

**Resume of  
WILLIAM P. MILLER**

Mr. Miller is a founding director of Intelligent Directions Consulting, LLC. He has over twenty-eight years of experience in management and information technology consulting. Mr. Miller's experience covers the full spectrum of management consulting services. Having a background in Information Systems' management and technical arenas, as well as lengthy experience as a consultant, provides Mr. Miller with valuable insight and understanding of the issues and concerns facing the Information Management Professional in today's environment.

His management consulting experience covers several public and private sector business areas, where he has provided expertise in strategic planning, project management, project monitoring, budgeting, cost/benefit analysis, procurement, system requirements analysis, business workflow analysis, business process re-engineering, system analysis and design, CASE tools, data modeling, package selection, system implementation, and various system development methodologies. He has participated and in many cases managed the design and development of application systems, ranging from mainframes to client/server for both private and public sector organizations; utilizing OO-methodologies, office automation, and various database management technologies.

With this extensive technical background coupled with his experience in managing and assisting management on numerous projects, Mr. Miller provides perspective and insight into the planning, execution, pitfalls, and corrective actions required for successful project completion. This experience has been utilized for project management, project reviews, operations analysis, as well as systems design and development.

Mr. Miller has extensive *Justice & Law Enforcement* application systems background; including *criminal, civil, mental health, and juvenile matters.* This includes criminal and juvenile historical information systems, courtroom support sub-systems, case management systems, "Point of Sale (POS)" applications for the collection of *court fees and fines, jury pools, integrated criminal justice data warehousing designs, and inmate management systems.* Mr. Miller's more recent assignments have involved acting as project manager in a large California court for the development & deployment of a statewide *Case Management System for Civil, Probate, & Small Claims, Criminal, Traffic, Family, and Juvenile case categories.*

Specific to Law Enforcement, Mr. Miller was an Arizona POST certified Peace Officer and held the position of Reserve Deputy Sheriff with the Maricopa County Sheriff's Office for 12 years. He additionally, spent five (5) years as a Police Officer with the City of Tempe, Arizona.

He has been Project Manager/Business Analyst for the implementation of *ERP application suites, including: Oracle 11i & i2 for a major telecommunications equipment manufacturer in the Peoples Republic of China, and PeopleSoft Financials for Public Sector for two municipalities in the United States.*

Also in his background are large-scale MRPII based systems for two (2) major aerospace corporations. Additionally, Mr. Miller has been extensively involved in *MRP, BOM, Shop Floor Tracking, Automated Storage and Retrieval, and Inventory Management application systems.*

## **LAW AND JUSTICE RELATED ENGAGEMENTS**

- Mr. Miller currently is the Project Manager for the San Diego Superior Court on the California Case Management System (CCMS) Project. This project, sponsored by the California Administrative Offices of the Court (AOC), provides a uniform case management system for all courts within California. V3 represents the design, development, and deployment of Civil, Small Claims, and Probate Case Types. Currently V3 has the following active participants: San Diego, Los Angeles, Ventura, Orange, and Sacramento counties. The next phase (V4), starting in Fall 2006, will include Criminal, Traffic, Family, and Juvenile case categories. Mr. Miller's responsibilities include:
  - Primary contact point between San Diego and the AOC Regional Project Office,
  - Member of the AOC Project Managers Committee,
  - Guidance and Recommendations to San Diego Superior Court Executive Management, and
  - Direction and Leadership of the San Diego Superior Court V3 project team through deployment.
  - Direction and Leadership of the San Diego Superior Court V4 project team through design and development.
- Mr. Miller provided project management expertise and implementation skills to the San Francisco Sheriff's Department. In this role, Mr. Miller ensured that the Defendant Management System fulfilled the operational needs of the Sheriff's Department, as well as, interfacing to other criminal justice applications within the City & County Government.
- Mr. Miller was involved in the initial data modeling tasks for the creation of an integrated criminal justice data warehouse for the City of Tempe, AZ.
- Mr. Miller was involved in the requirements definition phase of development for the State of Oregon Youth Authority. His primary role in this phase has been to act as facilitator at Joint Requirements Definition (JRD) sessions. The project, identified as the "Juvenile Justice Information System (JJIS)" is being developed to support all operations of the newly formed Oregon Youth Authority (OYA), including youth correctional facilities, camps, and community programs, as well as all County juvenile facilities including parole and probation. Additionally, Mr. Miller fills the role of Business Enterprise Expert for the Project Team.
- Mr. Miller was project manager and led the external design for the development of a Juvenile Justice Information System (JJIS) for the Attorney General's Office of the State of Hawaii. The system encompasses the tracking and maintenance of all juvenile offenders from the time

of arrest through disposition within the Judicial system. Additionally, the system provides historical tracking, and statistical analysis of juveniles and offenses throughout the state. Development included extensive interaction with the police departments, prosecutor offices, probation, and courts throughout the State of Hawaii.

