

## **MUNGHAM TECHNOLOGIES INC.**

### **SUSAN MUNGHAM**

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### **PROFILE**

Ms. Mungham has been successfully meeting documentation requirements for 20 years. Her experiences range from business process analysis to end-user training, often within the same project. Her competent communication and organizational skills has resulted in solid work relationships, on target projects and client satisfaction.

Her writing contracts have been associated with the following types of requirements: strategic and operational business processes, policies and procedures, system requirements, training plans and design documents, templates, training manuals, reference documents, online help facilities, and web-based desk manuals/courseware. Since 1995, Ms. Mungham has enjoyed delivering the training courses related to the various projects.

Ms. Mungham's most recent work at PWGSC has provided her direct experience with the Information Technology Infrastructure Library (ITIL) Service Management framework, which outlines best practices for the efficient and cost-effective use of IT resources within an IT organization.

Working within a project/team environment as an analyst and writer, Ms. Mungham has become an interface between management and operations, and between the application development group and the client community. Ms. Mungham brings added value to each project in that her understanding of the client's business processes, validated against the implemented system requirements, makes her a valuable quality assurance resource.

## **RELEVANT EXPERIENCE**

**Public Work and Government Services Canada (PWGSC)  
Enterprise Partnership Management (EPM)  
Call-to-Cash Re-Engineering (C2C)  
Business Analyst/Technical Writer  
January 2008 – March 2008**

The Call-to-Cash re-engineering project was a Director General led initiative to improve the client request process within PWGSC's IT Shared Service (ITSS). This was a three month rapid application development project that engaged IT Service Branch sectors to identify strategic business improvements that will support the re-engineered processes. Assigned to the C2C Core Team, Ms. Mungham was responsible to:

- Facilitate the workshop sessions.
- Prepare activity scripts for roles participating in the prototype demonstrations.
- Validate process model diagrams.
- Test the process within the prototype instance.
- Prepare the business process documents associated with the re-engineered simple and complex solution scenarios.

**Public Work and Government Services Canada (PWGSC)  
Information Technology Services Branch (ITSB)  
Service Management Improvement Project (SMIP)  
Business Analyst/Technical Writer & Trainer  
August 2005 – January 2008**

The Service Management Improvement Program (SMIP) is tasked to formalize a Service Management framework for the provision of IT services to ITSB's clients/partners, based on the Information Technology Infrastructure Library (ITIL) methodology. SMIP's objective is to position ITSB to deliver quality, high-value IT Shared Services to the Government of Canada Enterprise. As the assigned resource to both the SMIP project and Product Management (accountable for Service Level Management), Ms. Mungham was responsible to:

- Develop a style guide for the online documentation that included a process, procedure and reference document templates.
- Produce all the web-based process, procedures and reference documents associated with the Business Intake Process and the Business Intake Tracking System (BITS), Project Control System, and Risk Management applications.
- Write and deliver all role specific training sessions for the BITS (client relationship managers, product management, specification managers, project leaders, and directors), including managing all communiqués and scheduling of facilities and resources.
- Prepare the Change Management, Release Management, Incident Management, Service Desk, and Business Intake process documents.
- Develop a training package to support the implementation of regional Incident Coordinators.

- Assist Service Level Management to develop the Service Level Agreement and Operational Level Agreement templates and guidelines documents.
- Develop the 'Product Management Guide for Documentation Management in E-DRM' that provides the best practices for the creation and maintenance of Service Level Agreements within the Enterprise Document and Record Management system.
- Assist in analyzing new business and report requirements put forward by the BITS User Group, which included testing all implemented application changes.
- Support the transition of the application administration and training to Product Management support team.

### **Department of Indian and Northern Development (DIAND)**

#### **Finance Branch**

#### **Financial Information System (FIS) Project – Oasis 11i upgrade**

#### **Business Analyst/Technical Writer/Trainer**

**September 2004 – June 2005**

DIAND upgraded their financial Chart of Accounts and their financial management system to Oracle 11i, while switching from a Unix environment to a Linux environment. As the assigned technical writer and business analyst resource to the Accounts Payables and Accounts Receivables modules, Ms. Mungham was responsible to ensure the upgrades were integrated into the existing process, procedures, support documentation, and Robodemo productions. In addition, she led web-conference sessions to brief the regions on the business and system changes, and delivered instructor-led training sessions. Details of Ms. Mungham's responsibilities are similar to original Oasis contract from June 2000 to March 2004.

