1   **Q.   Please provide resumes for the principal authors of the reports on 2007 Application**
2   **Enhancements, 2007 System Upgrades and 2007 Shared Server Infrastructure.**
3
4   A.   The 2007 Application Enhancements report and the 2007 System Upgrades report were
5   prepared by Mr. Robert Blackmore, Director of Solutions within the Information
6   Services department.
7
8   The 2007 Shared Server Infrastructure report was prepared by Ms. Sherina Wall,
9   Director of Infrastructure within the Information Services department.
10
11   All reports were prepared under the direction of Mr. Peter Collins, Manager of
12   Information Services.
13
14   The resumes for Mr. Robert Blackmore, Ms. Sherina Wall, and Mr. Peter Collins are
15   provided in Attachment A.

**Resumes for Mr. Robert Blackmore, Ms. Sherina Wall,
and Mr. Peter Collins**

Robert Blackmore

Education

Memorial University of Newfoundland   1977 - 1982
B. Sc. (Computer Science); B. Ed.

Employment

Newfoundland Power
Director, IS Solutions
2003 - Present

- Responsible for the acquisition, implementation, support and enhancement of the Company's business (software) applications.
- Responsible for a staff of approximately 20 IT professionals including performance management, employee development, coaching and recognition as well as the adherence to Company policy and procedure.
- Responsible for an annual budget of approximately $3 million (includes capital and operating expenditures).
- Works directly with the Information Services leadership team and business units in the development and implementation of the Company's IT Strategy.
- Works directly with business units in identifying opportunities to leverage technology to improve employee productivity and customer service.
- Responsible for vendor and contractor management required to ensure the Company achieves reasonable value from its IT suppliers.
- Responsible for introducing technology within the Company to improve employee productivity and customer service such as portals, business intelligence, mobile computers and information management.

Newfoundland Power
Senior Project Leader
1998 - 2003

- Responsible for leading multiple solution delivery projects as approved in the annual capital budget process.
- Responsible for the ongoing support, maintenance and evolution of the business applications used at Newfoundland Power to service customers and support employee productivity.

- Project Leader for the Business Support System implementation in 2001 – 2002. Responsible for a team of approximately 20 in the evaluation, selection and installation of a software application required to manage financial, HR, Payroll, Inventory and Purchasing functions at Newfoundland Power.
- Project Leader for the Y2K Application System Readiness project in 1998-1999. Managed several software conversion project required to ensure all Newfoundland Power business application operated correctly during the Y2K roll-over period.
- Project Leader responsible for the implementation of the Company's Internet site in 1998.

Newfoundland Power
Supervisor, Systems Development
1990 - 1998

- Project Leader of a team of eight responsible for the delivery of a Metering Equipment System. The project involved the analysis, design, programming, testing and implementation of a solution to meet the requirements of the business. The system was developed utilizing VAX/VMS COBOL, Rdb, DECForms, SQL and Powerhouse.
- Project Leader of a team of seven responsible for the delivery of a Street Light Management System. The project involved the analysis, design, programming, testing and implementation of a solution to meet the requirements of the business. The system was delivered using VAX/VMS Powerhouse and Rdb.
- Project Leader responsible for the delivery of a feasibility study for Distribution Work Management. This included a high-level requirements definition for the process of managing the planning, construction, maintenance and support of the Company's distribution facilities.

Newfoundland Power
Systems Analyst
1986 - 1990

- Responsible for developing and implementing policies and procedures for the Information Services department. This included policies related to the Information Services functions, as well as procedures and guidelines related to planning, development, implementation, operation, maintenance and support of corporate computer applications.
- Project Leader responsible for the evaluation, selection and implementation of a fourth generation language suitable for the Company. This included the development and issuance of a Request for Proposals (RFP), evaluation of proposals, vender negotiation and recommendation.

- Project Leader responsible for the evaluation, selection and implementation of a systems development methodology to be used by the Company. This included issuing an RFP, coordination of vendor presentations and proposals as well as the coordination of a pilot project and training.

Newfoundland and Labrador Hydro
Systems Programmer/Analyst
1982 - 1986

- Responsible for the design, coding, testing, documenting and maintenance of programs for new and existing systems. Gave technical assistance to client and Information Services staff on topics related to software development.
- Responsible for the installation, support, maintenance and tuning of the mainframe operating systems IBM 4381 (VM/CMS and OS/VS1) and related products and procedures. Also assisted in planning for hardware and software upgrades related to the central computing facilities.

Sherina Wall

Education

Project Management Professional (PMP) certification	2003

York University 2001 - 2002
> Memorial University of Newfoundland
> Masters Certificate in Project Management

Memorial University of Newfoundland 1986 - 1991
> B. Comm. (Co-op)

Employment

Newfoundland Power
Director, Infrastructure Services
2001 - Present

- Responsible for the acquisition, implementation, support and enhancement of the computing infrastructure.
- Responsible for a staff of approximately 20 IT professionals, including performance management, employee development, coaching and recognition, as well as the adherence to Company policy and procedure.
- Responsible for an annual budget of approximately $3 million (includes capital and operating expenditures).
- Responsible for introducing technology within the Company to improve employee productivity and customer service. This includes technological improvements to the data networks, server infrastructure, desktop services, mobile computing, environment management and security.
- Responsible for day-to-day operations of the computing infrastructure and IT support functions including Help Desk, Printing and Security.
- Responsible for the disaster recovery and business continuity of the computing infrastructure.
- Responsible for vendor and contractor management, required to ensure the Company achieves reasonable value from suppliers.
- Responsible for the project management of various project efforts including the installation of PCs across the island, network upgrades, server infrastructure upgrades and system upgrades.
- Works directly with the Information Services leadership team and business units in the development and implementation of the Company's IT Strategy.
- Works directly with business units in identifying opportunities to leverage technology and improve employee productivity and customer service.

