Center Name	Organization	Address Line 1	City	State	Zip	Facility Type	Minority Serving Institution Type	Estimated # of Total Persons in facility's Service Area	Number of Broadband Stations Available (CURRENT)	Number of Broadband Stations to be Replaced (PROPOSED)	Number of Broadband Stations to be Added (PROPOSED)	Number of Broadband Workstations Available (PROPOSED)	Proposed # persons served per 120-hour business week (CURRENT)	Proposed # persons served per 120-hour business week (PROPOSED)
Anacostia	DC Publ c Library	1800 Good Hope Road, S.E.	Washington	DC	20020	Library	N/A	23,077	22	0	75	97	3,200	14,080
Benning	DC Publ c Library	4101 Benning Road N.E.	Washington	DC	20019	Library	N/A	23,077	22	0	75	97	3,700	16,280
Capitol View	DC Publ c Library	5001 Central Ave. S.E.	Washington	DC	20019	Library	N/A	23,077	20	0	40	60	1,300	4,680
Chevy Chase	DC Publ c Library	5625 Connecticut Ave. N.W.	Washington	DC	20015	Library	N/A	590,000	20	0	10	30	1,800	3,240
Cleveland Park	DC Publ c Library	3310 Connecticut Ave. N.W.	Washington	DC	20008	Library	N/A	590,000	20	0	10	30	3,000	4,800
Francis Gregory	DC Publ c Library	3660 Alabama Ave. S.E.	Washington	DC	20020	Library	N/A	590,000	22	0	50	72	3,400	9,810
Georgetown	DC Publ c Library	3307 M St. N.W.	Washington	DC	20007	Library	N/A	590,000	25	0	10	35	3,586	5,020
Lamond Riggs	DC Publ c Library	5401 South Dakota Ave. N.E.	Washington	DC	20011	Library	N/A	590,000	20	0	75	95	3,500	18,060
MLK	DC Publ c Library	901 G St. N.W.	Washington	DC	20001	Library	N/A	590,000	63	0	10	73	14,000	16,240
Mount Pleasant	DC Publ c Library	3160 16th St. N.W.	Washington	DC	20010	Library	N/A	590,000	20	0	10	30	3,580	5,370
Northeast	DC Publ c Library	330 7th St. N.E.	Washington	DC	20002	Library	N/A	590,000	20	0	10	30	3,200	32,016
Northwest One	DC Publ c Library	155 L Street, NW	Washington	DC	20001	Library	N/A	590,000	35	0	10	45	2,800	3,640
Palisades	DC Publ c Library	4901 V St. N.W.	Washington	DC	20007	Library	N/A	590,000	20	0	10	30	800	1,520
Parklands Turner	DC Publ c Library	1547 Alabama Ave. S.E.	Washington	DC	20032	Library	N/A	590,000	20	0	10	30	3,800	5,700
Petworth	DC Publ c Library	4200 Kansas Ave. N.W.	Washington	DC	20011	Library	N/A	590,000	24	0	10	34	3,244	4,542
Shepherd Park	DC Publ c Library	7420 Georgia Ave. N.W.	Washington	DC	20012	Library	N/A	590,000	25	0	10	35	3,500	4,900
Southeast	DC Publ c Library	403 7th St. S.E.	Washington	DC	20003	Library	N/A	590,000	20	0	10	30	1,300	2,080
Southwest	DC Publ c Library	900 Wesley Place S.W.	Washington	DC	20024	Library	N/A	590,000	20	0	50	70	2,333	8,865
Takoma Park	DC Publ c Library	416 Cedar St. N.W.	Washington	DC	20012	Library	N/A	590,000	20	0	10	30	2,800	4,760
Tenley Friendship	DC Publ c Library	4200 Wisconsin Ave. N.W.	Washington	DC	20016	Library	N/A	590,000	23	0	10	33	3,590	5,026
Washington Highlands	DC Publ c Library	4037 S Capitol St. S.W.	Washington	DC	20032	Library	N/A	590,000	24	0	50	74	4,200	12,600
Watha T. Daniels	DC Publ c Library	945 Rhode Island Ave., N.W.	Washington	DC	20001	Library	N/A	590,000	23	0	10	33	5,235	7,329
West End	DC Publ c Library	1101 24th St. N.W.	Washington	DC	20037	Library	N/A	590,000	20	0	10	30	1,987	3,974
Woodridge	DC Publ c Library	1801 Hamlin St. N.E.	Washington	DC	20018	Library	N/A	590,000	23	0	25	48	2,391	5,021
Southeast Tennis and Learning Center	Department of Parks & Recreat on	701 Mississippi Avenue Southea	Washington	DC	20032	Other Government Facil ty	N/A	590,000	22	20	0	22	500	600
King Greenleaf Recreation Center	Department of Parks & Recreat on	201 N Street Southwest	Washington	DC	20024	Other Government Facil ty	N/A	590,000	10	10	10	20	400	500
Van Ness Campus	Community College of DC	4200 Connecticut Avenue NW	Washington	DC	20008	Community College	Historically Black College or Univers ty	590,000	0	0	70	70	0	4,500
Kimball Elementary School	DC Publ c Schools	3375 Minnesota Avenue SE	Washington	DC	####	School (K-12)	N/A	368	0	0	120	120	0	368
Hart Middle School	DC Publ c Schools	601 Mississippi Avenue SE	Washington	DC	####	School (K-12)	N/A	579	0	0	120	120	0	579
Ballou High School	DC Publ c Schools	3401 4th Street SE	Washington	DC	####	School (K-12)	N/A	1,109	0	0	150	150	0	1,109
Totals:								**590,000**	**603**	**30**	**1,070**	**1,673**	**83,146**	**207,209**

THIS IS NOT A TOTAL, AS LIBRARIES DISTRICT-WIDE SERVE THE ENTIRE POPULATION

Center Name	Organization	Proposed # persons served per 48-hour weekend (CURRENT)	Proposed # persons served per 48-hour weekend (PROPOSED)
Anacostia	DC Publ c Library	1,000	4,400
Benning	DC Publ c Library	1,100	4,840
Capitol View	DC Publ c Library	422	1,857
Chevy Chase	DC Publ c Library	575	1,035
Cleveland Park	DC Publ c Library	860	1,376
Francis Gregory	DC Publ c Library	990	3,237
Georgetown	DC Publ c Library	1,068	1,495
Lamond Riggs	DC Publ c Library	1,040	5,366
MLK	DC Publ c Library	5,000	5,800
Mount Pleasant	DC Publ c Library	1,060	1,590
Northeast	DC Publ c Library	980	1,568
Northwest One	DC Publ c Library	890	11,570
Palisades	DC Publ c Library	300	570
Parklands Turner	DC Publ c Library	1,100	1,650
Petworth	DC Publ c Library	990	1,386
Shepherd Park	DC Publ c Library	1,050	1,470
Southeast	DC Publ c Library	340	544
Southwest	DC Publ c Library	670	2,546
Takoma Park	DC Publ c Library	870	1,479
Tenley Friendship	DC Publ c Library	1,075	1,505
Washington Highlands	DC Publ c Library	1,323	3,969
Watha T. Daniels	DC Publ c Library	1,579	2,211
West End	DC Publ c Library	577	1,154
Woodridge	DC Publ c Library	724	1,520
Southeast Tennis and Learning Center	Department of Parks & Recreat on	50	100
King Greenleaf Recreation Center	Department of Parks & Recreat on	50	100
Van Ness Campus	Community College of DC	0	1,350
Kimball Elementary School	DC Publ c Schools	0	0
Hart Middle School	DC Publ c Schools	0	0
Ballou High School	DC Publ c Schools	0	0
Totals:		**25,683**	**65,688**

Public Computers Available in the District of Columbia

Facility Type	Included In Proposal?	Current Computers	Proposed Increase to be funded
School Public Computing Center	Yes	None – no current public centers exist at DCPS	390
DC OneStop	No	150	None
Rec Centers	Yes (see notes)	250	40
Public Libraries	Yes	600	600
Community College	Yes	None – no current public centers exist at CCDC	70

Notes:

1. Only two Department of Parks and Recreation Facilities are included in this proposal. The balance that would include computer labs are undergoing renovations in 2010, 2011, and 2012.
2. No current public computing centers exist in DCPS or CCDC facilities.

Ginnie Cooper

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Home: ▉▉▉▉▉▉▉▉
Washington, DC 20009
Telephone: ▉▉▉▉▉▉
Email: ▉▉▉▉▉▉▉
Work: Chief Librarian,
 Executive Director
 District of Columbia
 Public Library
Telephone: 202.727.1101
Fax: 202.727.1129
Email: ginnie.cooper@dc.gov

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SUMMARY

- *I am passionate about the value of public libraries to communities and to individuals. I have a clear vision of excellent library service.*

- *I have expertise in the following:*

  - *The process of community collaboration needed to create the best possible libraries.*
  - *Identifying talented individuals within an organization, and successfully building a team to accomplish goals.*
  - *Setting goals and identifying the data to track progress on these goals.*
  - *Library building planning, design, and execution, creating library buildings that serve and delight.*
  - *Working successfully with elected officials and other community decision-makers.*

- *I am a leader in national library groups and in my local community.*

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PROFESSIONAL EXPERIENCE

DISTRICT OF COLUMBIA PUBLIC LIBRARY, WASHINGTON, DC
Chief Librarian, Executive Director, July 2006- Current
www.dclibrary.org

I was hired by an extraordinary Library Board to **transform the public library**.

These are powerful words, and I am honored to have been chosen to lead this effort. We have begun that transformation with an early focus on serving children – especially tools for success in school and work with babies and toddlers, and library buildings that are clean, safe, and OPEN. New libraries serving many neighborhoods in Washington are funded and being planned.

DCPL has 26 libraries and 500 employees. The DCPL Foundation raises private funds to support the library. The library budget, largely from local government, is about $42 million in FY 2007.

BROOKLYN PUBLIC LIBRARY, BROOKLYN, NY
Library Director, 2003- 2006
www.brooklynpubliclibrary.org

BPL is the fifth largest library system in the United States with 1,200 employees plus 500 part-time employees, and more than 500 volunteers. Annual budget is about $85 million.

BPL is an independent library serving the borough of Brooklyn through the Grand Army Plaza main library and 59 neighborhood libraries. BPL is governed by a politically appointed Board of 25 and assisted in fundraising by the Brooklyn Public Library Foundation. I worked closely with library trustees and New York City Council, and state and federal decision makers.

I managed $13- $20 million worth of capital projects annually including renovation of the Grand Army Plaza Library, renovation of neighborhood libraries and the planning for BPL's new Visual and Performing Arts Library.