### **Department of Indian and Northern Development (DIAND)**

#### **Salary Management System (SMS) Project - OSMS**

#### **Business Analyst/Technical Writer/Trainer**

**March 2004 – September 2004**

DIAND implemented Inluatec's Salary Management System in 2002 and upgraded to version 4.3.2 in September 2004. The OSMS application is used to forecast a manager's salary allotment and reconcile the forecast against actual salary expenditures imported from the Regional Pay System (RPS). This upgrade provided an opportunity to integrate regional requirements along with functional enhancements into a formal training package. As the assigned technical writer to the OSMS project, Ms. Mungham was responsible to:

- Facilitate users in the development of their SMS processes and procedures.
- Prepare all the web-based process, procedure, reference and training topics, ensuring consistency with departmental standards.
- Conduct documentation usability tests with the regions and Headquarters.
- Fully test the application's functionality and report variances and errors.
- Produce a How to be an Effective Trainer course for regional trainers.
- Transitioned documentation and training requirements to the SMS Business Analyst.
- Prepare self-paced executables (Robodemo) of key administrative procedures.
- Provide a train-the-trainer workshop.

**Department of Indian and Northern Development (DIAND)  
Financial Information System (FIS) Project - Oasis  
Business Analyst/Technical Writer/Trainer  
June 2000 – March 2004**

DIAND implemented Oracle's financial product to comply with Treasury Board's financial information systems (FIS) mandate. The customized product known as Oasis was comprised of five modules: General Ledger, Fixed Assets, Purchasing, Accounts Payable, and Accounts Receivable. The scope of the OASIS project included the implementation of a new Chart of Accounts, a centralized financial system, and a revision of their business policies and procedures. As the assigned technical writer to Accounts Receivable, Ms. Mungham was responsible to:

- Assist departmental business analysts in developing the business processes and financial procedures.
- Prepare all the web-based process, procedure, reference and training topics.
- Validate system functionality against the business requirements, which included developing the test scripts and managing the testing sessions with regional and headquarter resources.
- Prepare Robodemo movies for the most common problems being reported to the Help Desk.
- Deliver instructor-led courses across Canada.
- Transition all documentation and training responsibilities to the Headquarters Financial Service Training Officer.
- Work as a Help Desk resource for Oasis using Help Magic to record/manage the service call.

**Statistics Canada  
Informatics Technology Services Division (ITSD)  
Technical Writer  
April 2000 – June 2000**

The Infrastructure Support Section (ISS) of ITSD is responsible for the design, delivery, and support of the local and wide area network infrastructure and corporate email. Significant service changes, Year 2000 pressures, and staff turnover resulted in the requirement to document the new architecture and procedures needed to manage the infrastructure. Ms. Mungham was responsible to gather information about the IT functions provided by the technical staff, review all online documentation, categorize the type of documentation available, review the documentation standards, and produce a Documentation Plan to address the documentation requirements and document management strategies.

**Social Sciences and Humanities Research Council (SSHRC)**  
**Award Management Information System (AMIS)**  
**Business Analyst/Technical Writer/Trainer**  
**January 1998 – December 1999**

SSHRC converted a number of applications that supported the processing and management of research awards into a single PowerBuilder, client-server application. AMIS was developed to support new council initiatives; common services directives, and harmonized operational processes. Ms. Mungham was responsible to analyze and document the requirements of their existing Financial System, Central Mailing System, Assessor Database, Nominations Database, as well as the applicant requirements of the rationalized application (web) form. After the requirements phase, Ms. Mungham developed four end-user training manuals and the online help facility (ForeHelp), and delivered training to the various operational groups.

**Natural Sciences and Engineering Research Council (NSERC)**  
**NSERC Award Management Information System (NAMIS)**  
**Documentation Leader**  
**April 1995 – December 1997**

NAMIS was the result of merging three existing mainframe systems into one PowerBuilder, client-server application. The NAMIS project used a Joint Application Development approach that resulted in a tab-based user interface, standardized code tables, streamlined business and system procedures, and a single database. Ms. Mungham developed two training courses, the on-line help facility (using Forehelp), the instructors' material, and a quick reference card. As a team leader, Ms. Mungham was responsible for managing the documentation and training requirements that included: scheduling activities; identifying dependencies; coordinating translation; and developing the training schedule for 200 users.

**Health Canada**  
**Laboratory Data Management System (LDMS)**  
**Technical Writer**  
**September 1997 – November 1997**

LDMS was the first application developed within the Canadian Integrated Public Health Surveillance (CIPHS) initiative. In addition to managing data pertaining to the analysis of specimens in the laboratory, LDMS provides dynamic links to external software packages to perform auxiliary functions (ex. statistical analysis, word processing, e-mail, etc.). Ms. Mungham produced the LDMS on-line help facility using ForeHelp.