- Since 2004 additional responsibilities include leading the Company's procurement function. This involves leading a team of six procurement professionals, providing direction and oversight for the Company's procurement practices, developing strong supplier relationships, providing contract management for over 200 contracts, and for the successful procurement of goods and services of over $65 million annually.

Newfoundland Power
Director, IS Operations
2000–2001

- Responsible for the design, implementation and provision of support services provided by the Information Services department, including Help Desk, Production Support, Desktop Services, Batch Processing and Bill Printing.
- Responsible for a staff of approximately ten IT professionals.
- Responsible for the creation, monitoring and adherence of the departmental budget.
- Responsible for the project management of Microsoft Office 2000 to over 600 employees across the island. This included the planning, configuration, testing, communications, implementation and employee training of the software.
- Responsibilities also include those of previous role, Supervisor of Support Services.

Newfoundland Power
Supervisor, Support Services
1998–2000

- Responsible for evaluation of support services of the Information Services department for the purpose of designing, implementing and maintaining processes to facilitate customer service improvements and advancements.
- Perform business management activities including the creation, monitoring, and adherence of the departmental budget.
- Coordinate deployment and installation efforts for over 600 desktops across the province
- Perform project management activities for various project efforts.
- Support the integration of new solutions and services for all Newfoundland Power employees, and interact with various groups to evaluate each solution and its surrounding processes.
- Work with end users to evaluate, design and implement business solutions.
- Supervise Help Desk Analysts.

St. John's Transportation Commission
Manager, Information Technology
1991–1998

- Responsible for the identification, procurement and installation of network, server and computer-based needs for the Company.
- Responsible for the maintenance and administration of the Novell LAN, SCO UNIX Server, Automated Telephone, Fare and Fuel Systems.
- Responsible for training employees to use technology (hardware and software).
- Performed programming of micro-based applications for internal purposes using contemporary spreadsheet, word processing and database management packages.
- Provided product support for employees which included hardware and software configuration and troubleshooting.
- Liaised with external consultants concerning the development of applications for payroll, inventory control, automatic vehicle location, automated telephone response and other related applications.
- Maintained system security and proper backup procedures for the Commission's computers.
- Prepared computer budget, monthly and annual reports, internal newsletters, internet home page, tenders, request for proposals and all other required reports.
- Project Leader for the delivery of the Automated Telephone System, Fare Collection System and Fleet Maintenance System. These projects involved the identification of business requirements, package evaluation, stakeholder management and communications, product procurement and vendor management.

Peter Collins

Education

Bachelor of Science (Computer Science and Mathematics)
Memorial University of Newfoundland, 1985

Employment

Newfoundland Power
Manager, Information Services
Jan. 2001 – Present

- Responsible for the justification, acquisition, and implementation of information technology throughout the Company.

- Manage staff of approximately 45 people including IT professionals and administrative staff.

- Manage a combined operating and capital budget of approximately $7 million.

- Ensure that IT investments are aligned with Company objective of providing reliable service to its customers at least cost.

- Developed an Information Technology Strategy to guide the Company's technology investment decisions.

- Transitioned the Information Services department from a back-office support function to also support engineering and operations systems, including SCADA, electrical/plant asset maintenance, and power outage management.

- Work directly with Company executive and senior management to ensure that information technology investments are fully leveraged across the Company and continue to provide customer and business value.

- Represented the Company before the Board of Commissioners of Public Utilities Newfoundland and Labrador as a witness at capital budget hearings (2001 to 2004).

- Ensure that Disaster Recovery and Business Continuity processes are developed and tested for all major IT systems, such as the Customer Service and SCADA systems.

Newfoundland Power   **Jun 1999 – Dec 2000**
Director, Information Technology Infrastructure

- Responsible for the justification, acquisition, and implementation of IT hardware, including PCs, Intel and Alpha servers, local area networks, wide area networks, and IT security.

- Managed staff of 12 IT professionals.

- Managed a combined operating and capital budget of approximately $3 million.

- Responsible for ensuring that all technical components of IT throughout the Company were Year 2000 compliant.

- Implemented process and procedural changes to improve the availability and reliability of IT systems for employees and customers.

- Responsible for all Windows and OpenVMS servers throughout the Company.

- Developed standards and guidelines for hardware technology investments to minimize risk of premature technology obsolescence.

- Managed relationships with key IT suppliers and vendors to ensure that maximum value was attained from technology investments.

Newfoundland Power
Team Leader, Intel Systems
Dec 1998 – May 1999

- Responsible for the justification, acquisition, and implementation of IT hardware specific to PCs and Windows servers.

- Managed staff of four IT professionals.

- Responsible for ensuring that Microsoft Windows based systems were operated effectively, thereby maximizing reliability and minimizing downtime.

- Responsible for the administration of the Internet security firewall which is used to protect the Company's computer systems from outside threats.

- Implemented standard anti-virus software across the Company.

Newfoundland Power
1986-1998

Various positions including: Programmer Analyst, Systems Access, Network Administrator.