KEY ACCOMPLISHMENTS INCLUDE THE FOLLOWING:

- Assembled a first-class management team of 15 librarians and professionals in other fields. About one-third are in the same jobs as when I came to BPL; one-third promoted from within the library; and one-third recruited to BPL.

- Improved the diversity of all levels of staff to more accurately reflect this diverse borough.

- Identified the importance of library work with young children and initiated the **First Five Years** service. We hired BPL's first *early childhood specialist* and initiated **BROOKLYN READS TO BABIES** publicity campaign, a 2007 recipient of ALA's John Cotton Dana Award.

- Proposed 3 broad goals for BPL. Together with staff, developed a PLAN FOR PUBLIC SERVICE including 50 specific projects supporting the goals, and measurements for each of these goals. This plan was adopted by the Library

> Board which receives regular reports of progress and approves changes in the plan.

- Moved forward design and support for Brooklyn's unique *Visual and Performing Arts Library*. Secured $8 million funding for design of this creative place to serve families, artists and all in Brooklyn's BAM Cultural District. I participated in the design process with international architect *Enrique Norten*.

- Accomplished this and more with a budget that remained essentially flat, and still down millions from 2001.

MULTNOMAH COUNTY LIBRARY, PORTLAND, OR
Library Director, 1990- 2003

Serving 750,000 in the city of Portland and the surrounding county, this library is the largest in Oregon. During my tenure MCL circulated the highest number of books per capita of any public library in the United States, and did so at the lowest cost per circulation.

I organized library supporters and successfully campaigned six times for voter approval to increase library funding and expand library services including improved technology; more open hours and more funding for books.

We also secured voter-approval for two capital bonds to renovate the 1912 Central Library and improve all 19 libraries. Branch libraries included historic renovations, major remodeling and additions, and new buildings.

With key library advocates, I established the Library Foundation in 1995. This separate foundation secured more than $15 million in gifts in 8 years.

Under my leadership, MCL created several fee-for-service enterprises, including a museum-quality gift store, a partnership with Starbucks, rental of facilities, and the sale of library related videos, books, and other materials.

ALAMEDA COUNTY LIBRARY, FREMONT, CA
Library Director, 1981- 1990

Assumed leadership of the library serving 400,000 people in 6 cities from 10 library buildings. The library had been shut down as a result of property tax reductions of Proposition 13. My mandate was to bring the system back with redesigned library services.

I worked closely with state and local elected officials to build back funding sources. We strengthened community partnerships and identified new sources of funding for new library buildings and operations.

KENOSHA PUBLIC LIBRARY, KENOSHA, WI
Library Director, 1976- 1981

Took over a troubled system in a blue-collar community facing likely plant closings. There had not been investment in library technology or facilities in many years.

I developed a strategic facilities plan for growth and renovation and worked with the City Council, the City Manager and the Mayor to acquire funding for capital projects. We built the first new library in 60 years.

Library use more than doubled, and we secured a commensurate increase in funding for books and other library operations.

UNIVERSITY OF MINNESOTA-MEDICAL SCHOOL, MINNEAPOLIS, MN
Administrator, Special Programs, 1975- 1976

Chief administrator of Medical School's special program on human sexuality.

WASHINGTON COUNTY LIBRARY, LAKE ELMO, MN
Librarian, then Assistant Director, 1970- 1975

With my new library degree, I was the second librarian hired for an emerging suburban library system. I hired staff, opened libraries in schools, shopping centers, and built new buildings, and worked with community groups and elected officials to ensure that the expansion of the system met local needs and was well funded.

MACHANIC ARTS HIGH SCHOOL, ST. PAUL, MN
Teacher, 1968- 1969

Taught English to inner city high school students.

FEDERAL BUREAU OF INDIAN AFFAIRS, FLANDREAU, SD
Teacher, Off-Reservation Boarding School, 1966- 1968

Taught English and speech to Native American high school students.

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ADDITIONAL BACKGROUND

- Master's degree in Library Science from the University of Minnesota.
- Elected **President** of the **Public Library Association**, a division of the American Library Association.
- Served on **The Gates Library Foundation** Advisory Committee.
- Serve Board of Directors of the **Urban Library Council**.
- Member of the National Science Foundation's Study Committee on Information Technology Strategy for the Library of Congress.
- Recipient of the **"Charlie,"** an award made by the Public Library Association. The award recognizes a public library director who has been a risk-taker, an innovator and an agent for change.
- Honored as **2001 Layperson of the Year** by the Portland Chapter of the American Institute of Architects.
- Awarded two **American Institute of Architects and American Library Association Library Building Awards** for Multnomah County Central Library and Woodstock Neighborhood Library, the first library to win two awards in one year.
- Testified representing ACLU as lead plaintiff in CIPA (Child Internet Protection Act) appeal, 2000.

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Chris Tonjes

Roles:

- IT Executive
- Project Manager
- Business Analyst
- Process Engineer
- Project Leader
- Engagement Manager
- Business Analyst
- Staff Management
- Risk/Change Management
- Business Case Development
- Organizational Design
- P & L/Budget Management
- Team Leadership
- Conflict Management
- Process Design
- Knowledge Transfer

Tools/Methods:

- Rational Unified Process (RUP)
- Service Oriented Architecture (SOA)
- PMI – PMP Certified Project Manager

Industry Application

- Financial Services
- Public Sector
- Mortgage
- Insurance
- Telecom

Experience Summary

PMI - PMP certified technology manager with more than 10 years of experience leading complex, interdisciplinary technology initiatives including projects, and IT department turnaround efforts. Extensive experience with current methodologies including Service Oriented Architecture (SOA) and Rational Unified Process (RUP), managing multiple implementations / integrations of these methodologies. A demonstrated ability to successfully lead business or technical initiatives with experience in project management, business analysis, and leadership. Skilled in the application of current technology to solve complex business problems such as accounting, payroll, service delivery, business process engineering and enterprise application integration. Accustomed to large, complex initiatives in excess of $7 Million in budget and 18 resources. Excellent verbal and written communication skills used in interfacing with management, customers and vendors. Strong presentational, organizational and leadership skills.

Skills Inventory

- Project/Program Management
- Application/Business Architecture
- Enterprise Application Integration (EAI)
- Rational Unified Process (RUP) Implementation and Integration
- Service Oriented Architecture (SOA) Implementation
- Program/Project Planning
- Mortgage Systems
- Financial Systems
- ERP Systems
- Portal Implementation and Design
- SDLC Phase Documentation
- Business Process Reengineering
- Business Intelligence
- Strategy Planning
- Communication Management
- Scope Development
- Resource Management
- P&L / Budget Management
- Risk Management
- Implementation/Deployment
- Technical/Business Use Cases

- Enterprise Applications
- Vendor Management
- Business/Systems Analysis
- Development Management
- Project Turnaround

Education

SUNY Potsdam, Potsdam, *New York* – BA, English and History

Professional Experience

District of Columbia Public Library, Washington DC
Chief Information Officer, February 2007 – Present
Project Overview: Served as chief information officer for the District of Columbia's public library system, responsible for all technology, document management services and reprographics. Managed a staff of 12 employees and seven contractors whose responsibilities included IT infrastructure, help desk, data security, network architecture and provisioning, web development, integration programming, systems administration/server operations and customer service. Managed extensive system and infrastructure modernization projects, as well as desktop deployments for 1100 personal computers.

- Led web site redesign and reengineering project
- Implemented open source web and enterprise content management software
- Consolidated and upgraded server infrastructure to optimize Microsoft, Oracle, and Linux products
- Renegotiated reprographic contract to improve service and lower costs
- Reorganized department to align with agency goals and current best practices in technology
- Created strategic 30, 60, 90, 120, 180 day department turnaround plan
- Oversaw the adoption of high speed broadband in all locations
- Applied for $2.6 million dollars in ARRA funding
- Leverage E rate program to increase reimbursement by $1.3 million
- Began implementation of ITIL to measure and manage service levels and configuration
- Oversaw wiring and setup of seven new or renovated locations
- Managed E-rate program applications and
- Served as founding member of District of Columbia government CIO council

Government of the District of Columbia, Office of Personnel, Washington DC
Acting Deputy Director/Chief of Information Technology, July 2006 – January, 2007
Project Overview: Served as chief of information technology and personnel processing division. Managed a staff of 27 employees whose responsibilities included IT infrastructure, business intelligence, data security and

quality control, PeopleSoft transaction processing, and customer service. Oversaw the implementation of PeopleSoft Benefits Administration, and Time and Labor modules.

- Led document management automation initiative
- Supervised, disciplined and trained staff
- Began server consolidation project
- Implemented asset control and desktop refresh projects
- Revised server and desktop support procedures to improve productivity and customer satisfaction
- Created strategic 30, 60, 90, 120, 180 day department turnaround plan
- Created key performance measurements for departmental and agency benchmark program
- Acted as customer service ombudsman for data integration issues

Government of the District of Columbia, Office of the Chief Technology Officer
Program Manager, October 2003 – July 2006
Project Overview: Served asProgram Manager for a variety of projects including the Service Request Center sub-portal on the DC.Gov web site, a project that created a new citizen facing web site where residents can request city services, and view the status of all requests. Served as program manager for public space online permitting, a project that created a new citizen facing web site where residents can submit public space permit requests, and view the status of all requests.

