ROBERT MOORE

WORK SUMMARY: Mr. Moore currently works in federal service for the United States Department of Veterans Affairs (VA) in the Office of Information and Technology and formerly in the Veterans Health Administration (VHA). Prior to his time in federal service, Mr. Moore worked in private industry with Whitney Bradley and Brown Consulting, Northrop Grumman/Litton Industries and Electronic Data Systems (EDS). He has extensive experience with the management, development, implementation, operations and maintenance of systems engineering, information management and telecommunication systems. He has been responsible for all aspects of program/project performance including technical, contractual, financial and leadership. Technical assignments have included: management and analysis support for the VA Office of Information and Technology (OI&T) and VHA Office of Health Information (OHI); consulting services for the VHA OHI Enterprise Systems Management (ESM) Directorate; program management services for the Department of Treasury Human Resources (HR) Connect Program; and management support for the United States Patent and Trademark Office (USPTO) Systems Engineering and Technical Assistance (SETA) project, the Department of Defense (DoD) Health Affairs (HA) Office Automation (OA) Network Support project, the Department of the Navy (DoN) Information Network Project Office (INPO) program, and the Naval Air Systems Command (NAVAIR) Headquarters Network (NHN) project.

Working with the Department of Defense, Health Affairs, Mr. Moore provided management, direction and guidance for activities and projects including: establishing and managing enterprise-wide network infrastructure, system administration, server management and customer support teams, evaluating document management and workflow solutions; establishing a corporate Intranet; and managing Business Process Improvement initiatives.

EDUCATION:
Bachelor of Arts, Biology, St. Mary's College of Maryland, St. Mary's City, Maryland, May 1980
Bachelor of Arts, Human Development, St. Mary's College of Maryland, St. Mary's City, Maryland, May 1980
(Double major)

QUALIFYING EXPERIENCE:

United States Department of Veterans Affairs.   05/08 – Present
Principal/Management Analyst
- Performs a range of services for the enhancement and sustainment of the VA Office of Information and Technology (OI&T) Product Development (PD) Program Management Accountability System (PMAS). Assists with implementing a system that generates quantitative quality control metrics on multiple aspects of project planning and execution, and software development engineering processes across all major programs and projects.
- Provided management, administration and operations support for Veterans Health Administration (VHA) Office of Health Information Product Effectiveness (PE) organization. Established the PE Integration domain providing internal and external coordination support between multiple domains and external VHA organizations. Provided executive reporting support. Assisted with the development of business strategy, helping to define strategic priorities, goals, and objectives traceable to higher level strategic guidance while serving as a criteria for identifying organizational opportunities. Assisted with acquisition efforts and participated on technical evaluation boards. Provided management and oversight of two government contracts.
- Provided consulting services to the Veteran Health Administration (VHA) Enterprise Systems Management (ESM) Office of the Director and all ESM lines of business including Program Operations and Administration, Business Architecture, Requirement Analysis and Engineering Management, Program Integration and the six ESM IT investment portfolios. As part of the leadership team, performed task activities including special organizational cross cutting projects for the Director such as input to the fiscal year Office of Health Information (OHI) Chief Officer's Performance Plan; and the ESM budget.
- Provided lead Health Provider Systems (HPS) analysis and support for the largest VHA Information Technology (IT) portfolio. Worked with HPS Enterprise Systems Manager daily to assist with requirements managements of over 58 major health related projects in support of VHA Operation (OP) Plans.
- Assisted with the establishment of the Organizational Excellence Workgroup (OEW). Worked directly with the Director of the ESM directorate to lead an effort to develop a comprehensive framework and action plan for the ESM office to achieve performance excellence based on the Malcolm Baldrige National Quality Program Criteria for Performance Excellence.
- Researched and drafted white papers, briefing documents, and presentations on organizational focus areas including ESM leadership, strategic planning, customers, workforce and process management. Developed white paper on program assessment and evaluation in support of improved IT systems deployment across the systems lifecycle.
- Provided IT program management experience as a participate member of workgroups including HealtheVet and Testing and Release Management. As a member of the HealtheVet workgroup, attended and participated in the VA Office of Information and Technology (OI&T) Integrated Program Plan (IPP) briefings and participated in workgroup meetings to discuss the OI&T IPP, HealtheVet governance, and HealtheVet analysis in support of the next generation Electronic Healthcare Record (EHR) enterprise system.
- Lead ESM strategic planning focus group and the development of the ESM Strategic Plan. Provided support for OHI strategic planning initiatives.
- Briefed senior leadership on plans, statuses and issues.
- Served as site lead for contract consultants.

