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| **Roles:**  SharePoint (MOSS) PM  System/Software Dev. PM  CMMI/SOX Guest Speaker (KCIT)  SOX (302/404) Compliance Mgr  SSAE 16 (COSO/MAR)  RISK & Compliance  SharePoint (MOSS) PM  Documentum ECM PM  PMO Deployment  PMO Operations  **HealthCare Program Manager**  Change Management  Project Manager  **Standards:**  HIPAA (include 4010/5010)  PHI  HHSC  SOX 302/404 , SSAE # 16, SOC 1,2,3  CMS  CoBIT / COSO  ICD-10  ISO 17799  ISO/IEC 27001 (ISMS)  **Tools/Methods:**  SQA – Software QA  TQM – Total Quality Mgmt.  Six Sigma – DMAIV, DMAIC and DFSS (IDOV)  PMBOK – PMI – Project Management Body of Knowledge. (PMI Certified – 1995)  SAS # 70, SOX 302, 404  AGILE – Development  SOA – Service Oriented Architecture Framework  C/SCSC – Cost/Schedule Control Systems Criteria.  CMM/CMMI/SCAMPI – Maturity Modeling and Appraisal – CMMI L2, L3 and L4 implementations  ITIL – IT infrastructure Library  CoBIT – Control Objectives for IT  PLCM – Project Lifecycle Management Process.  RUP – Rational Unified Process - Rational Rose, Requisite Pro, Clear Quest and Clear Case | **Speaking Engagements:**  Guest Speaker at 5th Annual Kansas City IT Summit – Sarbanes Oxley (SOX) Compliance through CMMI Process Improvement – May 4th, 2005.  **Strategic Solutions Portfolio**  Enterprise Content Management  Enterprise Asset Management  Data Warehouse and Mining  Payer (HMO) Amisys, Transcend and HealthRules Claims processing  Regulatory and Non-regulatory Compliance  Defense Systems  Point of Care (POC) Systems Deployment  Quality Assurance  SharePoint, Documentum Content Management  **Analysis/Design Skills**  Rapid Application Development (RAD)  Joint Application Design (JAD)  Technical and Business Use Cases  Use Case Specifications and Realization  SRS  Business Analytics Modeling  **Technology Solutions**  Imaging Solutions – IBM, FileNET, OTG and FEITH (Extender Family of Products)  Kofax Ascent Capture  Documentum EMC – Capability Review  FEITH Workflow – Capability Review  Microsoft Office Project Server (2003)  MOSS (SharePoint) 2007  EPIC, Soarian and MedAptus  EMC RSA GRC Archer (Governance Platform)  Enp&si – Electronic DFSS Capability for New Products and Services Introduction  IBM BPM  ITSM Service Now / ITSM Remedy  Automated Workflow capabilities – Electronic In-basket for WIP  Systems Applications and Products (SAP)  Business Intelligence (BI) Solution  Business Objects Implementation Management  Business Intelligence Success Modeling  Agile Technologies  Rational Tools – RUP (Use Case Management [Realization and Specifications])  ACH Utilities  EFT Functionality  FEDWIRE  Wire Transfers  **Education**  University of the Dist of Columbia. BS. Business Mgmt. & Finance |

# Overview:

Michael Moore is a consultant with over a decade of professional consulting and uniquely impressive experience and credentials. His career achievements have spanned a variety of industries with a unique focus on far-reaching enterprise wide technology and business solutions. Michael Moore's candidacy to support any client is justified by his supreme familiarity with extensive business-impacting technology platform implementation, a dominant Project Management expertise and deep knowledge of implementation project objectives across complex layers of business and systems.

# Conclusion:

With extensive work accomplished in Project Management, training in Six Sigma and verifiable successes using development methodologies and frameworks (CMMI, Agile, RUP, TQM, SSAE 16, Six Sigma &LEAN etc), leadership roles etc., Michael Moore is well positioned and uniquely prepared to support the needs at ABS.