- Led inter-agency project teams in gathering and reviewing project requirements
- Facilitated JAD and Business Process modeling efforts
- Created and maintained project lifecycle documents
- Created and maintained project schedules and budgets
- Led the Implementation of SeeBeyond 5.03, the District's standard Eai tool
- Procured and implemented project hardware infrastructure, including servers, environments, supporting technology, and support policy
- Acted as liaison with other E-government projects, including wireless, enterprise data warehouse, and enterprise architecture development
- Managed geographically diverse development team (Offshore, in house, and off site)
- Received training in OCTO procurement, project management, and technical standards
- Managed project scope and risk
- Authored configuration and change management plan
- Created integration tools and templates for citywide use
- Supervised 15 FTE and 8 contractor resources

Oculus Communications, Arlington VA & Livingston NJ
Principal, Program Manager, November 1997-2003
(Client: Accenture July 2001- July 2003)
Project Overview: Project Manager for the implementation and compliance of Rational Unified Process (RUP) for all development activities. Project Manager for an HR benefits self-service benefits portal. This project

transformed paper based HR processes into web-based self-service forms. This project also involved an upgrade of Peoplesoft's time recording and payroll modules

- Ensured that all development activities complied with Accenture's implementation of the Rational Unified Process.
- Working with analysts, defined project artifacts and domains.
- Helped configure the Rational Analyst Suite, including Rational Rose, Clear Quest, Clear Case, and Rational SoDA.
- Mentored staff in UML and the use of Rational Clear Case.
- Created traceability matrixes from artifacts through all domains.
- Created artifacts supporting middle tier (using J2EE)
- Worked with project sponsors to gather requirements, assign tasks to other team members, and craft a project plan.
- Hired all project personnel and monitored their performance.
- Created requirements, use cases, and data dictionaries, and test plans. Used Rational UML and Rational analyst suite, including Requisite Pro, Soda, Rose, and Rational Test Studio.
- Created project plans, including work breakdown structures, resource assignments, deliverable standards, and budgets (Using PMI Methodology).
- Communicated status and issues to other stakeholders and upper management.
- Implemented Enterprise-wide standard HR policies, procedures, and forms via the intranet using Broadvision content management and workflow tools. Also created Style Sheets and templates.
- Supervised team of 8 Analysts, Technical Writers, and Programmers
- Performed user acceptance testing on web-based applications.
- Led the design and coding of web-based benefits portal.
- Led RAD and JAD sessions with business and executive project stakeholder.
- Created design and specification documents, architecture diagrams, and functional requirements.
- Configured Vignette and created XML dtds for various documents
- Worked with Peoplesoft programmers to create interface specifications

(Client: Prudential Financial December 2000 – June 2001)
Project Overview: Led implementation of Rational Unified Process and Rational Analyst suite for creating and maintaining web-based business to business and consumer sites (E-commerce Portals). Project Manager for a sales automation project.

- Worked with project sponsors to gather requirements, assign tasks to other team members, and craft a project plan.
- Hired all project personnel and monitored their performance.
- Worked with analysts to define project artifacts and domains.
- Wrote use cases and other process flow documents using UML and Rational Rose
- Helped configure the Rational Analyst Suite, including Rational Rose, Clear Quest, Clear Case, and Rational SoDA.

- Implemented an iterative release method using the Rational Unified Process.
- Created project artifacts including schedules, work breakdown structures, and status reports.
- Tracked resource usage and budgets Designed and wrote systems (SDLC) and user documentation for Web, AIX and MVS-based data reporting, and transaction processing systems.
- Created network and dataflow documents using Visio. Worked with business analysts, senior project managers, and programmers to gather business requirements and specifications. Created physical and logical system architectures.
- Acted as Rational Clear Case backup librarian.
- Used Winrunner and Rational Test Suite to perform stress testing on client server and web-based trade clearing and back office applications.
- Automated document publishing and production process using Vignette and Filenet.

(Client: Merrill Lynch Jan 1998-December 2000)
Project Overview: Spearheaded a pilot project using the Rational Unified Process and iterative, object-oriented development in place of the previous waterfall process. Trained other staff in the use of UML and rational tools, and helped configure domains. Project Manager for a high net worth individual investor portal project. This project provided Merrill investors with a customized portal to track portfolio performance, view real time market data, access research, and place orders.

- Created project artifacts including schedules, work breakdown structures, and status reports
- Tracked resource usage and budgets
- Chaired weekly status meeting and design sessions
- Chaired Document review sessions Created run books and operations guides for Unix and OS/390 Mainframe-based trade processing systems.
- Migrated large legacy print documents to HTML using Broadvision Quicksilver
- Created sophisticated XML/HTML systems with using DreamWeaver and JavaScript navigational aids. Revised web sites to be in compliance with section 508 accessibility rules.
- Tested Dreamweaver 508 Extensions
- Used Rational Clear Case as version control mechanism.
- Automated document publishing and production process using Broadvision and Filenet.

(Client: Deutsche Bank Jan 1998 – Jan 1999)
- Collected and wrote business and technical requirements.
- Managed migration from SAP to Peoplesoft
- Worked with Rational Rose and Rational Test Studio. Used FrameMaker and RoboHelp to create user guides and online help.
- Created project artifacts including schedules, work breakdown structures, and status reports
- Tracked resource usage and budgets
- Wrote system (SDLC) and user documentation for DB2, Oracle and C++ based trade analysis systems. Integrated Lotus Domino documents into customer web sites.
- Implemented Broadvision Quicksilver intranet publishing tools

Federal Home Loan Mortgage Assistance Corporation (Freddie Mac) McLean, Virginia
Project Manager, October 1995 - December 1997
- Wrote user manuals, online help, and job aids for relationship management software package. Designed online help system.
- Trained other writers in the use of Windows help and HTML authoring tools. Linked help system to Visual Basic and Visual C++ Applications.
- Created interactive web pages using advanced technology including Java and forms.
- Created and produced interactive tutorials. Used Rational Clear Case as version control mechanism.
- Produced UNIX/C-related technical documentation for Business Area Services Applied Technology group.
- Documented UNIX Application Programming Interfaces (APIs), Architecture Design, and Transaction Processing Systems.
- Wrote test plans for user acceptance tests.
- Devised on-line documentation strategy using Windows Help and Word for Windows. Interpreted local implementation of DCE, in conjunction with Encina.
- Wrote GUI Design principles for Visual Basic applications. Worked from code, existing documentation, and interviews with system engineers

LCC Incorporated, Arlington, Virginia
Contract Technical Writer, October 1994 - October 1995
- Wrote on-line and hard copy documentation for UNIX-based cellular telephone engineering and operations software, including a CAD program and a statistical analysis tool.
- Designed hard-copy format.
- Trained other writers in FrameMaker desktop publishing software. Participated in software testing and interface design. Wrote release notes.
- Developed on-line presentations. Attended cellular engineering classes.

Atlantic Resources Corporation, Reston Virginia
Systems Analyst, March 1994 - October 1994
- Wrote functional and technical requirements (SDLC) for PC-based on-line purchasing system. Created Windows on-line help system.
- Designed product information database, including menu structure and search logic.
- Composed data element dictionary. Wrote high-level design documents, user manuals, and operations manuals. Developed proposal style sheet and graphics template.

Intelsat, Washington, DC
Contract Technical Writer, July 1992 - March 1994.
- Developed project schedule and style guide.
- Wrote user guides, quick reference cards, and database analysis manual for in-house securities tracking and reporting application.
- Participated in software testing and evaluation.

SEI Information Services, Kingston, New York, and Manassas, Virginia.
Project Manager, January 1990 - July 1992
Technical Writer, May 1989 - January 1990
- Wrote Systems, programming, user, and conversion manuals for IBM/VM ESA operating system.
- Designed and produced on-line documentation and error messages.
- Supervised vendor on-premise technical writing contract with IBM Manassas.
- Managed large financial application software project.
- Developed comprehensive documentation plan, including content for each manual, quality guidelines, on-line development guidelines, schedule, and workflow. Facilitated on-line technical review.
- Supervised writers and editors in the development of large Federal Government proposals.
- Developed a database of boilerplate proposal material, including project descriptions and quality plans.

Systematic, Incorporated, Little Rock, Arkansas
Technical Writer, September 1988 - May, 1989
- Wrote systems manuals, conversion guides, and quick reference cards for IBM mainframe-based wholesale banking and mortgage software.
- Conducted user surveys to measure documentation effectiveness.
- Scheduled and tracked individual projects. Participated in experimental SGML publishing system test.

CAE-Link Corporation, Little Rock, Arkansas
Technical Writer September 1986 - September 1988
- Wrote multi-media training courseware for Air Force cargo plane training program.
- Documents included workbooks, computer-based training lessons, and video scripts

PROFESSIONAL PROFILE

Goal-oriented and diligent network architect/systems engineer with over 18 years of experience in information technology, including twelve years in large-scale production heterogeneous environments. Versatile skills in total quality management, project planning, quality assurance testing, and software/hardware development life cycle. Work well independently or as a team member. A strong desire for achievement and contribute to the success of the team. Selected areas of expertise include:

- Cisco Network Design/Administration/LAN and WAN Troubleshooting
- Windows Systems Design/Administration/Troubleshooting
- Windows Server 2003 and Windows Server 2008/Advanced Server w/Active Directory
- Complex Storage Area Network (SAN) Configurations
- Fiber Optics/ 100-pair Copper / CAT5e and CAT6 Cabling
- Network Devices Installation/Management and Cisco PIX Firewall Configuration/Management
- High Availability and Fault-Tolerance Management Solutions
- Application Provisioning Framework (APF) Implementation, PXE Configuration and Maintenance

TECHNICAL EXPERTISE

Hardware: HP NetServers, Dell 1955 Blade Servers, Dell PowerEgde Servers (6650, 6450, 2850, 2650, 2550, 1955) • Compaq Proliant Servers (DL760, DL580G2, DL380G3, DL360) • Personal Computers (IBM compatibles) • Disk Storage Arrays (HP Rack Storage12, Compaq StorageWorks FA 4000, MSA1500) • Remote Management Cards (HP Remote Assistant, Compaq RILOE II and ILO, Dell DRAC III) • Nokia IP330 Checkpoint Firewall • Cisco PIX 515 Firewall • Cisco Switches (Catalyst 6509, 5500, 4510, 4507, 4506, 3560G, 3550, 2950 and 2924), Cisco Routers (7206, 3745, 3725, 3620, 3400, 2811, 2600), Cisco Fasthub (300 and 400 series) • Cisco CSS11150 Content Switch • Storage Systems (EMC² Symmetrix, Dell PV220, Dell CX500, Dell EMC², Hitachi Data Systems 9960, 9910, 9200) • Fibre Channel Switches (Qlogic SanBox 16HA, McDATA 3216/3232, Brocade Silkworm 4100) • Fibre Channel Cards (JNI FCE-6410N, Qlogic QLA2340, QLE2462, Emulex LP9002L) • Tape

Libraries (ADIC Scalar 1000, Dell, PV122T, PV132T, ML6010, TL2000, EMC² DLT 7000)

OS: Windows OS (NT 4.0, 2000, XP, 2003) • Novell OS (3.12, 4.11, 5.1) • MS-DOS (5.0-6.22)

Software: HP SmartStart and Insight Manager • Compaq SmartStart Scripting Toolkit • Dell OpenManage Server Assistant and Systems Management • HP NetServer Navigator and Top Tools • Cisco IOS • Hyper Terminal • Veritas Backup Exec 8.5 • Veritas NetBackup 3.4 • Microsoft Exchange 5.5/2000/2003 • Microsoft Cluster Service • Microsoft IIS 5.0/6.0 • Novell ConsoleOne 1.3.6 • Monitoring Systems (SiteScope, NetCool, NetIQ, HP OpenView, Concord SystemEdge SNMP) • Application Provisioning Framework (APF) • BindView • Mercury LoadRunner • Ghost • Kintana • Altiris • Remedy ARS • Visio 2000/2003 • MS Project 2002 • BladeLogic • All popular Microsoft Back Office applications