- Provided project management and analytical assistance to the Administratively Unified Courts of Los Angeles County for their project to enhance and implement an ICMS (Integrated Case Management System) package for civil, probate and mental health cases. The project life-cycle included workflow and business area analysis, forms analysis, the installation of an ICMS package from another jurisdiction, data modeling and data conversion. Developed a data conversion model for guiding the conversion from four separate existing Superior and Municipal court case tracking systems, to the new ICMS package.
- Mr. Miller has designed a PC-based Property and Evidence Tracking system which includes bar-code and imaging components to handle the identification, tracking, status, and disposition of property within Police Department property rooms.
- Mr. Miller has designed a PC-based Field Data Organizer system allows for the capture and retrieval of information relating to personal contacts made during patrol operations in law enforcement organizations.
- Serving as Application Design Manager for the internal design phase of the Courtroom Support Subsystem of the Automated Case Tracking System - Civil, Superior Court of Los Angeles County. ACTS was being developed in an ADABAS/NATURAL environment and will automate all aspects of tracking civil court cases from filing to resolution. The Courtroom Support Subsystem is being developed utilizing IBM PCs under the Microsoft Windows environment utilizing SQL for access to mainframe resident databases. Mr. Miller had management responsibility for the development of technical and Computer Aided Software Engineering (CASE) standards, review of the current hardware/software environment, establishment and monitoring of project work plans, and the internal design of the Courtroom Support Subsystem.
- Provided technical expertise and supporting consultation for development of a long-range system plan for the Judiciary of the State of Hawaii, which encompassed four Circuit and District courts, widely dispersed throughout the islands.
- Provided technical expertise and supporting consultation for development of a long-range system planning engagement for the Ministry of the Attorney General, British Columbia, Canada, in support of Touche Ross Canada.
- Provided technical expertise and supporting consultation for development of a long-range system planning engagement for the Placer County Superior and Justice Courts of California.

## **MANUFACTURING RELATED ENGAGEMENTS**

- Mr. Miller was in the role of Lead Consultant to the Manufacturing Task Force for a major telecommunications equipment manufacturer in the Peoples Republic of China. In this role Mr. Miller is responsible for the development of operating processes, procedures, and guidelines for a process re-engineering effort. This includes the identification of when and how Oracle 11i and i2 can be best utilized in this effort.

- Mr. Miller acted as ERP Team Lead for a major telecommunications equipment manufacturer in the Peoples Republic of China. In this role, Mr. Miller is responsible for leading a team of 36 members including Oracle 11i & i2 functional and application experts, business analysts, technical resources, and translators. The primary purpose of the team is to identify, cross-reference, and train client personnel on the implementation of Oracle 11i in support of a major Business Processing Re-engineering (BPR) effort to implement Integrated Supply Chain concepts.
- Conducted management reviews and audits of projects within Boeing Aerospace, Military Air. The purpose was to establish the project management's ability to meet project goals for the implementation and conversion of major aerospace information management systems from commercial to military usage.
- Conducted a full information systems audit covering application systems, hardware, staffing, policies, procedures and standards for Argo Systems.
- Provided project management services to Micro-Rel, Inc. Responsibilities spanned development and integration of planning, purchasing, tracking, and reporting applications, within a hybrid electronics manufacturing environment
- Provided project management services to Motorola. Responsibilities spanned all phases of the development life cycle, from design through implementation, of a host-based planning and tracking system.
- Assisted in development of testing standards, documentation, and physical testing for McDonnell Douglas Helicopter, to obtain certification from the Department of Defense of a MRP II system (AMAPS/G).
- Division MIS manager responsible for management of data processing facilities in the USA, Canada, and Mexico. Duties included strategic plan, budget, and personnel.
- Directed the evaluation and installation of a Manufacturing Resource Planning (MRPII) software packages at two major aerospace corporations. The engagement involved definition of user requirements, measurement of several commercial software packages capabilities against these requirements, installation of the selected packages, modification, enhancement, implementation, and testing. The systems were delivered and enhanced using IMS DB/DC, IDMS, and COBOL.
- Designed, developed, and installed a PC-based Shop Floor Tracking & Statusing system utilizing bar-code technology, PC-to-Mainframe communications, and PC-to-HP 1000/3000 communications, to support a high speed automated electronic component assembly facility.
- Project manager for implementation and modification of a MAPICS-based manufacturing system for a division of a pacemaker manufacturing corporation.
- Reviewed and provided consultation on the development and installation of a Cullinet manufacturing system in a major pharmaceutical corporation.

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**PEOPLESOFT FINANCIALS RELATED ENGAGEMENTS**

- Mr. Miller acted as Project Manager for the implementation of PeopleSoft Financials for Public Sector for the Municipality of Anchorage; under subcontract to IBM. The Municipality has implemented version 6.0 of the General Ledger, Projects, Accounts Payable, Purchasing, Inventory, and Workflow modules. Mr. Miller had responsibility for the planning and implementation of the modules, supervision of contract personnel assigned to the project, and senior PeopleSoft advisor to the Chief Financial Officer and Municipality Project Manager. As well as “hands-on”, “day-to-day” analysis and process reviews.
- Mr. Miller was project manager for the implementation of PeopleSoft Financials for Public Sector for the City of Tempe, AZ. The City has implemented version 5.1 of the General Ledger, Projects, Accounts Payable, Purchasing, Asset Management, and Budget Prep (ver. 6.0) modules. In this current capacity, Mr. Miller was responsible for the planning and implementation of the modules, supervision of city personnel assigned to the project, and senior PeopleSoft advisor to the Director of Management Services and Information Technology Division management.

**OTHER MANAGEMENT AND TECHNOLOGY ENGAGEMENTS**

- Serving as an Independent Consultant, Mr. Miller has performed an operations and systems development review for the Information Systems Division of the City of Tempe, Arizona. This review consisted of in-depth interviews with the entire City’s management structure as well as the Information Systems Division staff. The results of this review are currently in the process of being implemented based upon approval of the Division and Department management. Mr. Miller made presentations to both the Executive Management Committee and the City Council to review the highlights of the project, identified recommendations for improvement, and the impact of the implementation of those recommendations on the overall organization. Included within this project was the identification and preparation of the high level application and data architecture to be utilized by the City during its transition from legacy to client/server applications.
- Assisted in the system and data architecture design and specification of Child Welfare and IV-D systems for the State of California.
- Mr. Miller was involved in the 4FRONT methodology design and development effort with the Deloitte & Touche national office. 4FRONT is D&T’s family of products for systems planning, design and development. In particular, Mr. Miller has assisted in:
  - Enhancement of the methodology to incorporate and merge the technology and strategic information system planning threads included in the latest release of the 4FRONT methodology.
  - Designed and developed the "authoring" process of the 4FRONT methodology. The process incorporates the use of numerous "off-the-shelf" products in a client/server architecture to increase the efficiency of creation, maintenance and production of large volumes of documentation in both a "hard-copy" and "on-line" environment.

- Developed and published software reference guides for the use of the Excelerator family of products and Knowledgeware's Application Design Workstation (ADW) with the 4FRONT methodology.
- Assisted in the development and publishing of 4FRONT Path & Estimating Guides for Client/Server and Information Engineering base projects.
- Managed new product development for Multi-Systems, Inc. Responsibilities included management, design, and implementation of an out-bound telemarketing application for Ramada Inns Corporate Reservation Center. The software package provided for the interface of remote and local PC-based systems with a corporate-based mainframe. Also assisted in training the user community to prepare for the implementation and cut-over to the new system.

## **PREVIOUS POSITIONS**

- **Manager**, Deloitte & Touche (Touche Ross), Seattle, Washington
- **Senior Consultant**, Cornell Computer Corp. (aka Computer Power Group), Phoenix, Arizona
- **Manager of IBM Systems Development**, Multi-Systems, Inc., Phoenix, Arizona
- **Business Analyst/Project Manager**, Motorola (Government Electronics Group), Scottsdale, Arizona
- **Division MIS Manager**, General Instruments Corp., RF Systems, Tucson, Arizona
- **Project Manager**, Medtronic Corp., Micro-Rel Division, Tempe, Arizona
- **Lead Software Technician**, Automatic Systems Laboratories, GTE, Phoenix, Arizona
- **Reserve Deputy Sheriff**, AZ POST Certified, Maricopa County Sheriff's Office, AZ
- **Police Officer**, Tempe, Arizona

## **ASSOCIATIONS**

- **National Association of Court Management (NACM)**
- **Project Management Institute (PMI)**