Lori Coleman
(202) 607-6370   lori@lycsolutions.com

Professional Qualifications

Ms. Coleman is a seasoned Information Technology (IT) Consultant with varied experience providing IT governance strategy and implementation support; designing and developing enterprise architectures (EAs) and governance programs; developing, analyzing, and improving IT portfolios and processes; and IT project management. She has worked directly with decision-makers to help create future plans, better manage current environments, and implement programs and processes that improved the organizations. Ms. Coleman has led multiple project teams dealing with complex problems, using strong analytical skills to provide sound analyses and strategic guidance and implementation. Additionally, Ms. Coleman has excellent communication skills and is extremely results-oriented.

Skills and Accomplishments

- Supported and led the phased implementation of an IT Governance program from scratch.
- Guided the reduction of the IT Portfolio of an agency by over 10% in less than two years.
- Developed IT Strategies, IT Governance Strategies/Implementation Plans, Data Governance Strategies, IT Roadmaps, and various other documents for numerous organizations.
- Understands the use of enterprise architecture for decision-making and organizational understanding.
- Acts as a trusted advisor to managers and senior-level executives for program and process improvement.
- Is versatile in consulting styles to best fit the client, and is proficient in using best practices and frameworks tailored to each client's needs.
- Skilled at objectively evaluating departments, systems, processes, and approaches, and recommending resolutions.

Education

MBA, Management of Global Information Technology, American University, 2004
BA, English Literature, American University, 1999

Certifications

Project Management Professional (PMP), Project Management Institute, 2010
Certified Enterprise Architect (CEA), FEAC Institute, 2006
Control Objectives for Information and Related Technology (COBIT) 5, APM Group 2014
Information Technology Infrastructure Library–RCV Capability, APM Group, 2013
Information Technology Infrastructure Library (ITIL) –Foundation, APM Group, 2011

Employment

LYC Solutions, Inc, Senior Consultant   8/2013-Present
10725 Hampton Mill Terrace, Rockville, MD 20852

LMI Government Consulting, Consultant   03/2001–8/2013
2000 Corporate Ridge, McLean, VA 22102

Project Experience

06/2016 – Present, Office of Financial Research (OFR), Chief Technology Office, Enterprise Systems

Ms. Coleman returned to the OFR to support the Enterprise Systems department to document the "business of IT". She is documenting, and re-engineering as needed, the core processes of the department, and any standard operating procedures, templates, policies, etc that relate to those processes. Ms. Coleman is also tasked with developing the department's service catalogue, and developing or supporting the strategic plans and roadmaps, metrics, and reporting needs.

03/2016 – 6/2016, HMSHost, Department of IT

Ms. Coleman developed the IT Governance Implementation Plan, refining the framework previously planned, developing the actionable Work Breakdown Structures (WBS) for each phase with detailed Appendices, as appropriate. She developed the core IT Governance processes in detail, and documented drafts for other processes that would support the IT Governance framework. Ms. Coleman aligned the HMSHost IT Governance Framework to COBIT, ITIL, and PMBOK artifacts, and included measurable metrics to every document created (draft or otherwise). To measure the success of the service desk transformation project, Ms. Coleman identified critical metrics to show future progress, and used the Balanced Scorecard approach to report the metrics monthly. Ms. Coleman also refined the data input screens for a project portfolio management tool, Innotas, to fit the client's IT Governance needs, cleaned the data captured in the initial push for governance (working with all IT stakeholders to do so), and provided various and numerous training for staff on how to input data for use by the IT Governance team.

04/2015 - 10/2015, Office of Financial Research (OFR), Chief Technology Office, Data Management

Ms. Coleman supported the Chief Technology Office in developing OFR's first Enterprise Architecture (EA) using the Federal Enterprise Architecture Framework (FEAFv2). Ms. Coleman's areas of responsibility include the Performance, Business, Data, and Security Reference Models, integrating each to the other two Reference Models (Application and Infrastructure) as required. For the Business Reference Model, business processes were developed to cover all main areas of the OFR organization, using the Business Process Modeling Notation (BPMN), and activity hierarchies were documented. Each Reference Model included a "Gaps" section, to help OFR mature for future architecture efforts, and a "Recommendations" section, offering options to include in an IT Roadmap for planning purposes. Additionally, Ms. Coleman developed a Gap Analysis of the Information Technology department; specifically, identifying areas for improvement compared to an optimal IT organization (using best practices such as COBIT 5 and ITILv3). This effort included a review of the programs, processes/metrics, and documentation currently in place, taking into consideration the culture of the organization.

09/2014- 12/2014, Washington Metropolitan Area Transit Authority (WMATA). Office of IT, Quality Management

Ms. Coleman supported the Chief of Quality Management (QM) to modernize the IT department and break down departmental stove-pipes. Ms. Coleman led the project of documenting current-state IT business processes, managing the team of Technical Specialists and coordinating efforts throughout the QM department. Ms. Coleman joined the QM team at its inception and helped to define the current state and plans for improvement, along with QM Templates and processes. Ms. Coleman was key in coordinating efforts within the QM department and amongst the other IT organizations within WMATA. Tools used were the Business Process Modeling Notation (BPMN), RACI charts, and MS Project Plans.

06/2013- 8/2014 Washington Metropolitan Area Transit Authority (WMATA), Office of IT, Enterprise Architecture

Ms. Coleman supported the Chief of Enterprise Architecture (EA) as the Information Architect where she built the "as-is" Information Architecture using the TOGAF framework; developing the logical data model and relationships in the Abacus enterprise architecture tool. Ms. Coleman completed many projects including: developing the proposed IT Governance Strategic Plan for WMATA, based on COBIT 5; developing the proposed Data Governance Strategy and supporting documentation; and supporting two large implementations of IT systems with development of implementation plans, project management, liaison activities, and various other documents.

01/2011-06/2013, General Services Administration (GSA), Public Buildings Service (PBS). IT Governance Program

Ms. Coleman led the IT Governance program as Project Manager, and supported the program in various roles. Ms. Colman designed business processes for annual portfolio reviews and business case development, as we as all IT Governance processes and procedures. Led a project to gather, track, and analyze the PBS IT portfolio, and continued to manage the portfolio. Planned and managed the Solutions Recommendation Team (as well as the Solution Evaluation Team and Executive Board, as needed) and liaised between the various groups to share data and help guide artifact development and processes. Applied the Gartner best practices approaches to IT governance and portfolio management to help in decision-making. The Governance team planned and implemented the IT Governance program at PBS, allowing for optimal decisions and lowered costs. Ms. Coleman fulfilled multiple roles and responsibilities as part of a low-FTE/high-tasks team, resulting in large savings for the PBS Office of the CIO.

11/2005–12/2010, Dept of the Army, Logistics Innovation Agency (LIA), Developing the Army Common Logistics Operating Environment.

Ms. Coleman managed an EA project for the Army's Logistics Domain, the Army Integrated Logistics Architecture (AILA). She led the integration of the AILA with multiple other architectures, integrated systems into the AILA operational architecture, and developed the method for building the AILA. Managed the team of architects, subject matter experts, and stakeholders successfully to accomplish the goals of the project.

The project included: helping to research, document, produce, and maintain Department of Defense Architecture Framework (DoDAF)-compliant all views (AVs), operational views (OVs), systems views (SVs), and technical views (TVs) in a centralized and integrated repository using IBM's System Architect to design and maintain the AILA. This enabled the alignment and mapping of the AILA to new and developing architectures, such as the Business Enterprise Architecture and the Joint Concept Areas. Supported various milestone artifact needs for the Joint Capability Integration and Development System (JCIDS), while fully integrating the new and to-be systems into the architecture. Prepared written and oral reports and facilitated training regarding the architecture to technical subject matter experts and architects as well as high-level management effectively.

Ms Coleman audited all artifacts and the repository before each deliverable (every 9- to 12-months for full deliverables; interim deliverables of sub-architecture more often). Prepared OV2s (operational resource flows), OV3 (operational resource flow matrix), and portions of the OV7), and other artifacts as needed, per resource availability.

04/2005–11/2007, GSA, EA Program Support and One GSA EA.
Supported multiple efforts involving requirements gathering and analysis of GSA's EA developed in the Federal Enterprise Architecture Framework (FEAF). Assisted GSA with evaluating its acquisition systems using an activity value chain relating to the "Get It Right" GSA initiative, while supporting the integration of the three main departments into the One GSA EA. Using the Rational Suite of Tools, the project team related each information system to predefined activities and then evaluated each system for efficiencies and duplication of effort. Assisted with numerous multiagency working groups and interviews. The result of these efforts was a strategic plan designed to enable GSA to maximize efficiencies, reduce redundancies, and lower costs with a detailed transition roadmap.

03/2005–09/2005, Department of Navy, NAVSUP.
Supported the Naval Supply Systems Command (NAVSUP) chief architect and worked closely with the Department of Navy e-Business Office to develop a DoDAF-compliant TV-1 for NAVSUP in support of the FORCEnet initiative. Led the task of documenting and maintenance the DoDAF views in the ARIS tool. This unified EA enables NAVSUP to reduce redundancies in functionality and applications, plug gaps in functionality and interfaces, recognize system dependencies when migrating systems, and eliminate process inefficiencies, while remaining compliant with the Navy's enterprise resource planning convergence and SAP using ARIS.

10/2004–03/2005, United States Coast Guard, Business Case for New Logistics System.
Supported the preparation of the business case and Office of Management and Budget Exhibit 300 documents for the Coast Guard's 'Logistics System of the Future'. Using ProForma's ProVision tool, helped map this and related investments to the business architecture. Developed all aspects of the business case, including Analysis of Alternatives, Risk Assessment, and Requirements documents.

03/2001–10/2004, LMI Accounting Department.
Supported LMI's Accounting department in producing invoices and client documentation. Led a team for special projects, including modernizing the accounting department in multiple ways, such as its transition to soft-copy file and data storage, and creation of templates and processes to make the accounting department more effective.

Previous work experience encompassed finance/accounting projects.