Databases: familiar with Microsoft SQL Server 7.0/2000/2005

Languages: Windows shell scripts (.VBS, .BAT, .CMD) • SQL • XML • HTML • some experience with C#

Protocols: TCP/IP • IPX/SPX• DNS • WINS • DHCP • SNMP • FTP• HTTP• HTTPS• LDAP• SMTP• POP3

PROFESSIONAL EXPERIENCE

President/CEO (Consultant)
Custom Integrated Solutions, LLC, Washington, DC   1/2007-
                Present

• As President of Custom Integrated Solutions (CIS), I oversee the daily operations of CIS to provide Subject Matter Expertise (SME) on wide-area networks (WAN), local area networks (LAN), Cisco wireless access point networks (Wi-Fi), create high level technical designs, install and manage network infrastructure equipment regarding fiber uplinks to Cisco switches (C4506, C4510R, C4507, C3560G, C3550, and C2950) configuring VLANs, VTP domains and routers (3745, 3620 and 2811). VPN concentrators, T1/T3 Circuits and DCNET 10MB circuits at branch locations and 100MB circuit at DCPL headquarters, as well as 1GB fiber backbone. Storage area networks (SAN), Brocade Silkworm Fiber switches, Juniper VPN devices, network security/firewalls, servers and computer systems within my clientele network infrastructures. I possess the knowledge, depth and breadth needed to span the entire spectrum of the WAN, LAN, SAN, Microsoft Active Directory, Clusters, Network Security/Firewalls, Dell Blades/PowerEdge Servers, Windows XP, Vista and Windows 7 systems, Enterprise Backup Solutions,

Pre-boot Execution Environment (PXE), Telecommunication diagrams, equipment, wiring and implementation, as well as assessments and training services required to support our clients.

- With over 18 years of experience working with various district government agencies, architectural firms, private companies, as well as some major utility companies has given me the ability to manage project specifications and engineer technological solutions to augment our clients' network infrastructure.

- As a Network Architect consultant for the District of Columbia Public Library (DCPL), Department of Consumer and Regulatory Affairs (DCRA), Department of Disabilities Services (DDS), Rehabilitation Services Administration (RSA), Nursing Enterprise, Inc. (NEI) and TAC Worldwide, Washington Informer, Beulah Baptist Church, Bellos & Bellos Architectural Firm, Capital Service Management Inc. (CSMI) - I conduct assessments, create and implement high-level technical designs of complex network environments, provide management with recommendations which increased network bandwidths from fractional T1s (768K) to 10MB, 25MB, 50MB and 1GB at various client sites, enhancements to Windows 2000, 2003 and 2008 based servers, Active Directory, DHCP, DNS, WINS, clusters, and Windows XP Professional / Vista / Windows 7 workstations, as well as coordinate efforts with developers/vendors regarding business critical applications (CPMS, WSUS, Altiris, PXE, Accela, RAPIDS, VMware, Dameware, Deepfreeze, Pharos, etc.) and support of their internal 1GB and 2GB fiber optics / 100-pair copper / CAT5e and CAT6 cabling infrastructure. This experience has help catapult CIS' presence in the IT industry.

- I have the innate strength to respond to complex issues and multi-layered requirements effectively. My proven methodologies and management approach of using a fully-integrated team has been successfully employed at DCPL, DCRA, DDS, RSA, NEI, and CSMI to include involving multiple subcontractors and providing oversight to highly technical efforts. Thus, ensuring project milestones are met on time and within budget. I have partnered and integrated key subcontractors in order to meet my client's mission critical needs. My cooperative association with other companies, allow me to build strategic alliances which is based upon trust, respect, effective communications, and superior performance in addition to stability, high quality, and efficiency. This combination of team experience, decision making authority, and team integration will ensure the highest quality of support in a timely and cost effective manner.

Senior Network Engineer (Consultant)
Dept. of Consumer and Regulatory Affairs, Washington, DC   6/2004-
        1/2007

- Senior Network Engineer consultant which managed project specifications, engineered technological solutions for the migration of Windows NT4.0 to Windows 2003 Active Directory. Coordinate efforts with third-party vendor (DSI, Inc.) to augment the existing FileNet infrastructure to the FileNet P8 network infrastructure. Design and upgrade the existing server hardware infrastructure to Dell's Blade Server Rack solution. Design and implement ArcServe version r11.5 SP2 enterprise backup solutions for all of DCRA's business critical applications/databases. Subject Matter Expert (SME) for multiple Windows 2000, 2003, SQL 2000/2005 and Oracle 9.2/10 highly available clustered solutions. Assist with the redevelopment and redesign of the RAPIDS inspection-based critical application, as well as provide 3rd tier support to (users, groups, and other District Government resources).
- Create high level technical designs, install and manage network infrastructure equipment regarding Cisco switches with fiber uplinks to (C6509, C4510R, C4507, C4506, and CAT3550) configuring VLANs, VTP domains, routers (3725, 3620 and 2811) configuration of HSRP, RIP, IGRP, EIGRP and OSPF protocols, as well as knowledgeable of BGP on (7206) routers, VPN concentrators, T1/T3 Circuits and DCNET 50MB fiber backbone. Design and configure network security systems with regards to creating access-lists on Cisco PIX 515 firewalls, Intrusion Detection Systems (IDS) and Host Intrusion Detection Systems (HIDS), as well as configuration of interfaces on PIX 515 firewalls for DCRA's DMZ to allow publicly accessible network resources. Installed and troubleshoot Fiber, CAT5e and CAT6 twisted-pair cabling.
- Configure Cisco CSS11150 content switch to enable external resources to access load balanced front-end web servers and/or clustered backend databases within DCRA.
- Use of Cisco Works, Virtual Private Network (VPN), Terminal Services, Dameware, Telnet, HyperTerminal TFTP and FTP to manage, troubleshoot and update network devices.
- Upgrade and enhance the network of DCRA's remote sites at (25th M ST SW, Penn Branch SE, U ST SE and DC General), as well as conduct network bandwidth analysis to measure utilization of network resources.
- Create test plans to validate web-based and/or database applications, as well as data deliverables.
- Design and implement infrastructure enhancements for Storage Area Networks (SAN) from Dell FC4500 and CX400 to CX500. Installed and configured Direct Attached Storage (DAS) Dell PowerVault 220s and Network Attached Storage (NAS) Dell EMC² within DCRA network infrastructure.
- Third tier support for 500+ users at DCRA headquarters and 3 remote sites in troubleshooting routers, switches, SAN, Windows NT4.0, 2000, 2003, Active Directory and MS Exchange/Outlook environments.
- Coordinate efforts with third-party vendors and other contractors regarding the development, testing, implementation and modification of hardware, web-base apps, database(s) and customize application(s).
- Utilize tools such as PrimalScript, and Dreamweaver to test HTML, XML, Java and Visual Basic (VB) scripts. Create SSL certificates for Basic Business License (BBL), Permit Wizard (PWIZ) and Corporation (Corp) websites to enable VeriSign transactions.

Senior Network Engineer
CEXEC, Inc., Herndon, VA

10/2003
-3/2004

- Technical Lead managing project specifications for Novell NDS migration (users, groups, and resources) to Windows 2000 Active Directory based solutions, to include Microsoft Exchange 1700+ mailboxes, public folders, and security/distribution groups.
- Create high level technical designs and manage infrastructure planned activities in preparation for the consolidation or transition of network resources in both Windows 2000 Active Directory and Novell Netware Directory Service within Pension Benefit Guaranty Corporation (PBGC) network environments.
- Conduct analysis to prepare for the migration or transition efforts of network resources within PBGC infrastructure.
- Create test plans to validate applications, data deliverables and infrastructure enhancements.
- Support 1700+ users at PBGC headquarters and 12 remote sites in both Novell NDS and Microsoft Active Directory environments.
- Resolve a variety of technical issues regarding systems, applications, and (LAN/WAN), which enabled the user community to rapidly function utilizing their business critical applications.
- Developed, implemented, updated and published HTML, XML, DHTML web-base solutions utilizing Dreamweaver, 1st Page 2000 and MS FrontPage. Created sophisticated interactive content, as well as, integrated video content into web-site designs using Macromedia's Flash MX and RoboDemo5.

Technical Architect IV
Sprint, GMG Network Services, Reston, VA

1/2002-
7/2003

- Oversaw strategic technical direction for the development of new or enhancement of existing Windows-based capabilities within Sprint's hosting environments.
- Managed project specifications and subject matter expert (SME) for Windows 2000 Server and Advanced Server w/Active Directory based solutions, to include Microsoft BackOffice products such as (Exchange 5.5 and 2000, SQL 7.0 and 2000, and IIS 5.0. As well, Windows Server 2003 based solutions.
- Maintained MS Windows OS upgrades regarding service packs, post-hotfixes, and security patches.
- Augmented the scripting capabilities within the Automated Provisioning Framework (APF) tool, which decreased the amount of time to provisioned

server's OS, service packs, hot-fixes; MS layered applications, as well as, third party applications.

- Supervised and advised junior level architects regarding the design, implementation, automation, configuration, performance tuning, and troubleshooting of a variety of LAN, WAN, hardware, and software solutions within Sprint's development labs and production data centers which increased productivity and team camaraderie.
- Configured and maintained Cisco core switches Catalyst 6509 w/ version 6.4(1) for VLAN trunking with 802.1q or ISL, VLAN trunking protocol (VTP), spanning tree protocol (STP) and inter-VLAN routing with MSFC to allow communication between network segments, workgroup switches (2950 w/ IOS version 12.1), as well as, McDATA 3216 fibre switches and Hitachi 9910 data storage systems for the SAN environment.
- Assessed, integrated, performance tuned, and validated various complex e-commerce applications, web servers, MS Active-Active and Active-Passive clusters, databases, and MS Windows-based solutions for production release.
- Developed, presented, and published the designs, implementations, operations, troubleshooting, and asset management documentation to support peer organizations within Sprint.
- Solved variety of systems, applications, and (LAN/WAN) technical issues, which enabled Hosting Operations to rapidly resolve any critical issue within a customer's site.

