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Bernard Chester

Overview

Mr. Chester's Enterprise Content Management (ECM) and Records Management experience spans the range from developer and implementer to developer of industry standards. From 1989 to 1998 he held a number of technical positions with Saros Corporation and FileNet Corporation, including technical marketing, consulting, training, and product development. From 1998 to 2000 he was an independent consultant specializing in design and integration of FileNet-based solutions.

Since joining IMERGE in 2000 he has focused on assisting clients to define how digital document technologies may enhance their operations, and to procure the proper solutions. A number of his projects have addressed records management and information capture.

Mr. Chester has been an active participant in industry associations, acting as a board member of local chapters of AIIM, ARMA and TAWPI. He was a speaker at the AIIM 2001, 2002 and 2003 national conferences. He holds the Certified Document Imaging Architect (CDIA+), XPLOR Electronic Document Professional (EDP), Information Capture Professional (ICP) and AIIM Master of Information Technology (MIT) designations.

Mr. Chester has been a contributor to DB2, Document, and e-Doc magazines, and been technical editor of several EDMS industry standards, including Shamrock, DMA and XML for Images. In 2003 he received the Standards Excellence award from AIIM.

Earlier in his career, Mr. Chester designed, implemented, and managed data communications product development and communications networks across a broad range of technologies. Currently he is developing his expertise in healthcare informatics.

Significant Projects

Mr. Chester has played a significant role in a number of projects during his career. The following is an incomplete listing with a brief description of the project accomplishments. Additional details on these are available.

Arizona Health Care Cost Containment System

Mr. Chester was retained to assist with a major imaging and document management roll-out, and to mentor agency staff. While at AHCCCS he:

- Participated in the design and implementation of a claims OCR solution, for both the initial deployment and several follow-on enhancement phases.
- Designed and implemented redesigns of processes in several departments to transition them from paper to digital documents.
- Preparation of record schedule revisions and record system approvals for State Library.

**National Archive
and Records
Administration**

Mr. Chester developed a plan for deploying digital imaging technology services throughout the Federal Records Center Program. He produced a Concept of Operation, defined a set of alternatives for implementation or the suggested services, detailed requirements for the chosen alternative and a high-level design and plan for implementation. These documents are now being used by NARA to create new digital imaging offerings.

Avista Advantage

Avista Advantage is one of the largest utility cost management firms in the world. Mr. Chester was retained to analyze the imaging and data capture operation. The resulting report showed that updated technology could reduce processing times and increase profitability.



The University of Alaska is the only public institution of higher learning in the State of Alaska. It represents a statewide system of higher education, which consists of three regional universities, including ten lower division college centers, and various extension and research sites. Mr. Chester led a team of three that identified the opportunities and analyzed the requirements for the University to implement a digital document infrastructure, beginning with imaging and workflow. He was the editor for all of the document deliverables, and sole author of a set of policy and procedure recommendations for records management, imaging standards and the use of electronic signatures.

Mr. Chester was subsequently retained to develop film and digital imaging standards for the University.

In 2005, when the University began its procurement efforts, Mr. Chester was retained to assist with developing the RFP, and to advise the selection committee as it selected a document and record management vendor.

**State of Oregon
Division of Child
Support**

Mr. Chester was the lead consultant developing a recommendation on the use of document imaging to improve division operations. The resulting report evaluated the acquisition costs and potential savings that might result by replacing the division's manual remittance processing and microfilming operations with imaging technologies. DCS plans to use the statement of work that was delivered to procure a solution



Mr. Chester was the lead consultant on an assignment to develop specific records management requirements for all electronic record keeping systems. This was needed to guide the diverse and independent business units of the Port in their technology acquisitions, and supplement the absence of State documentation. Internal and external experts were interviewed, and existing requirements from other states were reviewed.

Mr. Chester was then retained to assist the Port in their procurement of a document and records management solution for the Aviation unit. He reviewed requirements, gave counsel on proposals, and reviewed the implementation plan for the selected solution.

City of Las Vegas

Mr. Chester assisted in an evaluation of the City's existing EDM implementation and the development of a strategic plan for future EDM use. He reviewed the technical issues affecting the existing solution, and provided suggestions for improving its performance. In addition, he documented the City's options for integrating EDM with other business systems.

**City of Chico,
California**

Mr. Chester was the lead consultant on a study to evaluate the use of documents and records within the city, and possible improvements including the introduction of technology. The study recommended a number of changes to reduce storage space and enhance the preservation of existing records. In addition, it addressed a number of process changes that would improve city operations and prepare it for the introduction of new technology. It was found that an electronic document system would reduce the physical storage required, reduce time to locate information, and permit public self-service access to open records.

**Kansas
Department of
Transportation**



In this project Mr. Chester participated as the technical lead in a team of consultants implementing a FileNET enterprise-wide document management and workflow system. He was responsible for all projects involving connecting technologies to the EDMS, from user requirements through technical design and implementation, which included electronic forms, workflow software, plotting systems and custom database applications. He produced organizational guidelines, operations and maintenance directions, resolved technical issues, and constructed integration components.

