

# Tim Scapillato, BA

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Security Clearances: Level II (Secret), Level III (Top Secret)

## Professional Profile

Tim Scapillato is a seasoned communications professional with 20 years of combined experience in technical and business writing, business communications, e-learning courseware development, instructional design, editing and proofreading, indexing, knowledge transfer and creative writing.

Tim has researched, designed and developed guides and manuals for software users in both the private and public sectors. He was the lead technical writer on a team that produced user support documentation for the migration of financial management system users to an updated system in Public Works and Government Services Canada (PWGSC). He wrote online help files and instruction manuals for users of facilities management software applications in PWGSC, and was lead researcher and writer on a project to develop an implementation strategy for a national animal tracking and tracing system for Agriculture and Agri-Food Canada. He has worked in the private sector as a courseware developer for training initiatives in major financial and pharmaceutical companies in Canada and the United States. Most recently he has been working on large-scale IT implementation projects at the Departments of National Defence and Public Services and Procurement Canada.

## Work History

| Employer                               | Position  | Tenure                           |
|--|---|----------------------------------|
| Department of National Defence         | Courseware Developer/Instructional Designer         | October 2017 to present          |
| Public Services and Procurement Canada | Communications Consultant                           | January to September 2017        |
| Department of National Defence         | Instructional Designer                              | November 2016 to January 2017    |
| Department of National Defence         | Courseware Developer                                | January 2013 to October 2016     |
| Independent Consultant                 | Communications Consultant                           | September 2012 to January 2013   |
| IsaiX Technologies                     | Courseware Development Manager (Full-time employee) | February 2006 to August 2012     |
| Independent Consultant                 | Training Consultant                                 | September 2005 to February 2006  |
| Rowanwood Consulting                   | Communications Consultant                           | October 2002 to June 2005        |
| Independent Consultant                 | Communications Consultant                           | September 1996 to September 2002 |
| House of Commons                       | Indexer/Analyst (Full-time employee)                | September 1985 to June 1996      |
| House of Commons                       | Legislative Assistant (Full-time employee)          | July 1983 to September 1985      |
| Alberta Legislature                    | Research Assistant (Full-time employee)             | September 1980 to June 1983      |

## Key Skills

Technical writing, courseware design and development, instructional design, business and marketing communications, content development, editing/proofreading, indexing, knowledge transfer

## Relevant Project Experience

**Department of National Defence, Military Personnel Generation, Business Management Office, CFB Borden, Ontario**  
**Technical Writer and Senior E-Learning Developer**  
**October 2017 to present**

The Department of National Defence upgraded its Saba Learning Management System (LMS) to introduce new capabilities and tools. The user audience for the platform includes the total DND/Canadian Forces population. The Business Management Office, under the aegis of the Canadian Defence Academy, assumed the management of the system from a business perspective. There was a requirement to update and create training content for administrators using the new system.

### **Individual responsibility:**

As Technical Writer and Senior E-Learning Developer, Tim has the following duties and responsibilities:

- Use authoring software to assemble e-learning content and publish courses in accordance with the instructional design documents
- Create reusable online content
- Create maintenance guides that provide detailed information on maintenance and modifications of the LMS and its associated e-learning products
- Create job aids for administrators who use the LMS to publish and distribute e-learning courses
- Create e-learning courses, professional development sessions, pre-instruction packages and training aids to DND personnel on the new version of the LMS
- Advise and liaise with the in-service support team to improve course content
- Develop storyboards as necessary for e-learning courses
- Design and create interactions that are packaged in rapid e-learning software

**Public Services and Procurement Canada, Gatineau, Quebec**  
**Communications Consultant**  
**January 2017 to present**

Public Services and Procurement Canada (PSPC), a federal government department, administers public service pay and pension benefits. As the administrator of the Phoenix Pay System, it has a requirement for both accurate and timely communications to the Pay Centre and federal departments.

### **Individual responsibility:**

- Assist PSPC in the ongoing development of communications and supporting materials to be distributed within the Pay Centre and to federal government departments.
- Draft new or update existing communications documents, including job aids, emails, release notes, tips & tricks, fact sheets, webinars, and briefing packages.

**Department of National Defence, Military Personnel Generation, Business Management Office, CFB Borden, Ontario**

**Instructional Designer**

**November 2016 to January 2017**

The Department of National Defence upgraded its Saba Learning Management System (LMS) to introduce new capabilities and tools. The user audience for the platform includes the total DND/Canadian Forces population. The Business Management Office, under the aegis of the Canadian Defence Academy, assumed the management of the system from a business perspective. There was a requirement to update and create training content for administrators using the new system.

