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Summary

- Ten years of consulting experience in strategic business communications, information organization, instructional design, research, technical writing, and indexing.
- Keen ability to digest large amounts of technical information and synthesize it in language that is easily understood by non-technical audiences
- Helps both government and private sector clients capture complex business-related knowledge and make it comprehensible and accessible to clearly defined target audiences
- Solid understanding of how electronic tools and technologies can be integrated into business processes to help organizations achieve strategic objectives
- Recognizes critical role of instructional communications in the process of behavioral change management
- Understands the value of corporate knowledge and the importance of capturing and retaining it within an organization
- Extensive experience managing stakeholder relationships in support of multilateral initiatives

Security clearance: Secret

Education: B.A. (University of Alberta)

Agriculture and Agri-Food Canada. June 2004 – May 2005.
Research and strategic analysis for agricultural traceability service agency

Animal health issues within the Canadian livestock sector prompted the federal government to support industry in the establishment of a multi-species farm-to-slaughterhouse tracking and tracing service. An initiative was launched to create the Canadian Livestock Identification Agency to oversee development and delivery of species-specific animal identification and traceability programs and provide comprehensive, scalable services for livestock identification.

- As lead researcher, analyst, and business writer, collaborated with internal and external stakeholders to produce a project plan, business case, implementation plan, and public website (www.canadianlivestockid.ca).
- Led initiatives to conduct environmental research scans, capture and codify lessons learned and best practices, and analyze/assess their suitability to the Canadian experience.
- Implemented and moderated on-line collaboration tools to facilitate interaction among project stakeholders.
- Created and maintained all documentation and reference materials in support of the activities of stakeholder working groups.

Transportation Association of Canada. January – June 2004.
Implementing change management solutions

In response to regulations enacted to mitigate the adverse effects of road salt on the environment, winter road maintenance authorities across the country need to find ways to use road salt more effectively, and thereby use less of it. Smart application of road salt means changing behaviours and adopting new strategies and methodologies for dealing with ice and snow on roads. The Transportation Association of Canada has taken the lead in developing training programs for winter maintenance operators and supervisors.

- Synthesized policies, procedures, and best practices into learning guide designed to teach winter road maintenance employees how to become smarter about the way they handle and apply road salt.
- Collaborated with leading subject-matter experts.
- Designed and developed a train-the-trainer package based on the learning guide.

Health Canada. January – March 2005.***Research and strategic analysis for business case***

The Chronic Disease Prevention Division was established within the First Nations and Inuit Health Branch to address the increasing incidence of non-communicable chronic disease among Aboriginal people. It was seeking consensus among a broad group of internal and external stakeholders on a national prevention strategy based on a public health model. The objective was to build consensus for a business case for funding to develop prevention programs and increase regional capacities to address the chronic disease challenges facing Aboriginal Canadians.

- Provided research and writing services in support of efforts of regional representatives to communicate the scope and nature of problem to client and community groups.

Public Works and Government Services Canada. January – June 2003.***Developing an innovative learning tool***

The departmental Financial Management System was phased out and replaced by the Common Departmental Financial System and the Project and Business Management System. There was a need for an innovative learning tool to support the migration to the new software applications within a tight timeframe.

- Project managed the design, development, and production of *Teacher in a Book*, an innovative learning tool delivering just-in-time, just-in-place training to support the systems migration project.
- Collaborated closely with systems developers, subject-matter experts, stakeholders, graphic designers, and other technical writers on the team to ensure that the documentation reflected ongoing system updates in a timely manner.
- At conclusion of project, analysed processes and outcomes and documented lessons learned.

Rowanwood Consulting. May 2003.***Analyzing organizational learning processes***

The Rowanwood Consulting firm established a sustainable learning practice to provide services that would help its clients capture and codify corporate knowledge and then apply and share what they have learned to help the organization meet its business objectives. There was a need to develop and define a sustainable learning implementation model to guide the firm's activities in this area of practice.

Researched and co-authored white paper, “An overview of the sustainable learning implementation model.” The model provides both an organization and its employees with a rationale and a framework for knowledge sharing. The sustainable learning implementation model provides a suite of tools for identifying the key practices that are required to increase the learning maturity of an organization; to benchmark the activities in support of performance measurement; and to learn from an organization’s collective experience. (http://www.timscap.com/white_paper/Sustainable_Learning.pdf)

Health Canada. August – December 2003.
Capturing and codifying corporate processes

Documentation related to corporate business processes, policies, procedures, best practices, and lessons learned was scattered throughout the organization in a variety of formats, making it difficult for employees to know where to find it, whether or not it was up to date, and how to use it. There was a need identified for employees spread out across the country in regional units to have a common understanding of the framework within which they must work.