Experience Summary

With 20 years of consulting experience and 15 years in leadership capacities, 12 of which in Healthcare. I deliver value to clients/employers nationwide by developing and implementing quality-centric business strategies and internal capabilities that capitalize on the opportunities presented by new and existing technologies. My engagements are marked by careful analysis and quality focus, a combination of business and industry insight with technology expertise to create those quality-centric business strategies and quality-conforming capabilities for leading national and multi-national businesses. I offer an approach that results in innovative new business models and proven Project/Program Management techniques, verifiable quality metrics and Development methodologies that enable clients/employers to leverage technology and their existing competencies to succeed in all business opportunities in all areas of Enterprise Solutions Management with specialization in Risk, Process and technology Product quality Engineering and Process Management.

Strengths and Expertise

Over time, I have refined the capabilities critical to Industry IT and Business solutions realization using best-fit industry methods, cost-effective and quality-centric project delivery approaches and sustainable post-deployment client benefits.

**Chronological Summary of Experience**

**CareFirst Blue Cross Blue Shield – Owings Mills, MD April 2013 – present**

**Title: Program Manager (Reporting to VP)**

* Create a practice to ensure the controlled planning, design and deployment of over **$150 million** in release deployment accountability.
* Align business strategic planning, IT strategic planning and release schedules by fiscal year.
* Advanced Policy objectives and Enterprise OCM strategies to institutionalize Change Management, Release Management and Configuration Management practices
* Responsible for policy creation, process definition and procedure statement development in support of Release, Change and Configuration Management disciplines (consistent with ITIL v3)
* Oversaw selection, requirements definition and implementation of Commercial off-the-shelf (COTS) application in support of ITSM
* Develop and propose a technology landscape to support an integrated release, change and configuration management disciplines.
* Designed and executed practice and cross-practice training as part of the implementation of new practices; Change Management, Release Management and Configuration Management
* Perform weekly reporting on release performance metrics to the CareFirst Operations Council
* Oversee all SDLC phases of Release Deployment projects around FACETS (Claims adjudication)
* Manage release deployment requirements, design, development and test consistent with Agile methods
* Oversee a staff of over **22 project personnel** on day-to-day project work, reporting and performance
* Report up to the VP on corporate release status, issues and risk management
* Manage all work assignments using PMBOK Project Management methodology
* Create, baseline and update project schedules and plans
* Collect, resolve or escalate issues and risk threats to the projects
* Convene and conduct weekly status meetings to determine project health and performance
* Provide bi-weekly status brief on all assigned projects to steering committee leadership team
* Improved PHI (Protect Health Information) practices consistent with ISO/IEC 27001 requirements

**Key Technologies/Domains: PCMH, Care Coord, UM, SharePoint Platform, Remedy, IBM BPM, You-Build-You-Deploy (COTS), Microsoft Project, FACETS etc, CMS Entitlement Programs**

**Cenpatico Behavioral Health Plan (Centene Company)- Austin, TX - September 2012 – March 2013**

**Title: Program Manager ($ 5 million budget accountability)**

* Responsible for the coordination of departmental efforts to respond to State / CMS behavioral Health Plan Request for Proposals.
* Created Policies and OCM strategy for Change Management and Configuration Management practices (ITILv3 consistent)
* Provided new practice training at operations tactical and strategic levels
* Creation of Eligibility, Provider Contracting and Claims processing policies, procedures and best practices.
* Plan and create Master Project Schedules that capture contract award through go-live health Plan implementation activities
* Design and develop health plan functions processes; Provider Networking, Credentialing, Benefits Configuration, Claims payment and customer service.
* Health plan Business Process Optimization using IBM BPM and Management; using LEAN and Six Sigma philosophies.
* Oversee the migration from VISTA to Portico credentialing and provider management system with a FileNet P8 content management environment and interfacing COTS applications
* Plan, manage and report on complex behavioral Health Plan operations stand-up in select service areas and national markets.
* Enhance the claims receipt, adjustment, adjudication and payment systems processes consistent with compliance goals and controls.
* Oversee a staff of 20 on multiple projects.

**Key Technologies/Domain: UM, IH, SharePoint Platform, Amisys Advance, Portico & Microsoft Project, Content Management COTS, Texas HHSC Readiness, Medicaid/Medicare (a-d)**

**State of Texas Health and Human Services Commission (HHSC - Medicaid/Chip), Austin, TX MITA 3.0/MMIS Modernization - Project Manager May 2012 to September 2012**

* Oversee the overall planning and management of a 2-year Medicaid Management Information Systems (MMIS) modernization - Vendor RFP
* Plan and manage the achievement of vendor orchestrate MITA (Medicaid Information Technology Architecture) 3.0 SS-A (Self-Assessment)
* Manage the daily project tasks across several state agencies participating in the state-enterprise MMIS initiative.
* Create, preserve and manage document change control using SharePoint (2010)
* Integration of functions with related state-wide initiatives, EDG, EDW, ICD-10 and ancillary COTS packages required integrate existing operations

**Key Technologies MMIS-MITA, SharePoint Platform, Microsoft Project, FACETS, Integration COTS, SNAP, TANF, CHIP etc**

**FirstCare Health Plans, Austin, Texas. September 2011 to May 2012**

**Program Manager, IT Services Projects (HealthRules; State [Medicaid/CHIP]and Commercial Benefits, Enrollment and Claims System - HHSC Readiness)**

* Oversee the configuration of an off-shelf claims processing core system; Rules-driven HealthRules.
* Create the general HealthRules integration and user acceptance test plans
* Charged with the overall HHSC Health Plan Readiness (Operational and System) for Medicaid and Chip Programs.
* Developed the enterprise ICD-10 crosswalk policy, strategy and plan.
* Develop and oversee the institutionalization of configuration and change management policies to stabilize new systems architecture.
* Reinforced Change Management practices and OCM elements relating to the adoption of new Service Areas
* Provided training as necessary to ensure new service area protocols are sufficiently institutionalized
* Define and design complex workflow/workbasket networks to expedite smart HealthRules transaction processing interfacing with SharePoint as the task and content management platform.
* Conducted detailed planning for EMR/EHR/HIE

**Key Technologies/Domains: HealthEdge, SharePoint Platform, Microsoft Project, Amisys Advanced, Medicaid/Medicare Part B/D, Texas HHSC Readiness, Provider Management, UM and PBM**

**Scott and White Health Plan, Temple, Texas. May, 2008 to September, 2011**

**Senior Project/Program Manager (Staff managed: 25, $27 million budget accountability)**

* HIPAA 5010/ICD-10 Planning, assessment, mobilization
* Amisys Advanced – Claims Adjudication and Adjustment
* Medicaid/CHIP – Enrollment and Claims; Data Warehouse design
* Define best practices and control objectives to support Model Audit Rule and SSAE 16 compliance objectives
* Create and disseminate HIPAA 5010 compliance test schedules with vendors, partners and providers
* Create EDI infrastructure upgrade requirements consistent with HIPAA 5010 upgrade requirements
* Conduct weekly (and sometime adhoc) briefing to SWHP leadership and Steering committees on status and health of projects
* Secured the SW ICD-10 program vendor and mobilized the ICD-10 Program plan for ICD-9 - ICD-10 transition.
* Incorporate ITIL disciplines as necessary to ensure best practices are continually infused in applicable practice areas and functions.
* Define enterprise-wide content management requirements across 12 distinct LOB (Lines of Business - Configuration, Benefits, Enrollment, Provider Pricing Claims)
* Create SharePoint ECM product and Services RFP based on requirements-centric technical descriptions
* Engage all levels of SWHP organizational structure in needs assessment, strategic goals alignment and
* Create a Project delivery capability to support implementation and efficient management of SAS 70 and ECM (MOSS 2007) Projects
* Manage the stabilization of SAS 70 control framework, security controls operation and effectiveness testing (ISO/IEC 27001)
* Perform controls deep-dive and internal audit session target at control effectiveness management
* Create and deliver training on ECM concepts/functionality across DM, DAM, WCM, Workflow and Dashboard services.
* Designed and implemented a SWHP-specific ITIL/ITSM enterprise practice in Change Management and Configuration Management disciplines
* Created training plan, delivered organizational change training to ingrain new practice requirements
* Oversee the solution architecture to sustain a dimensional model foundation design
* Oversee the re-design of a robust and high performance ETL path
* Define metrics and dimensions scope for Claims and Enrollment business
* Manage the day-to-day activities of the solution architecture, data architecture and development teams
* Facilitate the definition of requirements across the dimensions, legacy systems interfaces (uni-directional and bi-directional)
* Oversee the external activities of the vendor Data Warehouse project team activities
* Oversee and define the requirements associated with the predictive models for MEDstat (Thomson Reuters capability)