**Elections Canada  
Supplies Management System (SMS)  
Technical Writer  
August 1996 – December 1996**

SMS group centralized electoral preparedness requirements into a Windows based client-server topology. The scope of the project included the inventory control, forecasting, distribution, and public enquiry work areas. Ms. Mungham developed the training plan and produced the on-line help facility using RoboHelp.

**AJJA Information Technology Consultants Inc.  
PowerGuide  
Technical Writer/Editor  
March 1995 - May 1995**

PowerGuide is a comprehensive package of standards, guidelines, procedures, and object libraries that help organizations develop superior PowerBuilder applications that reflect the corporate environment and that ensure a consistency between applications interfaces. Ms. Mungham's was responsible for editing the existing PowerGuide document, converting the document to MS Word, and making PowerGuide available as a help facility on-line within PowerBuilder (Doc-To-Help).

**Public Works and Government Services Canada  
Tenant Accommodation Demand System (TADS)  
Technical Writer  
October 1993 – January 1995**

TADS was developed to support the new business process of PWGSC's Shared Accommodation Leadership framework. TADS is a PowerBuilder application and is designed according to Windows application standards. Ms. Mungham produced an Application Reference Manual and an on-line help facility (Doc-To-Help). The Application Reference Manual was targeted for the technical support personnel and details system procedures and technical operational instructions. The Help Facility provided end-user reference material on-line for context sensitive window level and field level help.

**National Research Council of Canada  
Integrated Human Resources Information System (IHRIS)  
Technical Writer  
February 1993 - April 1993**

IHRIS Release 1 implemented the Pay Module of a Human Resources application. It was the first Windows based application for the Human Resources Branch. Ms. Mungham produced a modular training package based on the procedures associated with each pay action. Included with the Pay Module procedures was an introduction/refresher to Windows.

**Employment and Immigration Canada  
Regional Personnel Services System (RPSS)  
Technical Writer  
December 1991 - May 1993**

RPSS is a mainframe Human Resources system, supporting regional and national EIC users. Ms. Mungham revised and updated the RPSS user documentation. The primary objective was to design a usable format that was applied to all eight Human Resources manuals. Ms. Mungham also designed an error reporting form and procedure, enhancement reporting form and procedure, and system testing procedures.

**Export Development Corporation  
CON-NECT Office System  
Technical Writer/Trainer  
June 1991 - October 1991**

CON-NECT is an electronic mail and word processing package residing on Export Development's mainframe computer. Ms. Mungham managed the documentation process from the initial design to the production phase. Ms. Mungham was responsible to produce specific training manuals and training sessions for four unique user groups ranging from the general user to the liaison user.

**Department of Fisheries and Oceans  
Small Craft Harbour Operations  
Technical Writer  
July 1990 - May 1991**

The Small Craft Harbour Operations' Policies and Procedures Manual is a reference tool for all regional staff to follow. The research involved; present operational procedures, Treasury Board Minutes and Submissions, legal documentation, Acts and Regulations, and regional office input. Ms. Mungham produced the Harbour Managers at Large Instructor's Guide and the Harbour Authority Reference Manual.

**Department of Fisheries and Oceans  
Small Craft Harbour Management Information System  
Technical Writer/Trainer  
April 1990 - July 1990**

The Small Craft Harbours' Management Information System (SCH/MIS) is a mainframe management information system that recorded Operation's financial forecasting requirements. The required documentation included Reference and Reports Manuals, and a Participant's Guide. The training involved a Master Trainers session, two-day intensive field sessions, and a refresher course.

**Canada Post Corporation  
International Mail Outbound  
Instructional Designer  
September 1989 - April 1990**

The International Mail Outbound system was automated mail processing operation that directly involved postal clerks and supervisors with little or no computer experience. The documentation produced by Ms. Mungham included: Training Manual, Participant's Guide, Instructor's Guide, PS/2 Computer Familiarity Guide. She also delivered Master Trainer session across Canada.

**Canada Post Corporation  
Contract Database  
Technical Writer/Trainer  
May 1989 - September 1989**

For Canada Post, Ms. Mungham was responsible to finalize the reference and training materials, and to deliver training to the Divisional Managers. The Contract Database replaced a manual Kardex system.

**TECHNICAL EXPERIENCE**

Microsoft Office  
WordPerfect Office 2002  
Doc-To-Help  
RoboInfo Publisher 5.0.1  
ForeHelp  
Robodemo 5.0  
Help Magic  
Oracle Tutor  
Oracle Financials (User)  
E-DRM (electronic document and records management tool)

**EDUCATION**

ITIL Foundations Certification (2006), CTE Solutions, Ottawa  
Technical Writer Diploma (1989), Algonquin College, Ottawa  
Bachelor of Arts, Honours Geography (1988), Ottawa University, Ottawa