- Compiled all related business documentation.
- Produced *Knowledge in a Book for Contribution Agreements*, a reference guide that synthesizes and organizes a wide variety of policy and procedural material in a way that makes the information accessible, easy to retrieve, and enjoyable to read. This ensures that all employees across the country provide a consistent level of service to all Health Canada clients.

Public Works and Government Services Canada. May – September 2002.
Designing and developing workplace collaboration tools

The introduction of a suite of facilities management software tools made floor plan information easier to understand and accessible to a much wider audience. This generated an ever-increasing level of discussion around issues of data integrity. There was a need identified for a national collaborative workspace in which these issues could be discussed by employees across the country.

- Identified potential user audience of proposed collaborative forum.
- Worked with database designer to build electronic discussion forum.
- Supervised QA testing.
- Wrote help files, user guides, and related instructional communications material.

Public Works and Government Services Canada. November – December 2002.***Capturing and codifying corporate knowledge***

The National Systems Training Consulting Group implemented a variety of team-based collaborative learning measures over a period of four years. The manager wanted to capture the team's best practices and lessons learned and make them easily accessible to existing and future employees.

- Analyzed and synthesized corporate processes and procedures.
- Created an electronic body of knowledge containing style guides, best practices, lessons learned, policies and procedures, and links to useful reference information. Created as a standalone help file using RoboHelp and stored on the organization's internal shared network drive.

Public Works and Government Services Canada. January – October 2001.***Designing and developing corporate intranet sites***

Several directorates within the department had identified a need for Intranet websites to publish the results of research projects, capture best practices and lessons learned, and promote their services to other groups throughout the government.

- Coordinated production of corporate websites in collaboration with in-house web publishing team.
- Developed working relationships with stakeholders and subject-matter experts.
- Synthesized research papers into content suitable for publication on websites.

Public Works and Government Services Canada. October – December 2001.***Designing and developing a strategic communications tool***

The Directorate employed engineers and architects who conducted research and development activities related to emerging innovative building technologies. There was a need identified to increase the Directorate's client base by publicizing and marketing its products and services.

- Analyzed research papers and publications; synthesized and created abstracts of research and development activities.
- Designed and developed monthly electronic news digest describing ongoing research projects. The publication generated an increased traffic flow to the corporate Intranet site and helped to raise awareness of its research and development activities.

Public Works and Government Services Canada. June – December 2000.
Developing content for CD-ROM marketing tool

The department's Digital Simulation Laboratory used software to build realistic images on computer screens from raw materials such as scientific data, detailed building plans, maps, video, computer graphics, and samples of textures and colours. It wanted to demonstrate its capabilities in order to grow its client base and raise its profile.

- As lead researcher and technical writer, produced content for double CD-ROM presentation of 3D simulation technologies. Concepts of a complex nature dealing with virtual reality, 3D simulation software programs, and architectural modelling were synthesized and written in plain language for non-technical audiences, enabling the laboratory to get its message out to a wide variety of potential clients.

Public Works and Government Services Canada. 1996 – 2000.
Documenting software system functions

The department creates customized facilities management software tools to support employees who manage federal government buildings. Updates to both the software and business processes create an ongoing requirement for user reference guides and training manuals for new hires as well as for existing staff.

- Wrote content for, and coordinated production of, technical specification manuals, user guides, and training manuals for several in-house software tools.
- Analyzed and codified business processes involved in facilities management for inclusion in training manuals.

House of Commons. August – October 1999.
Creating an index to a landmark Parliamentary publication

Upon his retirement, the Clerk of the House of Commons wanted to publish a scholarly study of Canadian parliamentary jurisprudence. Due to the immovable timeline of the Clerk's impending retirement, it was necessary to find an experienced indexer with extensive knowledge of parliamentary procedure.

- Created a subject-based index according to a rigidly defined format within a tight timeframe. Because the publication would be used as a reference guide by House of Commons officers, it was necessary to apply principles of double- and triple-indexing to facilitate rapid information retrieval. *House of Commons Procedure and Practice*, a 1000-page guide, was published in 2000.

