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Greg Hugie



Goal

Seeking information systems consulting opportunities that will apply my proven planning, project management, architecture design, and technical expertise in the resolution of today's complex business issues through the creative use of electronic content management, process re-engineering and technology deployment.

Professional Style

Goal oriented team player interested in aligning the IT mission with organizational goals and strategies by forging a partnership with the business unit managers. A deeply held customer satisfaction attitude is enhanced by expert planning skills, project oriented techniques, ability to quickly identify real objectives, and a get it done approach.

Overview

Greg Hugie has been performing Information Technology Management Consulting for nearly thirty years working with both government and private sector clients. He is involved in all facets of information technology including strategic and organizational planning, business process reengineering, technology studies and deployment, information technology policies and procedures, project management, JAD facilitation and application requirements planning and deployment. For the past fifteen years, he has specialized in technology management including IT Strategic Planning, Information Technology Architectures, Business Process Reengineering, Electronic Content Management Technologies, Internet/Intranet Strategies, Project Management and Development Platform Management. Relevant positions have included:

- President of Information Technology Management Consulting firm
- Management Consultant for a major state agencies, counties and cities as well as private sector clients
- Information Technology Architect for a large computer company
- Information Architect and System Support Managing Consultant for a large automobile importer
- Information Engineering Consultant for a major CASE tool vendor's consulting practice
- Business Process Reengineering Consultant for a value added networking organization
- Project Manager for many public and private sector clients on strategic planning, feasibility studies, application development/deployment, technology insertion, infrastructure implementation, data center build out and move projects.

Significant Projects

Mr. Hugie has played a significant role in a number of projects during his career. The following is an incomplete listing with a brief description of what the projects accomplished. Additional details are available upon request.

Kansas Department of Transportation



For this client, he has lead and participated in several projects to assist KDOT in defining and achieving their strategic direction in several areas including overall IT Architecture Planning, Records and Workflow Management and the Internet/Intranet. These efforts are detailed below:

- Lead an effort to develop an Information Technology Architecture and IT Strategic Plan. Agency direction was defined as a result of senior and mid-level management interviews and JAD sessions. Lead a high-level Information Technology Advisory Committee made up of key Bureau Chiefs from across the Agency and made regular status reports and presentations to the Secretary and Executive Staff. Current technologies and applications were reviewed to determine the disposition of each. Infrastructure and Application opportunities were identified, evaluated and prioritized. A five-year strategic plan was developed outlining IT technology and application plans, IT organization restructuring and an annual IT budget was developed.
- Lead a team of consultants to define the business requirements, cost benefit and architecture for an enterprise content management and workflow environment. The project was cited for its groundbreaking work by the American Association of State Highway Transportation Officials (AASHTO) and has become the for runner project within the state of Kansas.
- Managed the development for an enterprise-wide Internet/Intranet direction, strategy, plan and architecture. This provided the Agency with the basis for establishing their web presence.
- Developed an Enterprise Collaboration Technology Strategy and implementation of Net Meeting.
- Managed large Data Center build out and planned and managed the move/consolidation of multiple sites into the new building Data Center.
- Performed a review and assessment of current IT policies and procedures and developed an upgrade plan to bring the Agency into compliance with State IT audit guidelines and practices.

Mazda Motors of America



Mr. Hugie consulted with this client for many years in the areas of IT Management and Application development. The more significant projects included the establishment of a system support organization and leadership of a major Business Process Reengineering project. These projects are outlined below:

- Recommended and implemented an Information Engineering development approach after reviewing development processes, performance history, and future plans. The development platform focused on a Business Strategy Driven Planning approach supported by an IE Methodology, utilizing a RAD process. The new processes resulted in a 50% increase in productivity, significant improvement in system design quality and reduced maintenance requirements.
- Formed and directed the efforts of seven multi-divisional, senior management Business Process Reengineering task forces to develop an overall and business area Knowledge Management Strategy Plans.

The purpose was to formalize an overall strategic architecture of new development, existing system modification, and application of new technology to support a new luxury product line.

- Managed clients System Support Organization of 35 for 2 years which included IS Architecture, Data Administration, Development Policy & Procedure, and Technical Support Groups to support 250 developers
- Developed an Enterprise Architecture unconstrained by current application packaging and technology
- Defined and implemented corporate shared data strategy utilizing IE ADW & DB2 data management procedures
- Managed the development of Standard Dealer Communication System supporting remote data entry, host transactions, data downloads, report distribution and software updates
- Established a Business Driven governance and IT development management approach through the implementation of Steering Committees, User Review Boards, and Executive Sponsorship
- Designed and developed a Dealer Information and Evaluation System, a specialized table driven screen and report generator to maintain, manipulate, and report on 4000+ data attributes resulting in new dealer facilities and upgrades and well in improvements in customer service processes and retention.
- Designed and developed Warrant Claims Report Generator, Warranty Activity Analysis and Reporting System and a QA Case Management and reporting systems.

