

**Rob Cimperman, PMP  
President**

**BACKGROUND SUMMARY**

Rob Cimperman is President and founder of Cimperman, LLC where he delivers on IT process improvement, technology management and research projects for the Federal Government. Previously as Vice President of Consulting Service Delivery at Pivotal Insight, he led teams that delivered program management, technology assessments, process improvements, customer relationship management and program evaluations. Some of his specialties include:

- \* IT Project Management
- \* Customer Relationship Management
- \* Process definition/rollout/reengineering
- \* Strategy and Strategic Planning
- \* Organizational and Program Assessments

He has published works on applying strategic management principles and on user-focused software design and quality assurance. He is a certified in ITILv3 and as a Project Management Professional (PMP). He has extensive experience managing projects for Fortune 500 companies and Federal agencies including DOJ, DHS, EPA, Treasury and HHS.

Rob earned a Masters in the Management of Information Technology from the University of Virginia and an undergraduate degree in marketing and international business from Georgetown's McDonough School of Business.

**WORK HISTORY:**

Cimperman, LLC, President and Founder	1/2006 through present
Pivotal Insight, L.L.C., Managing Consultant and Vice President	4/2006 through 6/2009
ExcelaCom, Inc., Director of Process Competency Group	9/2003 through 4/2006
XO Communications, Manager of Process and System Integration	6/2001 through 9/2003
MediaCenters Inc., CRM Technical Lead	11/2000 through 6/2001
American Management Systems (AMS), Business Analyst	6/1999 through 11/2000

**REPRESENTATIVE EXPERIENCE:**

**Project Management and Process/Technology Improvement**

- **Department of the Treasury, