N E A L E   C H A P M A N

PERSONAL INFORMATION

- 10 Timbarra Court, Craigieburn 3064.
- Phone: (Home) 8339 4247 (Work) 9247 6950 (Mobile) 0434 140 657
- Age: 57

EMPLOYMENT HISTORY

May 2010 – Present Victoria Police   Records Services Division
Teamleader/Project Officer

Electronic Warrant Online Knowledgebank (EWOK) Project

- Analysis
- Perform Quality Assurance duties
- Prepare Operating Procedures

Lost Property

- Analysis
- Prepare Report and Discussion Paper

Property and Laboratory Management Project

- Represented RSD on working party

Other

- Various Process Maps
- Redesigned Central Data Entry Bureau Intranet site

October 2007 – May 2010 Victoria Police   ICT Projects (BITS)
Business Analyst LINK Project, Business Analysis and Delivery
The LINK project will establish a new records management system to replace the Law Enforcement Assistance Program (LEAP), which is the primary Victoria Police database.

Request For Tender (RFT) Process

- Investigated and analysed all LEAP Reports, preparing detailed specifications on each
- Prepared a sanitised copy of each Report
- Contributed to requirements for Desired Reports
- Prepared detailed specifications for a number of other LEAP modules
- Prepared responses to questions submitted by venders

Traceability

- Identified traces for both functional and interface requirements

LINK Customisation

Prepared Business Requirement Specifications documents for the following LINK functions:

- Family Violence Report
- Intervention Order/Family Violence Safety Notice
- Drivers Licence
- National Name Search
- Multiple Person Enquiry (Fast Track)
- Multiple Vehicle Enquiry (Fast Track)
- Whereabouts Management
- Clean Up (Requirements to remove superfluous functionality from COTS database)
- Conducted analysis, led workshops, liaised with Niche (Vendor) Project Managers, performed

validation testing, prepared power point presentations and conducted handovers to LINK training team.

EMPLOYMENT HISTORY

Configuration

- Created usable Excel spreadsheets from LEAP code extracts
- Researched and recorded description/significance of LEAP code tables
- Conducted analysis of LEAP User Profiles

February 2003 – October 2007 Victoria Police   Records Services Division
Teamleader, TAIS/TIS Data Entry and AREA Forms

Oversaw the operation of TAIS/AREA Forms.

TAIS & TIS: Recording of motor vehicle collisions

AREA forms: Processing and validation of patrol data information supplied by operational police members

- Managed 7 Staff Members: Authorised Recreational/Sick Leave, developed staff and promoted multi-skilling, dealt with workplace injuries and personnel issues as they arose.
- Ensured all incoming Collision Reports were accurately updated onto the TAIS computer database within 24 hours.
- Ensured all AREA forms were scanned on day received, and successfully validated and transferred to Mainframe.
- Liaised with outside agencies and internal clients
- Part of TIS project working group
- Oversaw the recording of over 5000 Collision reports onto the TIS system

April 2001 – February 2003 Victoria Police   Records Services Division
Teamleader, Police Enquiries Service

Oversaw the operation of the Police Enquiries Service ('Floor')

- Managed approximately 20 staff (varied) in a section that operates 24 hours a day 7 days a week. Authorised Recreational/Sick Leave, developed staff and promoted multi-skilling, dealt with workplace injuries and personnel issues as they arose.
- Ensured enquiring police members received prompt and professional customer service.
- Prioritised and ensured a range of clerical and computer based tasks were completed. Assisted with Projects.
- Organised assistance for other areas within the Records Services Division
- Performed other duties such as, responding to letters from the public regarding their criminal record; and assisting police members with complex enquiries and/or correcting errors.
- Assisted Projected Manager (Co-ordinated) Criminal History Card Scanning Project.

December 2000 – April 2001 Victoria Police   Records Services Division
Teamleader, Warrants Unit

Oversaw the operation of the Warrants Unit.

- Managed 4 staff members: Authorised Recreational/Sick Leave, developed staff and promoted multi-skilling, dealt with workplace injuries and personnel issues as they arose.

- Responsible for validating all incoming warrants, and prepared correspondence to members for those rejected. Maintained database.

- Ensure that all valid warrants were accurately updated onto the LEAP computer database in a timely manner

- Liaised with outside agencies and internal clients

EMPLOYMENT HISTORY

June 2000 - December 2000 Victoria Police   Records Services Division
Teamleader, Police Enquiries Service

Oversaw the operation of the police Enquiries Service ('Floor')

- Managed approximately 20 staff (varied) in a section that operates 24 hours a day 7 days a week. Authorised Recreational/Sick Leave, developed staff and promoted multi-skilling, dealt with workplace injuries and personnel issues as they arose.

- Ensured enquiring police members received prompt and professional customer service

- Prioritised and ensured a range of clerical and computer based tasks were completed. Assisted with Projects.

- Organised assistance for other areas within the Records Services Division

- Performed other duties such as, responding to letters from the public regarding their criminal record; and assisting police members with complex enquiries and/or correcting errors.

June 1995 - June 2000 Victoria Police   Records Services Division
Teamleader/Project Officer,

Projects:

- LEAP Address Module

- Backcapture Project

- Identifiers Report Project

- Year 2000 Compliance

- IBM Rollout

- PATROL Conversion (As part of Decommissioning of PATROL)

During this period I oversaw Person Warnings and Tattoos.

June 1989 - June 1995 Victoria Police   Records Services Division
Supervisor, Police Enquiries Service.

- Shift supervisor role, ensured shift ran smoothly, enquiring members received prompt and professional customer service
- Performed a range of clerical and computer based duties such as, adding Person and Vehicle Whereabouts

August 1987 - June 1989 Victoria Police   Records Services Division
Records Officer, Police Enquiries Service.

- Provided accurate and up to date information to police members and other authorised clients in a highly confidential environment
- Faxing of warrants
- Performed a range of clerical and computer based duties

July 1986 - August 1987 Health Department

Industrial Cleaner

November 1980 - January 1985 Commonwealth Bank
Bank Officer.
Bank Teller, Examiner, Customer Service Officer

SUMMARY OF QUALIFICATIONS

- 2009 Diploma of Project Management
- 2008 Certificate IV Project Management
- 2002 Diploma of Frontline Management
- 1995 Advanced Certificate in Information Technology
- 1989 Certificate in Computer Business Applications

Victoria Police Courses Completed

- 2010 - Process Mapping (SAI Global)
- 2008 - Requirement Gathering and Specification (IRM Training)
- Report Writing
- Continuous Improvement
- Customer Service
- Project Management
- Equity and Diversity

REFEREES

Acting Inspector Neale Robinson
Manager Business Analysis & Delivery
LINK Project
Telephone: 0488 400493

Wayne Barnaby
Manager Central Data Bureau
Telephone: 92476494

Carol McCloy
Project Manager
Records Services Division
Telephone: 9247 5959 '

Inspector Leo Potter:
LINK Business Inspector
Telephone: 9628 8447