**Unified Government
of Wyandotte County
and Kansas City
Kansas**



IMERGE was asked to review the technology direction of the **Unified Government (UG)** to assist in defining their strategic direction particularly in the Enterprise Content Management area. Reviewed every Department/Division in the UG and identified many Enterprise Content Management opportunities as well as other technology recommendations. Established a vision of a new ECM Architecture and an IT application direction. Since that time IMERGE has assisted with the following:

- Establishing an IT Governance Structure for the review, prioritization, approval and funding of IT initiatives;
- Lead the establishment of an ECM Architecture direction. This included guiding implementation and integration projects such as Agenda Management, Electronic Ticketing, DA Case Management, Financial Application review, etc.
- Performed a GAP Analysis of existing financial and payroll/personnel systems to determine feasibility for replacing old systems with a modern integrated ERP System. Recommended moving to a 2nd tier ERP System projecting significant resource savings through system and process efficiencies.

City of San Jose



Mr. Hugie led a major Enterprise Content Management (ECM) assessment and planning project for the city. This included an analysis of most city department by surveying divisions, inventorying electronic files and interviewing many groups. This resulted in the following:

- Provided an assessment of the ECM requirements by analyzing applications, collections, processes, documents, file shares and e-mail and identified many ECM opportunities across the city;
- Developed a complete gap analysis defining the current state situation/usage, needs and gaps in strategic, technical and technology areas;
- Assessment of areas common to all departments that include ECM Interest, Records Management, E-mail, Share Drives, Classification and current ECM Usage;
- Analyzed and documented major city-wide and specific departmental process and information management areas and identified many opportunities defining current state, automation vision, benefits and relative value;
- Developed an assessment of the IT Infrastructure identifying the potential impact of ECM;
- Prepared an ECM technologies assessment that included product needs identified, 5-year budgetary cost estimates, service capability models, fit/gap analysis and other related system opportunities;
- Developed a comprehensive ECM Program/Project Strategy that addressed governance, methodology, program definition, project deployment approaches and defined major go forward planning, rollout and implementation projects to ECM enable the city;
- Developed various other strategies for developing a classification structure and taxonomy, shared drive transition, process automation and form transition and automation.

City of Arlington



Mr. Hugie led a major Enterprise Content Management (ECM) assessment and planning project for the city. This included an analysis of every city department by surveying every division, inventorying electronic files and interviewing every group. This resulted in the following:

- Provided an assessment of the ECM requirements by analyzing It applications, collections, processes, documents, file shares and e-mail and identified many ECM opportunities across the city;
- Developed a comprehensive ECM Program/Project Strategy that addressed governance, methodology, program definition, project deployment approaches and defined major go forward planning, rollout and implementation projects to ECM enable the city.

Town North Bank



Mr. Hugie led an Electronic Content Management assessment project to assist the bank in determining a strategic direction of for the management of their electronic content, assessment of records management needs and identification of process improvement opportunities.

Infonet Systems Inc.



Mr. Hugie led a Business Process Reengineering and System Design effort for the development of a new client/server Customer Service Management System utilizing automated call management and workflow technologies.

Wisconsin DOT



IMERGE was brought in to analyze the existing records management and retention policy for 8 bureaus and 30 sections to determine their compliance with state and department policies on electronic records management. The study was commissioned to address the need for formal electronic document management. The study included the following components:

- Development of full Requirements Definition for each of the bureaus
- Evaluation of compliance with State Administrative Rule 12 regarding the storage and management of electronic documents for formal Record Destruction Authorization (retention policy).
- Revised Record Destruction Authorization (retention policy) to include necessary information to effectively manage document(s) electronically within Wisconsin Administrative Rule 12 guidelines.
- Updated RDA with cost factors developed as part of the CBA.
- Developed a 5-year cost/benefit analysis for deployment of Enterprise Content Management (ECM) including the use of document imaging, electronic document management, electronic forms, electronic signature, workflow and other related ECM technologies.
- Staffing recommendations for ECM implementation.
- Three year replicable implementation and conversion rollout strategy
- Risk and mitigation strategy for both ECM deployment and maintaining the status quo

Other Significant Projects



- Metropolitan Water District of Southern California – Mr. Hugie led the Enterprise ECM deployment team for the design, analysis and implementation of an enterprise-wide document management system. The Enterprise Team managed the activities of the other six teams that included the Technical Infrastructure Design & Implementation Team and Business Unit Solution Design and four operational business unit Implementation Teams.
- **Johnson County, KS** Register of Deeds – Managed the review of operations and development of recommended process improvements after new system installation.
- **Waukesha County, WI** ECM Direction – Reviewed ECM implementation direction and deployments, identified many opportunities and outlined a comprehensive ECM Program and Project strategic plan.
- **Washington County, MN** ECM Direction – Reviewed Records Management and electronic document management needs, evaluate current imaging implementations, identify ECM and LOB opportunity areas, outline a strategic multi-tire ECM direction and develop RFP to acquire ECM solution and services.
- **Kansas Department of Finance Authority (K DFA)** – Perform a review of financial practices to assess high-level needs for an agency financial information tracking and reporting system integrated with centralized state financial systems.