In subsequent projects Mr. Chester designed and developed a backfile imaging infrastructure and implemented it for the initial departments.

**Metropolitan
Water District
of Southern
California**



For the Metropolitan Water District he was a technical lead on the implementation of an agency-wide FileNet EDM system. In this role he oversaw and participated in the resolution of design and implementation issues. He provided maintenance and problem resolution documentation and training for the IT organization, and developed custom tools when needed to resolve EDMS management issues such as matching security to organizational policy. In addition, he designed and implemented intranet and internet gateways to the EDM libraries.

Other Projects

For a number of clients, Mr. Chester has designed and implemented internet interfaces to and custom tools for EDM systems from FileNET, Hyland, Kofax, Optika, OTG, and Plexus.

**Professional
Experience**

IMERGE Consulting Seattle, WA (4/2000 to Present)

Principal

As a consultant, Mr. Chester has performed ECM requirements analyses, drafted RFPs, and provided implementation oversight and assistance. He has designed and sometimes implemented custom ECM solutions and integrations. More project details are provided above.

Symposia Software Seattle, WA (2/98 to 4/2000)

Document Management Technology Expert

As an independent consultant Mr. Chester designed and deployed EDM systems for a number of government agencies, industrial companies, biotechnology companies and financial institutions. He designed and developed a number of solutions that integrated technologies such as electronic forms, document publishing, the Internet, and CAD files with document management systems.

Saros / FileNET Seattle, WA (7/89 to 2/98)

Technical Support/Technical Marketing/Consultant/Developer

Mr. Chester provided technical support, prototyping, training and consulting in a number of positions for this document management pioneer. He was lead developer for the first MS Windows user interface, and was responsible for producing international versions of the product line for several years.

Microsoft Seattle, WA (5/88 to 6/89)

Development Lead, Networking Business Unit

Mr. Chester led the MS LAN Manager Performance Lab, which produced the first User Application-based LAN performance benchmark. He led the technical team that presented Microsoft Networking at several computer industry expos, successfully demonstrating 30 vendors interoperating.

Racal/Milgo Sunrise, FL(7/86 to 5/88)

Section Head

Managed a team of developers creating a graphical network management system using distributed processors and relational databases.

Knight/Ridder Newspapers Miami, FL (7/81 to 3/86)

Viewtron Project: Senior Technical Staff/Operations Manager/R&D Manager

Mr. Chester was one of the main designers and developers of a pioneering home information service. He was responsible for the design, ordering, installation and maintenance of all data communication for the service, including custom hardware and software. He led an industry standards effort that revised a US-Canadian standard in under 18 months. Mr. Chester was responsible for performance analysis of the service, and continuously lowering the cost of service.

**Awards and
Certifications**

2003 AIIM Standards Excellence Award
Certified Document Imaging Architect (CDIA+)
XPLOR Electronic Document Professional (EDP)
Information Capture Professional (ICP)
AIIM Master of Information Technology (MIT)
AIIM ERM Practitioner, Specialist

Standards Work

Task Force Lead, ARMA Metadata Working Group (2007-2009)
ARMA Controlled Vocabulary Working Group (2006-2008)
ARMA Email Task Force (2003- 2007)
Co-Chair, AIIM XML Metadata Standards (2001-2004)
Technical Editor, Shamrock Specification for EDMS (1993-1995)
Technical Editor, Document Management Alliance Interface (1995-1997)
Chair, Working Group and Editor, ANSI X3.110-1986 (1985-1986)
Past Member, ANSI X3S3.7 and ANSI X3T5

Publications

Co-author, AIIM White Papers, "Enterprise Application Integration," and
"Collaboration Software"
Articles in Infonomics, Document, e-Doc, DB2 Magazine, KM World, and
Contemplor.

**Professional
Associations**

AIIM, (1996-), Past Member of PNW Chapter Executive Committee.
ARMA, (2002-)
AHIMA, (2009-)
HIMSS (2009-)
HL/7, (2008-)
IHE, (2009-)
IMC, (2001-)
NAGARA, (2008-)
PMI, (2003-)
TAWPI, (2002-2007), Past President NW Chapter

**Speaking
Engagements**

AIIM 2003, "Gearing Up for High Performance Forms Processing"
AIIM 2002, "Using the AIIM XML Standards"
FileNET UserNET 2001, "Using Panagon Web Objects to Build Portals"
AIIM 2001, "Selecting A System"

Education

B.S. Math, Rensselaer Polytechnic Institute
Certificate in Literary Journalism, University of Washington Continuing
Education
Certificate in Health Level 7 Interfaces

**Product
Certifications**

Documentum/ Legato/ OTG Xtender products
FileNet Panagon
Kofax Capture Suite
Laserfiche
Plexus Floware
Readsoft Documents