Northrop Grumman.   11/02 – 05/08
Assistant Program Manager
- Responsible for the planning, execution and performance of the Technical Architecture group for the United States Department of Treasury's HR Connect Program Office (HRCPO). This group provides systems engineering and technical consultation and assistance for the HR Connect project, a large scale PeopleSoft Enterprise Resource Planning (ERP) implementation.
- Managed technical areas including Architecture, Security, Configuration Management (CM), and Production and Development. Specific groups include: Database Management, Systems Administration, Technical Infrastructure Deployment, Performance Metrics and Measures, and Performance Monitoring.
- Responsible for technical support for PeopleSoft implementations, architecture (Solaris & Oracle), design, equipment selection, performance testing, configuration management (PVCS), development and deployment of the HR Connect national application.
- Led multi-disciplined development teams responsible for the analysis, design, implementation and resolution of deployment issues and operations and maintenance of enterprise applications, networks, NT and UNIX operating systems, Oracle 9i database components, and all other aspects related to the enterprise architecture topology.
- Evaluated new technologies and COTS solutions that can enhance the capabilities or reduce the cost of the architecture and improve security.
- Developed specifications for system components; work with selected vendors to ensure timely delivery and compliance to specifications. Work with other managers to determine the most efficient methods for integrating the enterprise applications into existing Treasury Agency infrastructures.

Northrop Grumman.   08/98 – 11/02
Senior Manager
- Responsible for the planning, execution and performance of Infrastructure Engineering and Networking projects. This group provides systems engineering and technical consultation and assistance to the United States Patent and Trademark Office (USPTO).
- Provided management for major engineering tasks involving enterprise storage specifically Storage Area Networks (SAN) and Network Attached Storage (NAS), enterprise tape backup and recovery, enterprise servers, Emerging Technology Center Lab support, firewall technology, security and availability, Virtual Private Networks (VPN) and International Wide Area Networks (WAN). Specific initiatives include: Enterprise Tape Backup implementation, Fibre

Channel test and evaluation, SAN and NAS evaluations, Public Key Infrastructure (PKI) support, disaster recovery planning, enterprise-wide print architecture development and VPN and WAN implementation and enhancements.
- Directly responsible for the financial management, project guidance and technical direction.

Litton/PRC, Inc., Health Informatics Systems Services 08/96 – 08/98
Principal Business Advisor
- Established and lead teams of information technology personnel providing systems management, integration services, engineering and infrastructure support, application testing, customer assistance center support, training, and operations and maintenance support to the Office of the Assistant Secretary of Defense for Health Affairs.
- Responsible for managing team resources, profit and loss (P&L) and developing program budgets and outlooks. Additional responsibilities included streamlining business processes, creating and negotiating business proposals, interviewing and hiring prospective job candidates, performing employee appraisals, developing and mentoring team members and ensuring customer satisfaction.
- Supported the security group for C2 security accreditation.
- Provided support in the development of a corporate Intranet.
- Actively involved in the selection of a document management and workflow enterprise solution for Health Affairs.
- Participating representative of the Health Affairs Year 2000 Integrated Product Team (Y2K IPT).
- Saved Government over $400 thousand in support costs in the first fiscal year
- Recognized by the Acting Assistant Secretary of Defense for Health Affairs for superior technical support.