**Professional
Experience**

IMERGE Consulting Austin, TX 1998 - Current
Partner

Mr. Hugie joined IMERGE in September of 1998. Since joining, he has participated in a number of projects where he has brought considerable skills to the engagement. Please see the Overview section above for a description of his areas of expertise.

Methods, Inc. Austin, TX 1979 - 1998
IT Management Consultant

Mr. Hugie established Methods, Inc. in 1979 and successfully operated this independent consulting firm for over 19 years serving many clients. Consulting focus on Information Strategy Planning, Information System Architecture, Business Process Re-engineering, JAD Facilitation, Infrastructure Development, Data & Process Modeling, User Requirements Development, Application Design, and Systems Development.

Data Enterprises of the Northwest Long Beach, CA 1977 - 1979
MIS Director

Client MIS Director for a facilities management company. Managed a group of 35 application development, systems, and operations personnel. Responsible for the management of all IS activities for a national automobile import and distribution client which included all planning, budgeting, hardware & software selection, communications, operations, systems, and application development. Major accomplishments included the consolidation IS functions of four autonomous regional divisions into a single centralized IS organization.

Jacobs Engineering Pasadena, CA 1976 - 1977
Manager, Systems Development

Responsible for all systems development and maintenance activities. Consolidated two system 3 operations onto a centralized IBM mainframe establishing an RJE network. Directed the development and implementation of an on-line Project Cost and Billing System utilized by both organizations. By putting this application on-line and integrating with the Payroll Labor Distribution and Accounts Payable systems we were able to reduce the Project Management Reporting cycle by over 40%.

Alex Colman, Inc Los Angeles, CA 1973 - 1976
Systems and Programming Manager

Managed a group of 15 professional developers responsible for the development, implementation, administration, and coordination of all MIS projects. Manufacturing, Distribution, and Financial Applications were developed utilizing a state of the art integrated data base to support the business operation of 5 separate garment divisions. This moved the company from manual to fully computerized processes and allowed them to grow from 30 to 100 million in sales within 5 years. Major applications included Order Entry, Inventory Control, Warehouse Management, Distribution, Sales Analysis, MRP, Manufacturing Control, A/R, A/P, G/L and Fixed Assets.

Seminars

Organized and managed the Document and Workflow Management Conference 1997 in Orlando, FL.

Organized and spoke at the Document and Workflow Management Conference 1999 in Kansas City, MO.

Organized and managed the Document Management and Workflow Conference 2005 in Kansas City, KS.

**Professional
Associations**

American Association of Image and Information Management (AIIM) since 1996

Education

BA, Ventura College, 1971, Computer Science

Certifications

ERM^m, AIIM Electronic Records Management Master

APPLICATION EXPERIENCE

Integrated Financial & HR Systems

- General Ledger (GL)
- Accounts Receivable (AR)
- Accounts Payable (AP)
- Payroll
- Labor Distribution
- Time Keeping
- Budgeting
- Fixed Assets
- Human Resources Information (HR)
- Project Costing

Manufacturing

- Materials Requirements Planning (MRP)
- Materials Inventory
- Material Purchasing
- Manufacturing Process Control

Distribution

- Parts Inventory
- Inventory Control, Allocation and Forecasting
- Shipment Processing
- Purchasing & Receiving
- Vehicle Inventory & Distribution
- Warehouse Management
- Invoicing
- Order Processing (OP)

Sales

- Sales Analysis
- Sales Commissions & Compensation
- Mailing List Maintenance
- Sales Incentives
- Survey Statistical Tabulations
- Coupon Redemption Tracking

Product

- Warranty Claim Processing
- Quality Assurance Tracking & Statistics
- Claim Auditing & Analysis

Dealer/Customer

- Dealer Information & Evaluation
- Customer Satisfaction Contact Mgt.
- Association Membership Accounting
- Call Center Management
- Dealer Financial Reporting System
- Patient Accounting
- Customer Problem Management
- Customer Satisfaction Analysis

Transportation

- Transportation Damage Processing
- State Fuel Tax Accounting. & Reporting
- Freight Bill Payment System

Government (in addition to above)

- DOT – Construction Management (CMS)
- DOT – Permit Processing (EP)
- ROD – Deed & Document Recording
- Sec. State – Corporation Filing
- City/County/State Electronic Content Management
- City/County ERP System

Other

- Property Management Billing
- Problem Ticket & Task Mgt. System
- Project Control and Tracking
- Credit Card Management