Senior Systems Engineer
USinternetworking, Inc., Annapolis, MD

10/1999
-9/2001

- Led Windows platform team responsible for designing and implementing Windows NT4.0 Server/Enterprise Edition, Windows 2000 Server and Advanced Server network-based solutions, as well as, backup and recovery. Delivered solutions within established timelines and budget.
- Technical lead and subject matter expert (SME) for Windows NT 4.0/2000 high availability solutions for Fortune 1000 customers.
- Initiated quality and timesaving initiatives, including the automation of OS and application installations, reducing implementation time by 60%.
- Led Implementation and Operations teams comprised of the following Engineers: Application, Systems, Security, Network, and Database, as well as, Clients Executives and Project Managers to formulate plans to resolve any critical issues within a customer's site.
- Performed the overall management of severity 1 client outages within the production environment.
- Provided 24x7 tier III technical support for operations, database, and applications teams.

Systems Engineer

Verizon, Network Services Inc., Arlington, VA

10/1997

-10/1999

- Supervised, planned, organized, implemented, and successfully completed projects with regards to Y2K.
- Developed expertise in terms of network design, server implementations, security, remote access, backup and recovery.
- Demonstrated strong technical and analytical skills to assist end users regarding trouble-shooting computer and network related issues.
- Implemented, upgraded, maintained, troubleshot, and decommissioned servers, as well as, migrated user accounts, network printers, and shared resources.
- Communicated effectively to team members and upper management. Accomplished goals set forth within the project plans.

Senior Help Desk Specialist
BTG, Inc., Fairfax, VA

12/1996

-10/1997

- Troubleshot, analyzed, and provided tier III support to (1500+) end-users with business-critical applications, computer and LAN/WAN related issues.
- Managed staff of 10 employees, as well as, managing remote satellite offices via T1, CSU/DSU, Novell 3.11/4.0 servers and Windows NT4.0 servers/workstations.
- Managed remote access capabilities via CAP server and modem pool.
- Implemented and maintained print servers/queues using HP Jetadmin and Novell's pconsole.

Technical Staff Member
Comsys Technical Services, Inc., Rockville, MD   9/1996-
12/1996

- Troubleshot, analyzed, and provided tier II support to (2000+) end-users via MCI Service Direct hotline with business-critical applications, computer and network related issues.
- Provided technical assistance regarding LAN/WAN, and network printing issues.
- Dispatched and follow-up hardware/software related issues via Remedy.

Network Engineer
Entex Information Services, Inc., Springfield, VA   8/1995-
9/1996

- Administered Novell 3.x and 4.x networking environments.
- Provided technical support to (500+) end-users. Setup servers/workstations, routers, switches, hubs, and printers.

- Distributed personal and shared network resources.
- Performed backup and recovery of network data via Arcserver 6.0 software.
- Implemented and maintained print servers/queues using Novell's pconsole.

Systems Integrator
G & A Computer Services, Clinton, MD   2/1992-
8/1995

- Troubleshot, analyzed, and provided support to (200+) end-users and small businesses with business-critical applications, computer and network related issues.
- Managed and serviced the US Postal Service's computer and printing contract.
- Installed, upgraded, and configured IBM (Compatible computers).
- Performed hardware repair and maintenance on various HP LaserJet printers.

PROFESSIONAL COURSES AND CERTIFICATIONS

- Turner School of Construction Management Program, 2009
- .Net Fundamentals, 2003
- Windows 2000 Security, 2002
- Kepner and Tregoe Problem Solving and Decision Making, 2001
- Windows 2000, 2001
- Veritas Volume Manager and Cluster Server, 2000
- Interconnecting with Cisco Networking Devices, 2000
- MCSE Certification Program, Howard University Continuing Education, 1998
- CCNA Certified, 2001
- Currently working on CCNP certification
- MCSE Certified, 1999
- MCP Certified, 1998
- A+ Certified, 1996
- HP LasterJet Certified, 1995

EDUCATION AND AWARDS

Performance Award, 2000
MCSE Certificate, Howard University Continuing Education, 1998
Letter of Commendation and Appreciation for Outstanding Work Performance, 1994
Certificate of Appreciation, 1993
Director's Honor Roll Certificates, 1992
Computer Repair and Maintenance Program, National Education Center, 1992

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Personal Overview

- - Talented and creative graphic designer with a strong affinity for the digital arts
- - Eight years as a practicing artist and designer
- - Experienced in dealing with high profile clients and brands
- - Technologically savvy and well versed in new web tools and social media devices
- - Skilled in preparing and delivering computer training
- - Self-reliant, dependable, troubleshooter
- - Motivated by success, performs under pressure
- - Able to produce exemplary work, both independently and in a team setting

Professional Objective

- Seeking a creative and stimulating position which utilizes my skills as a designer and feeds my interests in technology.

Education

- B.A. in Graphic Information Design with a minor in Multimedia from George Mason University.

Professional Skills

- Experience with a variety of computer programs including:
- Adobe Photoshop CS3   Soundbooth CS3   HTML, CSS and Java Script
- Adobe Illustrator CS3   Adobe Flash CS3   MS Office Suite

Adobe Premier Pro CS3   Adobe InDesign CS4   MS

SharePoint Designer

Adobe Dreamweaver CS3   SalesForce CRM   PC and Mac platforms

Professional Experience

DC Public Library, Washington, DC   (2009-Present)
- - Responsible for building and administering internal staff training courses
- - Design, create and implement training materials for public and staff
- - Provide online reference material via intranet wiki
- - Graphical support for public facing website
- - Involved with print collateral and user interface design projects

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- **Avectra, Inc., McLean, VA**   (2008-2009)
- - Maintain and mange external website on a Microsoft SharePoint platform.
- - Design, create and deploy email advertisements, campaigns and promotions
- - Funnel leads into SalesForce CRM using custom web-to-lead forms
- - Work with vendors and printers to deliver various collateral pieces including whitepapers and mailers

- ***Colorvision International, Inc., Orlando, FL***   (2006-2008)
- - Worked as a full time graphic designer developing digital, print, web and video products
- - Designed and produced materials in a professional print studio for commercial use in theme parks
- - Worked on diverse video projects ranging from script production, to storyboarding, animation and editing
- - Dealt with multiple high-profile brands including:

Star Wars	The Today Show	Pirates of the Caribbean
Shrek 2 and 3	The Simpsons	The Hulk Coaster
High School Musical	Indiana Jones	Men in Black
Spider-Man	The Mummy	Jurassic Park

Gilbert Luwaile

Objective
To bring my experience in the Enterprise Applications and Desktop Support field to an organization seeking skilled personnel and increased business value from IT Service.

Summary
I am an experienced Systems Administrator with Enterprise environment emphasis. Experience and expertise in the Microsoft Windows Server Operating Systems, Linux Systems Administration as well as experience in an ITIL Environment and a thorough understanding of the IT Service Life Cycle where I've enjoyed working in a Lead-Tech position in a Service Desk catering to approximately 20,000 users.

Experience

Washington DC Public Library (Martin Luther King Jr. Memorial Library)
Systems Administrator / Pharos Administrator
Job Functions (Feb. 2008 – Present)
- Manage the Client / Server signup system, Pharos/Uniprint, which the Library uses for managing computer usage sessions and printing by library patrons.
- Helped design and Implement a Desktop Support structure from Helpdesk to Tier 3 Support including necessary documentation and creation of SOP's for all levels of support structure.
- Designed and Implemented a Helpdesk Ticketing System, based on Numara's Footprints 9.0 product. Helped develop a similar ticketing tracking system for other Departments, HR and Facilities based on the same product.
- Manage domain security and system wide computer configuration via GPO and a third party server application called Deep Freeze.
- Manage Software Package Deployment using GPO, Windows Scripting and Faronics' Deepfreeze Administrator console to 400 Computers in the environment across a WAN and on local network.
- Managed and Administered DCPL's Exchange 2003 Server for creating of Mailboxes, managing Security Groups, Mail Enabled Security Groups (Distribution Lists) and user accounts.
- Manage and maintain the Active Directory Site with all the administration duties involved.
- Manage and approve Windows updates to client workstations with WSUS.
- Create network accounts, activate and deactivate accounts, join new hardware to the domain and retire old or obsolete hardware accordingly.

PCCI Inc.
Systems Administrator
Job Functions (Nov. 2006 – Feb. 2008)
- Manage and maintain a Windows 2003/2000 Server network environment.
- Manage, Maintain and monitor the performance of the DNS, DHCP, File and Print Servers.
- Manage and maintain the Active Directory Site and ensure its uptime is maximized.

- Manage network and domain security via GPO to relevant OU's.
- Manage and approve Windows updates to client workstations with WSUS.
- Maintain Active Directory Security Groups and ensure that relevant ACLS are assigned to AD objects that need them.
- Create network accounts, activate and deactivate accounts, join new hardware to the domain and retire old or obsolete hardware accordingly.
- Managed and maintained an Exchange 5.5 server with about 50 mailboxes, up until migration to a Hosted Mail System from Google (Google Apps).
- Managed a zero-downtime migration from Exchange 5.5 to Google Apps mail.
- Backup and recovery - Maintain the company's disaster recovery plan and ensure that policies are adhered to and perform mock disaster recovery operations to ensure that data loss will be avoided in the event of a real disaster.
- Maintain the Enterprise Anti Virus solution to ensure that all clients were receiving their virus definitions being pushed from an updated Enterprise database.
- Manage and maintain company 'loaner' Laptops to ensure that employees who were on business travel had the right equipment to enable them to be productive while on the road.
- Maintain company Software Licensing and inventory control to ensure that no license agreements are violated.

Food and Drug Administration,
Rockville, MD (IT Solutions LLC)
Consultant – Tier 1 Lead Technician
Job Functions (Oct. 2006 – Feb. 2008)
- Provide administrative tasks such as resetting passwords, unlocking accounts, processing new account requests, permission change requests, and software installations
- Support users who worked from home and connected to company network through CISCO's VPN Client Software.
- Map network drives, network printers, and setting up email accounts for users on request
- Support a user base of over 20,000 employees nation wide with different processes for different Government Divisions of the FDA.
- Assist users with Microsoft Office applications usage. Mainly Outlook.
- Assist users with system configuration mostly on the Windows XP operating system.
- Resolve network account issues relating to Active Directory access.
- Process ACL related service requests.
- Part of a Daylight Saving Time team who managed a Blackberry Server Administration project which dealt with the change in DST in March 2007.
- Use SMS queries to audit application versions and other AD Infrastructure Objects.
- Identified and resolved end users problems remotely using SMS remote software utility.
- Assisted customers with web-based applications such as OWA (Outlook Web Access)
- Part of a Migration Team that oversaw the smooth migration of about 20,000 users from a 5.5 Exchange environment to a 2003 Active Directory and Exchange Environment.

