

ROBERT J. BOERI

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SUMMARY

Extensive content management systems experience as manager, consultant, business analyst, project manager and individual contributor in public and private sectors. Add business value by analyzing, communicating, and applying content management technologies best practices to solve business problems. Contributing editor for EContent Magazine.

EXPERIENCE

GUIDENT, Herndon, VA (Government contractor)

Senior Consultant

2008-Present

Enterprise Content Management Systems

FDA CFSAN FARM Portal and Search System

- o Electronic submission test script development
- o FARM Search current state analysis, functional requirements

FDA Common Electronic Document Room, an enterprise-wide content management (ECM) repository

- o Guident's liaison to FDA's Current and Future Business Process Modeling team.
- o Led ECM, Electronic Records Management, Search, Taxonomy, and XML functional requirements development.
- o ECM taxonomy and metadata analysis, including definitions of terms.
- o ECM vendor research and COTS recommendations to FDA.
- o ECM use cases and tests documents for vendor selection
- o ECM governance framework for consolidated, agency-wide repository. Developed and delivered governance presentations and training.
- o Enterprise taxonomy test plan, test materials, assessment, and presentations to senior management.
- o Search-ECM White Paper

PCAOB, Washington DC (*Private-sector non-profit corporation created by the Sarbanes-Oxley act of 2002*)

Sr. Business Analyst

2004-2008

Document and Content Management Systems

- Web Initiatives
 - o Staff analyst for Intranet and PCAOB's public website.
 - o Assessed PCAOB's web-delivered information for compliance with Section 508.
 - o Led team efforts to specify search and web content management requirements, selecting final vendors (Ektron CMS400.net and Microsoft SharePoint).
- Documentum:
 - o Developed business communication plans.
 - o Analyzed business needs and developed content management requirements for all PCAOB Documentum applications. Focused on needs of the inspections auditing division.
 - o Developed testable requirements and use cases.
 - o Developed and delivered training.
 - o Performed QA tests and led user acceptance tests for Documentum applications.
 - o Developed full-text search test procedures.
- Specified basic electronic records management capabilities. Queried document repositories to identify production data quality issues and remediation opportunities.
- Consulted with IT and Board on SDLC initiatives.
- Conceived and delivered proof of concept application to migrate key internal documents from Microsoft Word to XML

BIOPEN IDEC, CAMBRIDGE, MA (*Biopharmaceutical*)

2002-2004

IT Manager

Knowledge Management and Technologies

- Operational enterprise-wide responsibilities:
 - Managed Lotus Notes application development, Documentum administration and support, international Intranet, and Informatica administration.
 - Completed Intranet infrastructure and functional upgrades, developed measurement standards, and created cross-organizational structures for long-term planning and policy setting.
 - Implemented major overhauls of Intranet content and organization, consistent with an evolving Biogen taxonomy.
 - Developed support, production turnover and support services engagement model for Documentum applications.
 - Achieved goal of 99% availability based on unplanned outages.
- Knowledge Management:
 - Developed a knowledge management strategy.
 - Developed prototype taxonomy using XML authoring tools.
 - Developed search and collaboration requirements.
- SDLC development:
 - Member of Biogen's SDLC development team. Delivered a standard IT development methodology. Developed and delivered supporting tools, a communications plan, and training materials.
 - Proof of concept and project plans for QUMAS repository of SDLC project materials.
- Managed IT internship for Urban Disadvantaged Youth Program, the first successful specialized internship program for Biogen.

FOREFIELD, Marlboro, MA (*Web-delivered Financial Advisory Services*)

2000-2001

Business Analyst, Information Architect and Technical Writer

- Business and Content Analysis:
 - Developed content management business requirements. Selected content management vendor. Managed vendor consulting.
 - Developed and implemented test plans for system implementation.
 - Developed and implemented XHTML-XML conversion strategy for over 10,000 legacy documents.
- Documentation and Training:
 - Wrote all internal and customer training, product technical documentation and HELP files. Internal documentation included XML dictionary and API documentation.
 - Developed Web-delivered Help for BroadVision content management using RoboHelp Office.
 - Developed Web-delivered multimedia training for customer community of 90 field offices and 7,000 users.

FM GLOBAL, Norwood, MA (*Property Casualty Insurance Services*)

1990-2000

Systems Technical Consultant

- Training and Support:
 - Developed project plans, training, support strategies, and test plans for rollout of Impromptu Web Reporting to 1,200 field personnel. Delivered web-based training and support, delivered via FM Global's Intranet.
 - Developed and deployed multimedia tutorials to assure rapid learning; 95% satisfaction rate of CD library. Multimedia training to support business support and use of Documentum.
 - Wrote Documentum system documentation.
- Strategic planning and delivery of publishing systems:

- Developed project plan to upgrade strategic publishing processes and content to single-source multi-channel XML system.
- Directed vendor development of CD publishing technologies and tools to transform key documents to fully searchable, secured Acrobat files on CD-ROM. Achieved distribution and production savings exceeding \$200,000 annually.
- Document and Imaging Management:
 - Member of cross-organizational team selecting Documentum as enterprise document management system, for 500,000 CAD drawings and Loss Prevention Reports. Loss Prevention information library cost avoidance savings totaled \$95,000 annually.
 - Managed project to select imaging, OCR and content-based retrieval technologies. Implemented enterprise-wide search system.

(Prior to 1990, served in various technical, project and managerial capacities providing technical publishing services to Data General Corporation.)

EDUCATION

BABSON COLLEGE:

- Certificate in Advanced Management Studies.
- MBA with Highest Distinction. Graduate Program Award for academic achievement.

LOWELL TECHNOLOGICAL INSTITUTE

BA, Business Administration with Highest Honors and first in class standing.

ST. PAUL'S SCHOOL, Concord, New Hampshire

St. Paul's School Advanced Studies Program, Number Theory, Symbolic Logic and English.

PROFESSIONAL ACHIEVEMENTS

- AIIM Electronic Records Management Specialist, July 2010
- Completed NARA's Records Management certification training, consisting of 6 Records Management knowledge areas. Passed all NARA exams.
- Biogen Leadership award.
- Contributing editor with 15 year's experience as a columnist for EContent Magazine (<http://www.econtentmag.com/>) and EMedia Magazine (<http://www.emediaalive.com/>). EContent's readership is heavily weighted with C-level executives, Presidents, Owners and industry leaders. I write software reviews, articles and "Information Insider," a column specializing in enterprise content management systems with emphasis on XML. For a comprehensive list of published works, visit my website: <http://my-words.org/emedia.htm>.
- Delivered "Improving Findability Inside the Firewall," at Enterprise Search Summit, May 2010.
- Delivered a variety of presentations on SGML/XML, Text Retrieval, and Document Management Systems at CD-ROM Expo, InterChange 1998-2001, and Documentum Users Northeast Users Group.
- Designated as featured speaker at STC-sponsored conferences, InterChange 1999 and 2000, with presentations and tutorials on XML and Web multimedia.
- Published numerous book reviews and articles for Boston Software Newspaper and Boston Broadside (a publication of the Society for Technical Communications).

PROFESSIONAL MEMBERSHIPS

- Long-term member of the Institute of Electrical and Electronics Engineers (IEEE). Member, IEEE Society on Social Implications of Technology.
- Professional member of AIIM - *The Enterprise Content Management Association*.