**Key Technologies/Domains: Amisys Advance, SharePoint Platform, Microsoft Project, Predictive Modeling Platform, EDW, Texas HHSC Readiness, Medicare a-d, UM, PBM, Benefits Configuration**

**British Petroleum - (BP-NAGP), Houston, Texas. December 2007 to May, 2008.**

**UAT Project Manager /Planning Manager. ($65 million test budget)**

* Developed the Project User Acceptance Testing approach and methodology to test nERGIZE and interface with legacy systems.
* Created test cases, acceptance criteria and defect management process.
* Determined impact of nERGIZE on existing operations, provided OCM impact and solution for considerations

**Key Technologies Amisys Advance, SharePoint Platform, Microsoft Project, Predictive Modeling Platform, EDW**

**Consulting with Global (Energy) Industries Ltd October 2007**

**Senior Program Manager - Global SharePoint Platform Implementation (including off-shore access) – Enterprise Content Management**

* Oversaw the definition of Content Management need in the context of a diversified geographically dispersed user area
* Define Operational and Organizational Change (OCM) impact new technology would inflict
* Provided leadership and management of the selection, implementation of SharePoint

**Key Technologies: SharePoint Platform, Microsoft Project, COTS**

**Consulting with Calpine Corporation April 2007 to October 2007**

**Enterprise Program Manager: Geothermal power Projects, Plant Equipment Failure Detection (EFD) and California (CAISO) Market Revision (MRTU) - DOCUMENTUM**

* Charged with the discovery and selection of an ECM COTS solution through ECM user requirements definition and Gartner-recommended solution vendor screening.
* Developed complex ECM requirements discovery, collection and compilation tools
* Selected and hired and led a team of 4 Requirements collection Business Analysts.
* Provided Project Management oversight, six sigma-consistent quality management philosophies

**Key Technologies: SharePoint Platform, Microsoft Project; Documentum (COTS)**

**Consulting with FirstCare Health Plans September 2006 to April 2007**

**Director of the PMO/SAS 70 Compliance Process Engineer – Service and Support Delivery**

* Provided advocacy and liaisons between the business and IT via policy provisions development.
* Provided Company-wide enlightenment on SAS 70 Controls framework and ITIL best practices framework
* Developed overall FirstCare corporate strategy for achieving SAS 70 compliance and OCM objectives
* Developed overall FirstCare corporate strategy for implementing ITIL best practices across 12 ITIL disciplines.
* Provided oversight and implementation plans for the implementation of Common Sense Controls (CSC) and SAS 70 controls across FirstCare’s Claims, Benefits, Enrollment, Provider and IT capabilities.
* Re-engineered all Processes, developed policies and procedures for functions and applications within a defined service support and delivery capability and control environment (SAS 70)
* Prepared and submitted an actionable OCM strategy designed to focus on new practice training and institutionalization
* Responsible for all ITIL and SAS 70 knowledge transfer and self-sufficiency training.
* Developed the framework for an ITS Program Management Office, to include a Project Portfolio Management instrument
* Ensured all initiatives were planned, monitored and controlled consistent with proven Project Management principles and techniques.
* Provided detailed reporting weekly on Contract, Project, Risk and Issues status.
* Developed a Quality Framework to guide the development of quality products across the Services Delivery Capability with emphasis on Business Intelligence (SQL Data warehouse, Benefits and Pricing)
* Employed Six Sigma Tools like House of Quality (HOQ), Fishbone in QFD and Root cause analyses respectively
* Developed plans to guide preparation of SAS 70 SAR Type I and II reports (ISO/IEC 27001 standard)