**Individual responsibility:**

As lead instructional designer and technical writer, Tim had the following duties and responsibilities:

- Use authoring software to assemble e-learning content and publish courses in accordance with the instructional design documents
- Troubleshoot and resolve online course interactions that are not publishing correctly or reporting correctly to the learning management system
- Create reusable online content
- Create maintenance guides that provide detailed information on maintenance and modifications of the LMS and associated e-learning products
- Create e-learning courses, professional development sessions, pre-instruction packages and training aids to DND personnel on the new learning management system
- Advise and liaise with the in-service support team to improve course content
- Develop storyboards as necessary for e-learning courses
- Design and create interactions that are packaged in rapid e-learning software

**Department of National Defence, Ottawa, Ontario**

**Courseware Developer, Technical Writer, Tester**

**January 2013 to October 2016**

The Department of National Defence and Canadian Forces (DND/CF) was implementing a new Defence Learning Network (DLN) Learning Management System (LMS) (Saba LMS v5.5) to offer extended capabilities and accessibility to the total DND/CF population. With the introduction of additional DLN capabilities and tools in version 7.3.1, and the reconfiguration of the Saba LMS, there was a need to re-purpose and/or develop role-based user training for instructors, administrators, courseware developers, and learners.

**Individual responsibility**

As a DLN courseware developer, Tim has the following duties and responsibilities on the implementation project:

- Perform training needs analysis and recommend training strategies and media
- Plan and monitor eLearning courseware development for DLN 2.0
- Implement DLN instructional strategies in accordance with Instructional Design Documents
- Co-ordinate the re-use and/or development of DLN training materials using Saba Content Manager
- Develop reusable SCORM-compliant eLearning courseware using Saba Publisher and Adobe Captivate
- Develop storyboards based on DLN-provided storyboard template and in collaboration with subject-matter experts from Business Management Office and In Service Support team
- Develop interactive courseware using approved designs in support of training material for the training of all DLN user roles in the LMS version 7.3.1
- Re-purpose role-based user training for instructors, administrators, courseware developers, and learners
- Create maintenance and style guides with information for ongoing updates and modifications as

- required
- Develop multimedia training and assessment packages
- Capture screenshots and modify as required for inclusion in training packages
- Create demonstration/training/assessment packages using Adobe Captivate
- Collaborate with In Service Support team to develop realistic scenarios to support training and assessment

**Digital Paper, Montreal, Quebec**  
**Technical Writer**  
**January 2012 to January 2013**

A digital publishing company had developed a software application that facilitates the rapid migration of print materials into an online format for publishing on the web. The publishing platform had recently been updated and there was a requirement for a revision to the existing publishing guide.

**Individual responsibility**

As lead technical writer, Tim had the following duties and responsibilities on the project:

- Collaborate with subject-matter experts to identify new features and functions of the software;
- Create a new publishing guide by re-writing existing content and incorporating instructions on new elements of the publishing platform; and
- Create content for corporate website as required on an ongoing basis.

**IsaiX Technologies, Montreal, Quebec**  
**Development Manager (Full-time employee)**  
**February 2006 to August 2012**

**Role description**

IsaiX is a global training and consulting company focusing on innovative learning methodologies and tools to assist clients in strengthening their business, while creating models to enhance employee performance. This role reported to the Vice President and was responsible for the consulting, design, development, evaluation and implementation of all IsaiX integrated learning solutions. This position was highly customer-oriented and required learning design, development skills and strong knowledge of adult learning principles, as well as learning and performance technology. Working both independently and collaboratively within the IsaiX Client Solutions and IT Development teams, this role supported business objectives and people performance goals of IsaiX clients globally.

**Individual responsibility**

As instructional designer and training development manager, Tim had the following duties and responsibilities:

- Consulted and developed curriculum courseware focusing on skills development, career coaching, customer service and communication for some of Canada's leading tier-one sales and service organizations;
- Designed e-learning solutions based on adult learning principles for some of Canada's top global corporations;
- Developed training solutions that met learner and business needs;
- Co-designed and developed instructor-led training, meeting kits and e-learning solutions;
- Created instructional material based on adult learning principles for large tier-one corporations, which focused on developmental skills, career coaching and customer service;
- Ensured that development and delivery of e-learning solutions adhered to company's quality design and development standards;
- Aided in the design of internal curriculum mapping and development database on SharePoint;
- Skillfully used Microsoft Office, Adobe Captivate, Adobe InDesign and in-house proprietary technologies for developing courseware;
- Worked on multiple projects simultaneously; and
- Worked both independently and as a team player within the production team

**Canadian Food Inspection Agency  
Training Strategy Consultant  
January 2011 to March 2011**

**Design and develop training curriculum**

The Learning Division of the Canadian Food Inspection Agency (CFIA) was developing a new integrated core training program, based around leading-edge adult learning best practices, for its inspector community. Under this program, which would support a new recruitment and selection process, all new inspectors would be expected to meet prescribed proficiency requirements before moving on to operational duties. This initiative was one of five major components related to the CFIA's Inspector Modernization Training initiative.

**Individual responsibility**

As training strategy consultant, Tim had the following duties and responsibilities on the project:

- Conducted environmental research scan of existing training programs and courseware;
- Led focus groups as part of data collection process;
- Wrote needs analysis report summarizing training gaps;
- Designed six-week training curriculum for new inspector training program; and
- Recommended best-practice instructional design and delivery methodologies and approaches.

The training curriculum was delivered along with a high-level roadmap outlining a training strategy that would be implemented in phases over a five-year period. The plan included resource and cost estimates, and delineated roles and responsibilities of the proposed implementation team.

**Canadian Model Forest Network  
Marketing Communications Writer  
October 2009 to January 2010**

**Design and develop marketing collateral**

The Canadian Model Forest Network needed to diversify and broaden its funding partnership base while transitioning from a project-driven to a program-focused sustainable business model that could bring long-term financial stability. There was a need to raise awareness among stakeholders of the network's projects and the value of its activities.

**Individual responsibility**

As marketing communications writer, Tim had the following duties and responsibilities on the project:

- Collaborated with the project team to develop a communications strategy and tools to increase awareness among all key stakeholders;
- Identified a common set of project outcomes;
- Created content for marketing publications; and
- Coordinated the production of marketing collateral for the network.

**Health Canada  
Knowledge Management Consultant  
February 2006 to March 2007**

**Capture and codify corporate knowledge**

Documentation related to corporate business processes in the First Nations and Inuit Health Branch 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 located across the country in regional units to have a common understanding of the framework within which they must work.

**Individual responsibility**

As knowledge management consultant, Tim had the following duties and responsibilities on the project:

- Compiled all electronic and hard-copy format business processes, policies, and procedures; and
- Analyzed and synthesized information into a user reference guide.

The knowledge compendium organized a wide variety of policy and procedural documentation in a manner that made the information accessible, easy to retrieve, and enjoyable to read. The document was made available as both an in-class training manual and a desktop reference tool.

**IsaiX Technologies, Montreal, Quebec**

**Training Consultant**

**September 2005 to October 2006**

**Knowledge transfer initiative**

A leading national pharmaceutical company which was a client of IsaiX had identified a need for a knowledge compendium that would provide a high-level overview of the landscape in which the pharmaceutical industry operates in Canada. The objective was to enhance the knowledge level of its sales representatives on issues that might arise during their conversations with physicians.

**Individual responsibility**

As lead training consultant, Tim had the following duties and responsibilities on the project:

- Consulted with industry subject-matter experts;
- Developed learning objectives for each chapter of all 8 modules;
- Researched and wrote an 8-volume publication covering a wide range of topics related to health care and the pharmaceutical industry, including the following:
  - Canadian marketplace overview;
  - Canadian health care national policies;
  - Roles and responsibilities of federal and provincial governments in delivery of pharmaceutical policies;
  - Regulatory drug approval process;
  - Pharmacoeconomics/outcomes research;
  - Health care prescribing influencers;
  - Compliance issues; and
  - Formularies, pricing and reimbursement.

The data collection process for this project included extensive interviews with subject-matter experts in every major division of the company. Each chapter of the all modules underwent a rigorous review and revision process which had to be closely tracked and managed while multiple documents in various stages of development were in play simultaneously.

Final approved versions of the modules were delivered to the client as Word files, which were then published as an 8-module box set that was made available to all pharmaceutical sales representatives for use as a learning and reference tool.

**Transportation Association of Canada**

**Instructional Designer**

**June 2005 to May 2006**

**Change management and process training**

In response to growing concern about the adverse effects of road salt usage on the environment, winter road maintenance authorities across the country were seeking ways to use road salt more effectively, and thereby use less of it. Smart application of road salt would mean changing behaviours and adopting new strategies and methodologies for dealing with ice and snow on roads. The Transportation Association of Canada (TAC) had identified a need for a learning guide to explain why operators and supervisors needed to change their methods and behaviours, and to reinforce the learning through self-testing exercises and role-

playing scenarios.