Education
- ITIL Version 3.0 Certified
- Microsoft Certified Systems Administrator (MCSA) – Messaging Track
  - MCP – 70-270: Installing, Configuring and Administering MS Windows XP Professional.
  - MCP – 70-290: Managing and Maintaining a MS Windows Server 2003 Environment.
  - MCP - 70-284: Implementing and Managing a Microsoft Exchange Server 2003.

- MCP – 70-291: Implementing, Managing and Maintaining a Microsoft Windows Server 2003
- OCA – Oracle Certified Associate (Oracle Database Administration)
  - Oracle 9i 1Z0-007: Introduction to Oracle9i SQL
- Obtaining Bachelors degree in Information Technology, Software Engineering Stream. (University of South Africa)

References
References available on request

- ***Village Green School, Great Falls, VA***   (2005-2006)
- \- Responsible for developing computer based curriculum for preschoolers
- \- Delivered engaging and age appropriate lessons
- \- Worked cooperatively with other teachers and specialists to support school-wide curriculum
- \- Accountable for 20 children per session

- ***Sidekick Graphic Design, Vienna, VA***   (2001-2006)
- \- Founded, owned and operated a small, private graphic design business during high school and college
- \- Developed print and web-based media for clients
- \- Took responsibility for all aspects of business including budget, deadline and client relations
- \- Extensive and diverse local clientele
- \- Worked extensively with a variety of professional companies to develop designs for flyers, shirts,

vehicle decals, 3D   installations, uniform designs, textbook illustration, web designs, brand

marketing, and all facets of print media including, but not limited to; pamphlets, postcards, business

cards, stickers and posters.

DESIRÉ P. GROGAN

SUMMARY OF QUALIFICATIONS

- A well-organized public service professional with experience in personnel training and supervision, digital output and computer software applications, production management, program planning, budget analysis, and policy-formation skills in the fields of publishing, printing, and library and information science administration. Also an experienced and ordained clergyperson with the American Baptist Churches, USA.

EDUCATION[1]

2005   **The Catholic University of America   Washington, DC**
College of Arts and Sciences / Dept. of Semitics and Egyptian Languages – *M.A. in Semitics*

1992   **Howard University Washington, DC**
School of Divinity – *M.Div in Theology*

1975   **University of Pittsburgh Pittsburgh, PA**
Graduate School of Library and Information Science – *M.L.S. in Library Science Administration*

1974   **Boston University Boston, MA**
School of Fine Arts – *B.M. in Musicology*

PROFESSIONAL EXPERIENCE

02/2000 – Present   **DC Public Library   Washington, DC**
Customer Training Coordinator

- Administers, coordinates, and manages the Library's Free Computer Class Program for the benefit of the Library's adult customers.
- Develops and updates a computer instructional curriculum that includes basic and intermediate classes in the Microsoft® Office Suite, MS Publisher, Internet navigation skills, HTML, and

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[1] Other educational pursuits are listed under the Professional Development section.

specialized database searching.

- Recruits and orients volunteer computer instructors for computer lab delivery of course material to adult customers diverse in skill and learning abilities. Conducts Train-the-Trainer sessions for new and existing volunteer instructors, featuring new technologies in the Lab. Provides instructional back-up for over sixty volunteer computer instructors, and pursues incentives for volunteer participation in Program.

- Maintains a thirty-six workstation computer lab, including recommendations for hardware and software upgrades to support and enhance curriculum offerings, and the generation of Help Desk tickets for service and maintenance.

- Markets and publicizes Program to general public, vocational assessment agencies, welfare-to-work coordinators, local businesses, and non-profit agencies.

- Administers internal and external agency reservations of the Lab environment and formulates application guidelines and policy statements on the proper use of the facility.

- Generates monthly, statistical and Key Result Measure reports for the Library's Administration on the number of customers trained, both in the computer lab at the Main Library and in participating Neighborhood Libraries.

- Identifies funding for special events and technology peripherals that will enhance the learning environment of the lab.

- Coordinates computer instructional programming with other divisions and departments within the Library for the benefit of staff training and development.

02/97 – 10/99   KINKO'S™, INC.   Arlington, VA
Digital and Office Certification Trainer
- Trained and audited new and veteran employees in all basic, intermediate, and advanced courses in the company's Branch Office Certification Program, including New Employee Orientation, 110% Customer Satisfaction, Employee Impact on Branch Profitability, Advanced Copyright Protocol, Black and White and Color Digital Output Machine Clinics, Digital Operations, and Software Applications.

- Provided regular reports on employee training progress to Branch Managers, with recommendations for remedial and advanced professional development tracks.

- Conducted on-site supervision and training at company Branches located in DC, MD, and VA in Project Tracking Process and Consultative Selling.

- Developed safety guidelines on use of in-house computer hardware

and auxiliary equipment, based on training received from equipment vendors, e.g. Xerox, Canon, IBM, HP, Océ.

10/91 – 12/95   Progressive Nat'l Baptist Convention, Inc.
**   Washington, DC**

Editor

- Administratively responsible for the quarterly production of Convention's main educational publication, including the thematic construction of each issue, the assignment of articles to contributing writers, editing, proof-reading, background research, lay-out and design, marketing, public relations, archival maintenance, and copyright registration. Publication was awarded the 1993 Graphics Communication Award of Excellence by the Printing Industries of Virginia (PIVA).
- Served as consultant for the literary estate and publishing practices of the Convention.
- Participated in Convention conferences, including the presentation of workshops and seminars on the effective use of the above publication.

11/90 – 10/91 – Academic pursuits…

06/79 – 11/90   DC Public Library   Washington, DC
Assistant Librarian – MLKJML - 1986 – 1990
Assistant Cluster Chief – MLKJML - 1984 – 1986
Chief, Young Adult Services Division – MLKJML - 1981 – 1984
Children's Librarian – CCH & PET - 1979 – 1981

- Initially hired as a Children's Librarian and promoted to progressively higher levels of administration within the DCPL
- Duties of the latest position *(Assistant Librarian)* included the supervision of supervisory and non-supervisory staff providing library services from six public service/subject divisions and one technical unit.
- Cumulative responsibilities of the latest position included collection development and maintenance; personnel supervision and training; program planning and implementation; human and material resource sharing; community analyses and networking, needs assessments, library instructional presentations and bibliographic construction, on-line database searching, monthly and annual report submissions, and facility oversight.
- Detailed responsibilities of the preceding positions are available upon request.

PROFESSIONAL DEVELOPMENT

2000 – *Certificate of Completion* **–** MS Word 97 Intermediate, MS Excel 97 Intermediate, MS PowerPoint 97 Intermediate, Streaming Media – Graduate School / United States Department of Agriculture (USDA)

2003 – *Certificate of Completion* **–** MS Word 2000 Intermediate, MS Excel 2000 Intermediate, MS PowerPoint 2000 Intermediate - Graduate School (USDA)

2005 – *Certificate of Completion* **-** MS Word 2003 Intermediate, MS Excel 2003 Intermediate, MS PowerPoint 2003 Intermediate - Graduate School (USDA)

2008 – *Online Training* **–** 2007 MS Office Suite – Basic Level

2009 – *Online Training* **–** 2007 MS Office Suite, Intermediate Level

LICENSES AND CERTIFICATIONS

2010 – Microsoft Certification Application Specialist Certification – *In process (2007 Office Suite)*

2006 – Microsoft Office Specialist – Expert – Word 2003

2006 – Microsoft Office Specialist – Expert – PowerPoint 2003

1992 – Ordained Clergy – American Baptist Churches, USA

COMMITTEES AND ASSOCIATIONS

2006 – Library Services and Technology Act Advisory Council, *Charter Member*

2005-2006 – DCPL Organizational Development Team, *Charter Member*

2000 – Mamie Stanley Ash Memorial Scholarship Fund, *Trustee and Chair*

1992 – Evans E. Crawford Endowed Scholarship Fund, *President*

EDUCATIONAL AWARDS RECEIVED

Howard University School of Divinity

- '91-'92 National Dean's List, 15th Edition

- '91-'92 Nannie Helen Burroughs Scholar Award

- '91 Patricia Roberts Harris Public Affairs Fellow *(HU School of Communications)*

- '90-'91 Ford Foundation Field-Based Fellowship

EMPLOYMENT AWARDS RECEIVED

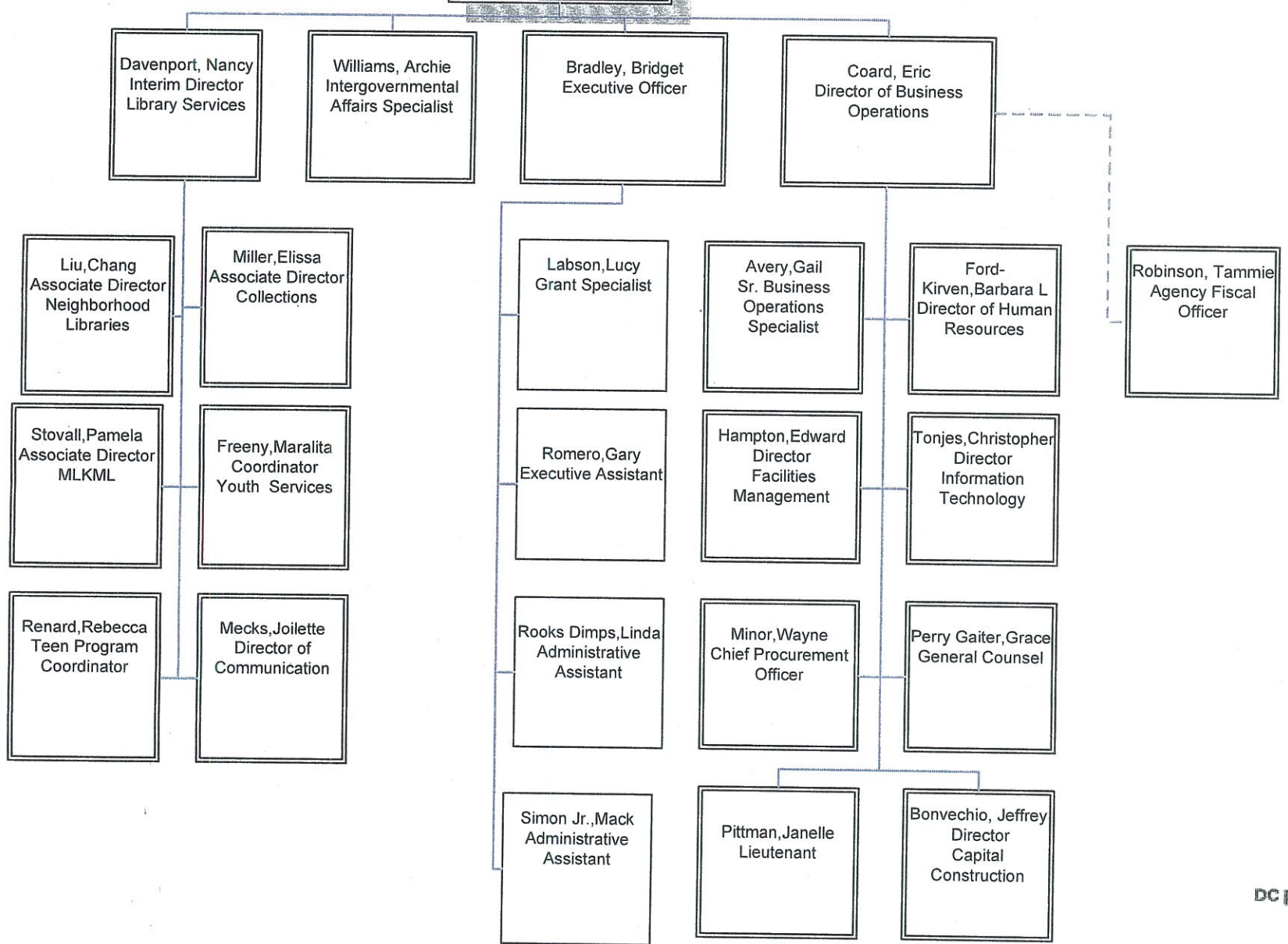*District of Columbia Public Library*

- Mayor's 2001 Customer Service Award

- 1993 Graphics Communication Award of Excellence by the Printing Industries of Virginia (PIVA).