**Key Technologies/Domains: HealthEdge, SharePoint Platform, Microsoft Project, Amisys Advanced, HHSC (Texas) Readiness, Medicare/Medicaid and Commercial, Provider Contracts/Fees**

**Consulting with Fannie Mae June 2006 to September 2006**

**ESO SOX PMO – Program Manager**

* As the Program Manager; I was charged with the development of a sustainable SOX compliance program model, to include overseeing the SOX Phase 1, Phase 2 and Rollover Controls Testing and Evidencing Process.
* Develop a sustainable SOX compliance program model based on ISO 17799 & ISO/IEC 27001
* Develop and Oversee a SOX Phase 1, Phase 2 and Rollover Controls Testing and Evidencing Process.
* Oversee the planning and execution of Domain-oriented Controls Testing and Evidencing.
* Develop and manage an enterprise-wide Program Plan (in MsProject) as a tool for tracking and management of SOX-related activities.
* Develop a data repository and associated processes and artifacts for the preservation of Controls test results and evidence.
* Develop an automated process for the generation of RCMs (Risk Control Matrices)
* Created an enterprise-wide standard for Application Deep Dives (ADD) to include practice and procedure narratives.
* Working through a PMO capability, efficiently managed the day-to-day activities of a 71-application area wide control environment.
* Reporting to the Vice President of Fannie Mae, provided strategic and tactical reporting on progress, issues and risks via narrative reports, slides and logs.
* Defined Operational and Organizational Change Management objectives necessary to adopt business controls and procedures.
* Oversaw training of business controls training to ensure the effectiveness of business controls.
* Provide mentoring to enable Fannie Mae Self-sufficiency in the execution and management of SOX compliance activities.
* Functioned in an SME advisory capacity to the office of the Vice President of Fannie Mae.
* Convened and facilitated two weekly sessions organized to identify, resolve and manage issues, status, risks and test-related problems.

**Key Technologies Microsoft Project**

**Consulting with BAE Systems/United Defense L.P (UDLP - United States DoD) January 2006 to June**

**Lead Process Engineering in a CMMI SE/SW – Staged Level 5 Environment**

* Create Software Development Plan (SDP) for Bradley Advanced Training System (BATS) DoD program
* Created SDP, Project Plan and Integrated Test Plans (ITP) for BATS and COFT-E DoD programs
* Conduct and remedy SCAMPI Class B appraisal improvement opportunities
* Conduct peer reviews for completed plans
* Provide training in the development of Integrated Master Schedules (IMS) using Microsoft COTS application
* Provide training in the preparation of Causal Analysis and Resolution exercises using Fishbone (Ishikawa Diagrams)
* Provide training in the application of Decisions analysis reporting (DAR)
* Develop and maintain Organization Defined Process (ODP) to include tailoring activities resulting in BATS Project Defined Process (PDP)
* Provide assistance to Project teams in the maintenance of UDLP Process Asset Library (PAL)
* Perform other assigned duties in support of the Process Engineering Team (PET) and corporate SEPG.
* Utilizing SIPOC,QFD, CARs, DARs and other tools in statistical process stability management
* Ensured organizational adoption of CMMI Level 5 through aggressive OCM strategies, with emphasis on institutional training.

**Key Technologies Microsoft Project, COTS Training**

**Consulting with TXU Electric, Energy and Gas Deliveries July 2005 to December 2005**

* As a Compliance Project Manager; **I** Oversaw SAS 70 and SOX compliance across TXU platforms, Applications, databases and SDLC landscapes.
* Defined Organization and Practice Change impact and managed the adoption of practices critical to business controls adoption (OCM)
* Designed and implemented an ISO/IEC 27001-consistent framework/procedure