**Individual responsibility**

As lead instructional designer and curriculum developer, Tim had the following duties and responsibilities on the project:

- Created learning guide designed to teach operators and supervisors how to become smarter about the way they handle and apply road salt. Collaborated with leading subject-matter experts; and
- Designed and developed a train-the-trainer package based on the learning guide.

**Agriculture and Agri-Food Canada  
Communications Consultant  
June 2004 to June 2005**

**Business case and implementation strategy**

In response to animal health issues within the Canadian livestock sector, the federal government created the Canadian Livestock Identification Agency as a vehicle to support the industry in the establishment of a multi-species farm-to-slaughterhouse tracking and tracing system. The Agency's mandate was to oversee development and delivery of species-specific animal identification and traceability programs and provide comprehensive, scaleable services for livestock identification.

**Individual responsibility**

As lead researcher and strategic plan writer, Tim had the following duties and responsibilities on the project:

- Collaborated with internal and external stakeholders to produce a project plan, business case, implementation plan, and public website;
- Led initiatives to conduct environmental research scans, capture and codify lessons learned and best practices, and assess their suitability to the Canadian experience;
- Implemented and moderated on-line collaboration tools to facilitate interaction among project stakeholders in industry working groups; and
- Created and maintained reference materials in support of the activities of the working groups.

Development of the project plan, business case and implementation plan required extensive collaboration with stakeholders in Agriculture and Agri-Food Canada, provincial governments, and all sectors of the livestock industry. Delivery of final versions of the reports marked the end of the first phase of the initiative.

**Public Works and Government Services Canada  
Technical Writer  
October 2002 to June 2004**

**Financial management system migration**

Public Works and Government Services Canada (PWGSC) was transitioning users of its financial management system to an updated system. There was a need for user documentation to support the migration to the new software system within a tight timeframe.

**Individual responsibility**

As lead technical writer on the National Systems Training Consulting Group (NSTCG), Tim had the following duties and responsibilities on the project:

- Managed the design, development, and production of user reference manuals and help files to support the systems migration project; and
- 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.

The migration to the new system had to occur seamlessly and within a very tight timeframe. Current users had to be trained on the new system and needed to be ready to make the transition when the new system went live. Production of user documentation was a highly dynamic process due to the fact that the software was being revised and updated on an ongoing basis. It was critical to ensure that all the latest changes were reflected in the final version of the documentation. A document tracker was created to track multiple versions of multiple documents in a dynamic environment. All training was completed on time and the transition occurred without a hitch.

**Public Works and Government Services Canada**

**Technical Writer**

**October 2001 to October 2002**

**Document corporate business processes**

The Office Accommodations and Real Estate Services (OARES) sector of Public Works and Government Services Canada had updated its reporting software program, OASREP, a business tool that provides pre-formatted national and regional reports related to building occupancy, inventory, and demand requirements. There was a need for a new suite of documentation that would describe software functionality and related business processes.

**Individual responsibility**

As lead technical writer, Tim had the following duties and responsibilities on the project:

- Conducted data collection with subject-matter experts and target audience focus groups to develop understanding of business processes being supported by the reporting software; and
- Wrote user reference manual combining business and technical information to help end-users learn how to use the technology to perform job-related tasks.

The final version of the documentation was a knowledge transfer product that contained instructions on how to use the software as well as a description of the corporate business processes that it supported.

**Public Works and Government Services Canada**

**Technical Writer**

**September 2000 to October 2001**

**Develop reference and training manuals**

Employees of Public Works and Government Services Canada's Real Property Branch used the Building Management Plan (BMP) software application to create and monitor plans for managing buildings. Updates to both the software and the business processes that it supported resulted in a requirement for a reference and training manual for new hires as well as for existing staff.

**Individual responsibility**

As lead technical writer, Tim had the following duties and responsibilities on the project:

- Managed production of 350-page manual documenting BMP features and functions, as well as business processes involved in managing buildings under the control of the federal government;
- Consulted with subject-matter experts during content development phase; and
- Wrote content for BMP documentation.

**Public Works and Government Service Canada**

**Technical Writer**

**September 1997 to August 2000**

**Develop reference manuals and discussion forum**

The Technology Directorate of Public Works and Government Services Canada's Real Property Branch had developed Tech2, a suite of customized facilities management software applications that displayed spatial components of building database information. There was a requirement for technical reference manuals and on-line help files detailing the functions and features of these tools. The introduction of this new system made building floor plan information easy 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 forum in which these issues could be discussed by employees across the country.