- Length of Service Award (10 years) 1989

- Outstanding Performance Awards: 1987-1989; 1985 – 1986; 1981 – 1982

- Excellent Performance Awards: 1986 – 1987; 1982 – 1985
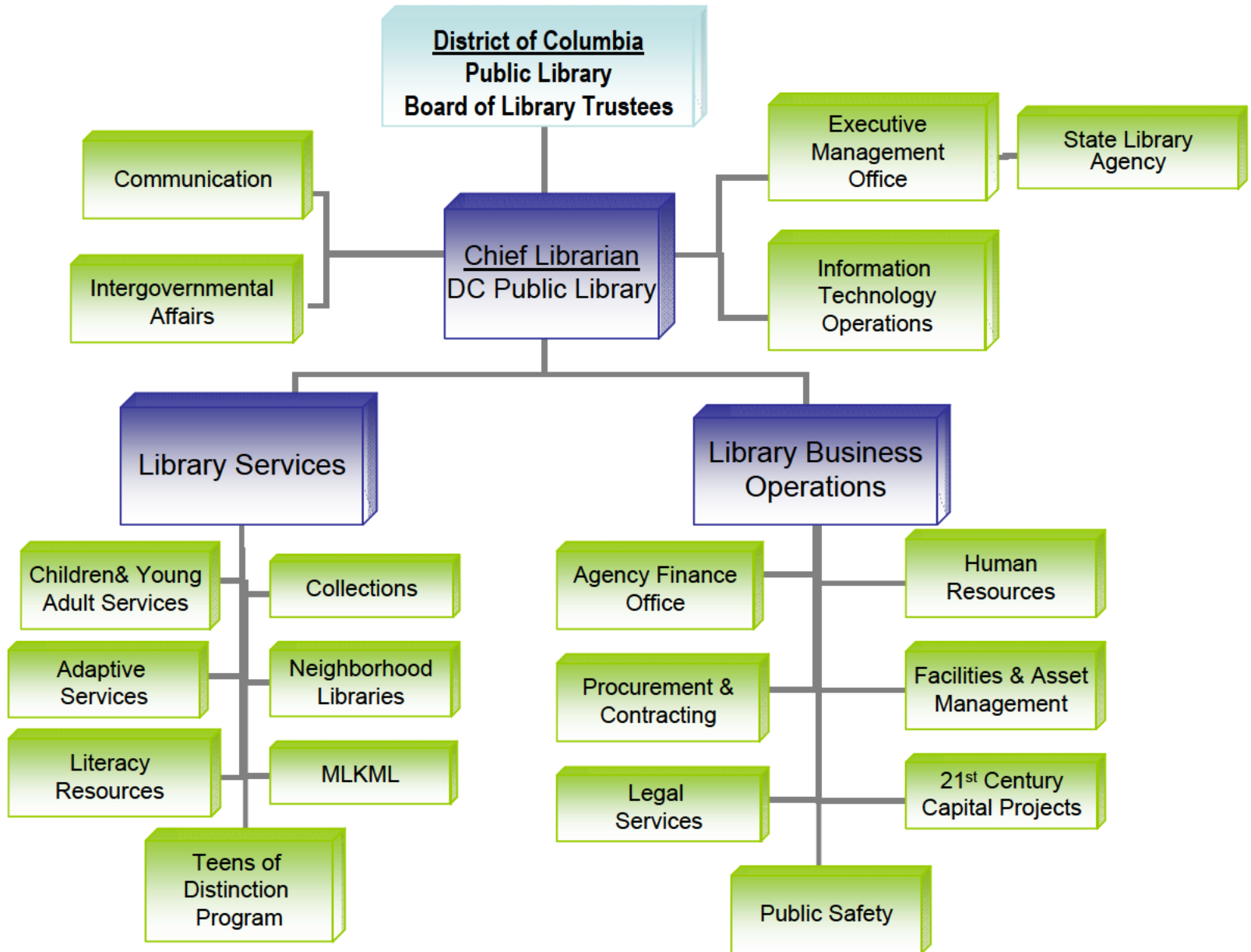
REFERENCES

Available upon request.

DC Public Library
Organization Chart

Board of Library Trustees

Cooper, Ginnie — Chief Librarian

- **Davenport, Nancy** — Interim Director Library Services
  - Liu, Chang — Associate Director Neighborhood Libraries
  - Miller, Elissa — Associate Director Collections
  - Stovall, Pamela — Associate Director MLKML
  - Freeny, Maralita — Coordinator Youth Services
  - Renard, Rebecca — Teen Program Coordinator
  - Mecks, Joilette — Director of Communication

- **Williams, Archie** — Intergovernmental Affairs Specialist

- **Bradley, Bridget** — Executive Officer
  - Labson, Lucy — Grant Specialist
  - Romero, Gary — Executive Assistant
  - Rooks Dimps, Linda — Administrative Assistant
  - Simon Jr., Mack — Administrative Assistant

- **Coard, Eric** — Director of Business Operations
  - Avery, Gail — Sr. Business Operations Specialist
  - Ford-Kirven, Barbara L — Director of Human Resources
  - Hampton, Edward — Director Facilities Management
  - Tonjes, Christopher — Director Information Technology
  - Minor, Wayne — Chief Procurement Officer
  - Perry Gaiter, Grace — General Counsel
  - Pittman, Janelle — Lieutenant
  - Bonvechio, Jeffrey — Director Capital Construction

- **Robinson, Tammie** — Agency Fiscal Officer

DC PUBLIC LIBRARY ORGANIZATION CHART

District of Columbia
Public Library
Board of Library Trustees

Chief Librarian
DC Public Library

Communication

Intergovernmental Affairs

Executive Management Office

State Library Agency

Information Technology Operations

Library Services

- Children& Young Adult Services
- Collections
- Adaptive Services
- Neighborhood Libraries
- Literacy Resources
- MLKML
- Teens of Distinction Program

Library Business Operations

- Agency Finance Office
- Human Resources
- Procurement & Contracting
- Facilities & Asset Management
- Legal Services
- 21st Century Capital Projects
- Public Safety

3/2009

DC Access at Libraries and Parks Hastens Adoption (DC-ALPHA)

(Public Computing Centers) Risk Matrix

Risk	Consequence	Mitigation	Probability
Schedule slippage due to OCTO extended procurement cycle	Possible inability to expend funds within grant timetable	Utilize DCPL independent procurement authority; employ cooperative purchasing or GSA schedules	Low to Nonexistent
Staffing shortage/Deficit to provide setup and support	Possible inability to expend funds within grant timetable; Possible inability to provide specified bandwidth or equipment	Ensure staffing levels remain constant; leverage additional contract staff or LSTA (Library Services and Technology Act)- funded staff as necessary	Low to Nonexistent. Executive management has committed to fully staff computer centers regardless of application outcome
Network changes or site additions preclude bandwidth upgrade	Inability to provide sufficient bandwidth to current centers	None needed, network capability is sufficient	Nonexistent
Equipment Price Changes	Funding will be insufficient	Find broadest possible supplier	Low to nonexistent

		base and utilize best available schedules	

BUDGET INFORMATION - Non-Construction Programs

SECTION A - BUDGET SUMMARY

Grant Program Function or Activity (a)	Catalog of Federal Domestic Assistance Number (b)	Estimated Unobligated Funds Federal (c)	Estimated Unobligated Funds Non-Federal (d)	New or Revised Budget Federal (e)	New or Revised Budget Non-Federal (f)	New or Revised Budget Total (g)
1. BTOP PCC (#5118)	11.577	$ 0.00	$ 0.00	$ 1,550,310.00	$ 670,000.00	$ 2,220,310.00
2.						0.00
3.						0.00
4.						0.00
5. Totals		$ 0.00	$ 0.00	$ 1,550,310.00	$ 670,000.00	$ 2,220,310.00

SECTION B - BUDGET CATEGORIES

6. Object Class Categories	GRANT PROGRAM, FUNCTION OR ACTIVITY (1)	(2)	(3)		Total (5)
a. Personnel	$ 0.00	$ 0.00	$ 0.00	$ 0.00	$ 0.00
b. Fringe Benefits	0.00	0.00	0.00	0.00	0.00
c. Travel	0.00	0.00	0.00	0.00	0.00
d. Equipment	0.00	0.00	1,327,710.00	574,600.00	1,902,310.00
e. Supplies	0.00	0.00	0.00	0.00	0.00
f. Contractual	0.00	0.00	222,600.00	95,400.00	318,000.00
g. Construction					0.00
h. Other					0.00
i. Total Direct Charges (sum of 6a-6h)	0.00	0.00	0.00	0.00	2,220,310.00
j. Indirect Charges					0.00
k. TOTALS (sum of 6i and 6j)	$ 0.00	$ 0.00	$ 0.00	$ 0.00	$ 2,220,310.00
7. Program Income	$	$	$	$	$ 0.00

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SECTION C - NON-FEDERAL RESOURCES

(a) Grant Program	(b) Applicant	(c) State	(d) Other Sources	(e) TOTALS
8. NTIA BTOP Round Two - PCC (#5118)	$ 670,000.00	$ 0.00	$ 0.00	$ 670,000.00
9.				0.00
10.				0.00
11.				0.00
12. TOTAL *(sum of lines 8-11)*	$ 670,000.00	$ 0.00	$ 0.00	$ 670,000.00

SECTION D - FORECASTED CASH NEEDS

	Total for 1st Year	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
13. Federal	$ 775,155.00	$ 200,000.00	$ 200,000.00	$ 200,000.00	$ 175,155.00
14. Non-Federal	335,000.00	90,000.00	90,000.00	90,000.00	65,000.00
15. TOTAL *(sum of lines 13 and 14)*	$ 1,110,155.00	$ 290,000.00	$ 290,000.00	$ 290,000.00	$ 240,155.00

SECTION E - BUDGET ESTIMATES OF FEDERAL FUNDS NEEDED FOR BALANCE OF THE PROJECT

(a) Grant Program	FUTURE FUNDING PERIODS (Years)			
	(b) First	(c) Second	(d) Third	(e) Fourth
16. NTIA BTOP Round Two - PCC (#5118)	$ 775,155.00	$ 0.00	$ 0.00	$ 0.00
17.				
18.				
19.				
20. TOTAL *(sum of lines 16-19)*	$ 775,155.00	$ 0.00	$ 0.00	$ 0.00

SECTION F - OTHER BUDGET INFORMATION

21. Direct Charges:

22. Indirect Charges:

23. Remarks:

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ASSURANCES - NON-CONSTRUCTION PROGRAMS

Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0040), Washington, DC 20503.

PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE OFFICE OF MANAGEMENT AND BUDGET. SEND IT TO THE ADDRESS PROVIDED BY THE SPONSORING AGENCY.

NOTE: Certain of these assurances may not be applicable to your project or program. If you have questions, please contact the awarding agency. Further, certain Federal awarding agencies may require applicants to certify to additional assurances. If such is the case, you will be notified.

As the duly authorized representative of the applicant, I certify that the applicant:

1. Has the legal authority to apply for Federal assistance and the institutional, managerial and financial capability (including funds sufficient to pay the non-Federal share of project cost) to ensure proper planning, management and completion of the project described in this application.

2. Will give the awarding agency, the Comptroller General of the United States and, if appropriate, the State, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the award; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives.

3. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.

4. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency.

5. Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. §§4728-4763) relating to prescribed standards for merit systems for programs funded under one of the 19 statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F).

6. Will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§1681-1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§290 dd-3 and 290 ee-3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and, (j) the requirements of any other nondiscrimination statute(s) which may apply to the application.

7. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provide for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal or federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases.

8. Will comply, as applicable, with provisions of the Hatch Act (5 U.S.C. §§1501-1508 and 7324-7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.

9. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. §§276a to 276a-7), the Copeland Act (40 U.S.C. §276c and 18 U.S.C. §874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§327-333), regarding labor standards for federally-assisted construction subagreements.

10. Will comply, if applicable, with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is $10,000 or more.

11. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§1451 et seq.); (f) conformity of Federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. §§7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (P.L. 93-523); and, (h) protection of endangered species under the Endangered Species Act of 1973, as amended (P.L. 93-205).

12. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. §§1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.

13. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. §470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. §§469a-1 et seq.).

14. Will comply with P.L. 93-348 regarding the protection of human subjects involved in research, development, and related activities supported by this award of assistance.

15. Will comply with the Laboratory Animal Welfare Act of 1966 (P.L. 89-544, as amended, 7 U.S.C. §§2131 et seq.) pertaining to the care, handling, and treatment of warm blooded animals held for research, teaching, or other activities supported by this award of assistance.

16. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. §§4801 et seq.) which prohibits the use of lead-based paint in construction or rehabilitation of residence structures.

17. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB Circular No. A-133, "Audits of States, Local Governments, and Non-Profit Organizations."

18. Will comply with all applicable requirements of all other Federal laws, executive orders, regulations, and policies governing this program.
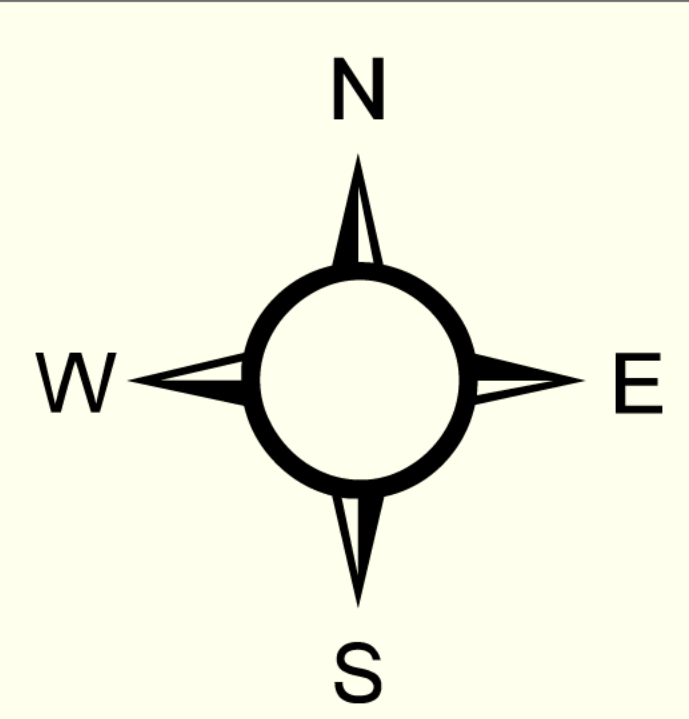
SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL	TITLE Director of Information Technology
APPLICANT ORGANIZATION DC Public Library	DATE SUBMITTED March 9, 2010

Standard Form 424B (Rev. 7-97) Back
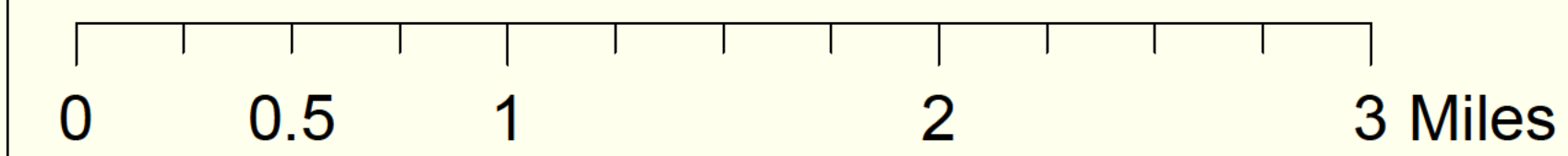
Proposed Broadband Service Area

Legend
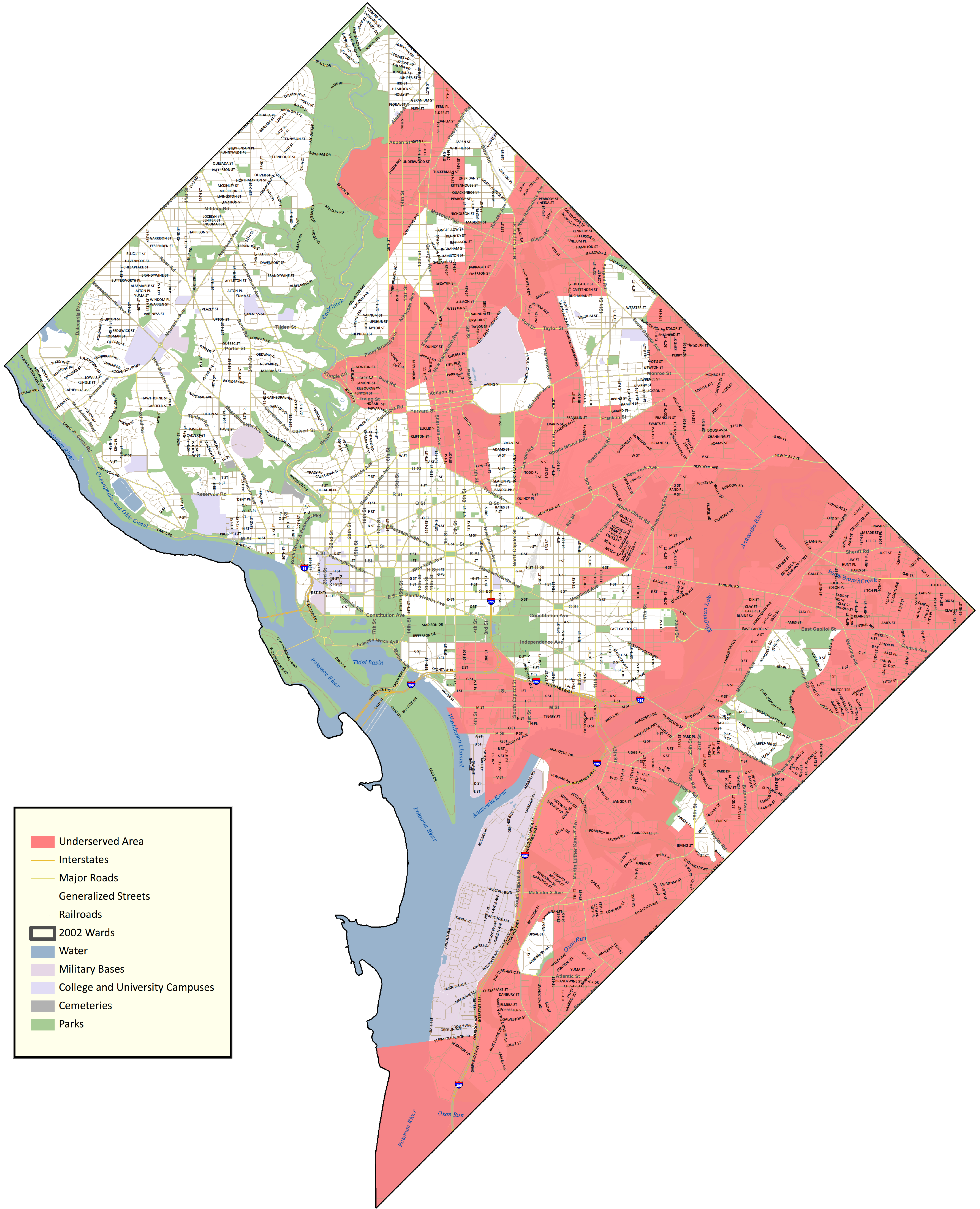
- Underserved Area
- Interstates
- Major Roads
- Generalized Streets
- Railroads
- 2002 Wards
- Water
- Military Bases
- College and University Campuses
- Cemeteries
- Parks

1 inch equals 0.4 miles

Scale: 1:26,000

0   0.5   1   2   3 Miles