House of Commons. 1985 – 1995.
Analyzing and indexing Parliamentary debates

House of Commons standing and special committees consider proposed legislation and make recommendations for amendments, if necessary, prior to third and final reading. Subject-matter experts from a wide variety of disciplines appear before the committees to provide input on possible ramifications of the proposed legislation. Verbatim transcripts of committee hearings are published and made available to parliamentarians, journalists, academics, researchers, and members of the public. Comprehensive and detailed subject-based indexes were required in order to make this information readily accessible.

- As member of Index and Reference Service team, analyzed transcripts of committee debates and created cross-referenced, subject-based indexes.
- Provided research and reference services to Members of Parliament.
- Identified approaches to streamline the indexing process.
- Organized and maintained reference library for indexing team.
- Wrote style guide to ensure consistency in quality of indexes produced by team.

House of Commons. 1983 – 1985.
Providing legislative research services to Member of Parliament

A Member of Parliament / Parliamentary Secretary required the services of a legislative research assistant to prepare speeches and background materials in support of his participation in House and Committee debates.

- As Legislative Assistant, researched and wrote background papers on a wide variety of topics under consideration by the House of Commons.
- Prepared speeches, communications materials, and constituency correspondence.

Legislative Assembly of Alberta. 1981 – 1983.
Providing legislative research services to provincial parliamentarians

Members of the governing party in the Legislative Assembly of Alberta required the services of legislative research assistants to assist them in the preparation of speeches and background materials to support their participation in legislative debates.

- As member of the Government Members' Research Office team, researched and wrote background papers and speeches on a wide variety of topics under consideration by the Legislative Assembly.

Creating and maintaining content for websites

National Capital Runners' Association. 1996 – present.

The National Capital Runners' Association is a club dedicated to promoting running as both a recreational option and a competitive alternative for men and women in Canada's National Capital Region. Since 1996, created and maintained web content (<http://www.ncra-ottawa.com>). Coordinated re-design of site in 2004.

BECOR. 2003 – 2005.

BECOR (Building Envelope Council Ottawa Region) is a non-profit organization that promotes advanced technologies and techniques in the design, construction, and performance of the building envelope. Since 2003 have been responsible for maintaining web content (<http://www.becor.org>). Coordinated re-design of site in 2004.

Hotconference. May – June 2005.

Kiosk is a web development company specializing in Internet marketing, e-commerce, and on-line communications solutions. One of its most innovative products is Hotconference, a peer-to-peer web conferencing solution using Voice over Internet Protocol (VoIP). As Hotconference moved to the front of the pack in web conferencing technology, Kiosk recognized a need to upgrade its web presence. Re-organized information structure of, and wrote content for, Hotconference website (<http://www.hotconference.com>).

Work Experience

1996 – Present

Independent consultant

RESEARCH, TECHNICAL WRITING, STRATEGIC BUSINESS COMMUNICATIONS

Clients include government organizations and private sector businesses requiring assistance in research and analysis, technical writing, business communications, and instructional communications. Recent activities include creation of documentation for the design and development of a national animal tracking and tracing system; capturing and codifying corporate knowledge; development of a suite of learning guides; and behavioural change management initiatives.

1985 – 1996

House of Commons

INDEXER/ANALYST

Analyzed transcripts of Parliamentary debates on a wide variety of topics and created subject-based indexes for search and retrieval. Participated in design and development of first generation Parliamentary Internet site.

1983 – 1985 *House of Commons***LEGISLATIVE ASSISTANT**

Provided research, analysis, and writing services to Member of Parliament.

1980 – 1983 *Legislative Assembly of Alberta***RESEARCH ASSISTANT**

Provided research, analysis, and writing services to Members of the Alberta Legislative Assembly.

Education

1977 – 1980 *University of Alberta, Edmonton, Alberta***B.A. (HON) CANADIAN HISTORY**

Completed final three years of four-year honours B.A. program with specialization in western Canadian history. Received Gold Medal in Prairie History for Honours paper submitted as a requirement for graduation.

1976 – 1977 *University of Waterloo, Waterloo, Ontario***B.A. (HON) CANADIAN HISTORY**

Completed first year of B.A. program.

1973 – 1974 *Niagara College of Applied Arts and Technology***JOURNALISM**

Completed first year of two-year college diploma program.

Memberships/awards

- Senior Member, Society for Technical Communication
- Member, Canada's National History Society
- Award of Achievement, Eastern Ontario Chapter of STC, as managing editor of *Stimulus* newsletter. 1998.

References

Available upon request.