**Technologies:** **Advalorem, Microsoft Project**

**Consulting with Wells Fargo Home Mortgage, West Des Moines, IA. April 2005 to July 2005**

**CMMI-centric Quality Management on Wells Fargo Global Initiatives**

* As the Quality Project Manager, I am charged with the Quality Project Management of Wells Fargo’s Automated Decisioning Integration (ADI) and AppTaker on the Web (AOW/EFT) Global Initiatives. The objective is to ensure Quality outcomes through Project and Process Quality Management and Assurance
* Defined impact on new capabilities on existing or legacy operations, in the context of the extent of Organization Change implementation will require (OCM)

**Technologies:** **Microsoft Project, Automated Decision Integrated (ADI) App Taker on the Web (AoW)**

**Consulting with Textron Inc, Texas. April 2004 to April 2005**

**CMMI-based process Improvement, Risk and Quality management process deployment and oversight. (SAP, HRIT, SCM Web-shared Services COEs – Centers of Excellence)**

**Consulting with Raytheon (E-Systems) – Richardson, Texas – Pro-Bono - April 2004**

**Technologies:** **Microsoft Project**

**Consulting with SBC Communications, Internet Services, and Plano, Texas.**

**September 2003 to April 2004 – DSL PMO.**

As the PMO lead charged with the $35 Million Enterprise-wide DSL capacities upgrade initiative, my duties encompass the following:

**Technologies:** **Microsoft Project**

**Consulting with US Central Credit Union, Lenexa, Kansas.**

**Vice President – Program Management April 2003 to September 2003**

* As the Vice President of Program Management, I have three immediate and primary roles; Implement FILENET and IBM Central Content Repository, Workflow technology and deploy an Enterprise Program Management Capability.

**Technologies:** **Technologies:** **Microsoft Project**

**PMO/Project Manager consulting assignments:**

**June 2002 to January 2003 – PMO development, Software Implementation in a BI environment.**

INDYMAC MORTGAGE BANK, PASADENA, CALIFORNIA.

**April 2002 to May 2002 - Task Oversee SDLC using SDMP**

SBC COMMUNICATIONS, Saint Louis, MO

**July 2000 to December 2001– Design, Develop and deploy an Enterprise-Wide PMO & Staff.**

WORLDCOM/EDS, PLANO, TEXAS.

**May 2000 to July 2000 – To develop and deploy an ADD specific PMO.**

ABBOTT DIAGNOSTICS DIVISION, IRVING, TEXAS.

**October 1999 to April 2000 – Reinforce existing PMO capabilities and Data Migration**

SBC COMMUNICATIONS – INTERNET DIVISION – TEXAS, CALIFORNIA.

**Services. May 1999 to October 1999 – Y2K Remediation in a PMO setting.**

SBC COMMUNICATIONS – INTERNET DIVISION – TEXAS, CALIFORNIA.

**August 1998 through April 1999 – Task: assemble and oversee a 16-person Y2K PMO**

EXEMPLA HEALTHCARE, Denver, Colorado.

**February 1998 through August of 1998 – Task Y2K in a PMO setting.**

CHILDREN’S HOSPITAL, Washington, D.C

**October 1997 through January 1998 – Task Develop and Project Control Office - PCO**

DEPARTMENT OF PUBLIC SAFETY (DPS), Austin, Texas

**August 1997 through October 1997 – Enterprise Solutions and Help Desk Functionality.**

ABBOTT DIAGNOSTICS DIVISION

**January 1997 through August 1997 – Technology Projects, PMO Functionality Definition and Training.**

MCI System house, Inc. Dallas, Texas

**October 1996 through January 1997**

Intel Corporation, Santa Clara, California

**September 1995 through October 1996 – PMO Lead on a $168 million Infrastructure (LAN/WAN) DOD (DFAS) Program**

UNISYS Corporation, Indianapolis, IN

**July 1994 through June 1995 – Software development/Hardware Rollout and PMO process development.**

Army and Air Force Exchange Service (AAFES), Dallas, TX.

**January 1994 through June 1994**

JOINT LOGISTICS SYSTEMS CENTER (JLSC) Wright Patterson Air Force Base in Fairborn, OH.

**January 1990 through January 1994**

United Defense FMC/BMY, Santa Clara, California