Electronic Data Systems Corporation (EDS) 05/95 – 08/86
Deputy Account Manager
- Established and managed a 30 member team of network and communication engineers, strategic planners, requirement analysts, and network installers in support of the Department of Navy (DoN) Information Network Project Office (INPO). This team provided assistance for a three phase, five year, $21 million project to establish a Navy Enterprise network to over 300,000 users nationwide.
- Responsible for project oversight and management of contractor personnel and subcontractors, profit and loss management, and development of project budget and outlooks. Other responsibilities included ensuring on-time delivery of all required deliverables, creating and negotiating new business proposals, performing employee appraisals, and maintaining a high level of customer satisfaction.

Electronic Data Systems Corporation (EDS) 01/92 – 05/95
Regional Program Manager
- Monitored and managed multiple concurrent projects including a $9 million wide-area network implementation, $220 thousand network migration plan, and $300 thousand business improvement effort with the Naval Air Systems Command
- Responsible for managing a team of 30 systems engineers, network engineers, business consultants, and 10 subcontractors. Managed the profit and loss of engineering services valued at $10 million, forecasted personnel resources for project requirements and generated technical and cost proposals for new business opportunities

Electronic Data Systems Corporation (EDS) 10/90 – 01/92
Navy Accounts Sales Representative
- Marketed over 700 different hardware, software, network and communication solutions to the U.S. Navy. Managed a nationwide territory in excess of 200 customers including the Naval Sea Systems Command, the Space and Electronic Warfare Systems Command, and the Naval Air Systems Command.
- Leveraged sales in excess of $20 million in product and services while developing strong customer rapport
- Conducted executive level briefings to Navy SPAWAR Command resulting in a $5 million procurement

Electronic Data Systems Corporation (EDS) 03/88 – 10/90
Proposal Manager
- Managed the delivery of a response to a Request for Proposal (RFP) resulting in the award of the IRS/ISC contract, a twelve year systems engineering and integration project with the Internal Revenue Service valued at $500 million.
- Recognized by the Vice President of Sales and Marketing for outstanding achievement.
- Managed all aspects of a Live Test and Demonstration contributing to the successful award of the $1 billion Small Multiuser Computer (SMC) office automation contract.
- Responsible for the execution of Neal Nelson Benchmark testing, performance testing and operational capabilities demonstrations.

Electronic Data Systems Corporation (EDS) 10/87 – 03/88
Systems Design Manager
- Developed and was responsible for the development of complex systems analysis and designs utilizing over 450 hardware, software and networking products comprised of more than 60 vendors
- Leveraged sales in excess of $7 million with client server solutions

Electronic Data Systems Corporation (EDS) 08/86 – 10/87
Customer Support Manager
- Managed the Customer Support Group for the Office Automation and Communication Systems (OACS) contract supporting the Office of the Secretary of Defense.
- Managed the installation, maintenance, and customer assistance center groups.
- Developed the installation, maintenance and customer support sections for the OACS technical proposal and assisted with the $132 million OACS cost proposal and managed the project startup.
- Recognized by the Vice President of the Defense System Organization for outstanding performance.

Electronic Data Systems Corporation (EDS) 06/81 – 08/86
Systems Engineer
- Installed and implemented hospital accounting systems, trained Government and Military personnel for the Department of Defense for Health Affairs Uniform Chart of Account contract. Systems were installed in 125 medical treatment facilities worldwide. Received personal recognition for outstanding achievement by the Medical Treatment Facility in Guam.
- Designed, tested and implemented health care applications for the $40 million DoD Defense Enrollment Eligibility Reporting System (DEERS). Responsible for the planning, budgeting, and managing of up to 30 employees at multiple sites during the implementation of DEERS at military installations throughout the U.S.
- Recognized by Hill and Mountain Home Air Force Bases for exemplary performance.

OTHER EXPERIENCE:

- Taught 7th grade Science and 9th grade Health and served as class sponsor for extracurricular student activities.

REFERENCES UPON REQUEST