**Individual responsibility**

As technical writer, Tim had the following duties and responsibilities on the project:

- Researched, designed and produced user reference manuals for the Tech2 applications. Documentation included step-by-step procedures and illustrations of the software interface components;
- Created on-line help files using RoboHelp;
- Identified potential user audience of electronic discussion forum and collaborated with ColdFusion database developer to design discussion forum;
- Wrote reference manual for users of electronic forum, and moderated forum.

**Public Works and Government Services Canada**

**Communications Writer**

**September 1996 to August 2000**

**Produce marketing collateral**

The Technology Directorate of Public Works and Government Services Canada's Real Property Branch employed engineers and architects who conducted research into emerging innovative building technologies. The Director wanted to increase the Directorate's client base by publicizing its products and services.

**Individual responsibility**

As communications writer, Tim had the following duties and responsibilities on the project:

- Collaborated with subject-matter experts in the Directorate to identify projects of interest and establish messaging and positioning;
- Designed and developed electronic news digests, fact sheets, and content for presentations describing ongoing research projects;
- Created and maintained corporate intranet site, including content development; and
- Provided general writing, editing and proofreading services to engineers and architects.

The marketing initiatives generated an increased traffic flow to the Directorate's intranet site and helped to raise awareness of its research activities.

**House of Commons**

**Indexer/Analyst (Full-time employee)**

**July 1985 to June 1996**

**Indexing**

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.

**Individual responsibility**

As a member of the Index and Reference Service team over an 11-year period, Tim had the following duties and responsibilities:

- Analyzed transcripts of committee debates;
- Created cross-referenced, subject-based indexes to published transcripts on a wide variety of topics;
- Provided research and reference services to Members of Parliament and their staff, media, students

- and academic researchers;
- Identified approaches to streamline the indexing process;
- Organized and maintained reference library for indexing team; and
- Wrote style guide to ensure consistency in quality of published indexes.

Upon his retirement, the Clerk of the House of Commons published a scholarly study of Canadian parliamentary jurisprudence. There was a need for a comprehensive, specialized index to facilitate rapid retrieval of procedural information by parliamentary staff. Tim was selected to create a subject-based index according to a rigidly defined format within a tight timeframe for *House of Commons Procedure and Practice*, a 1000-page guide that is still used as a reference guide by House of Commons clerks.

**House of Commons**  
**Legislative Assistant**  
**July 1983 to September 1985**

**Research and writing services for Member of Parliament**

Tim was hired to provide research and writing services for a Member of Parliament representing a constituency in central Ontario.

**Individual responsibility**

As a legislative assistant, Tim had the following duties and responsibilities:

- Provided general writing services, including developing content for householders, speeches and articles for local newspapers in the constituency;
- Researched and wrote briefing notes on a wide variety of topics under discussion in the House of Commons;
- Provided synopses of main media stories on a daily basis; and
- Interacted with constituents on issues of concern.

**Legislative Assembly of Alberta**  
**Research Assistant**  
**October 1980 to June 1983**

**Research and writing services for Members of the Legislative Assembly**

Tim was hired to provide research and writing services for the Government Members Office of the Legislative Assembly. He was assigned to support five MLAs from rural Alberta constituencies.

**Individual responsibility**

As a research assistant, Tim had the following duties and responsibilities:

- Researched and wrote content for speeches, householders, media articles and correspondence;
- Provided briefing notes on issues under consideration by the Legislative Assembly; and
- Provided support in dealing with constituency issues and concerns.

## Software skills

- Adobe Captivate, Lectora Publisher, Camtasia, SnagIt, Outstart Evolution, Saba Content Manager/LCMS/LMS

## Education

- Bachelor of Arts (Honours), University of Alberta, Edmonton, Alberta, 1980

## Professional Development

- Adobe Captivate, Eliquo, Ottawa, Ontario, 2011
- Adobe FrameMaker, Griffin Training and Consulting, 2000
- Project Management Breakthroughs, Priority Management, 2000
- Desktop Publishing and Design, Universal Career Institute, 1995

## Security Clearances

- Level II (Secret)
  - Security clearance number: 95096372-0001689416
  - Security clearance expiry date: 2024-11-26
- Level III (Top Secret)
  - Security clearance number: 95096372-0001423450
  - Security clearance expiry date: 2023-01-22

## Languages

- Fluent in English, basic conversational French

## References

- Wayne Foster, Communications Consultant  
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- Chris McBean, Managing Partner, Rowanwood Consulting Inc.  
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- Jan Ditchfield, Founder and President, The Tandem Project  
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