

Technical Experience:

- Microsoft Office software including Outlook, Word, Excel, Power Point, Front Page
- Project Methodologies used include Object Oriented (OO) and Client / Server.
- Project Development approaches used include SDLC, RAD, Iterative Prototyping, Waterfall and JAD.
- Experienced in all Systems Management disciplines, Capacity Planning, Disaster Recovery Planning, System and Network Security and Change Management.
- System Manager level experience with Digital Equipment VMS and Open VMS.
- Network Manager level experience with LAN and WAN networks and Network Security.
- Operations Manager level experience with UNIX and NT systems and Sybase DBMS.

Teaching / Training Experience:

- Part-time Instructor at Fairview College; Telecommunication & Networks, Systems Analysis & Design, Introduction to Computing and speciality lectures.
- Guest speaker to Chambers of Commerce in Fairview, Peace River and High Level on the general use of Computing Technology for small business.
- Guest Lecturer at 30+ Colleges and Universities in Australia on the subject of Computer Managed Learning and its use in Distance Education.

Educational Experience:

- Diploma, Computer Technology (1976) - Southern Alberta Institute of Technology (S.A.I.T.).
- Private Pilot license - July/89
- Project Management Fundamentals (IBM) July/98
- ITIL Fundamentals Nov/04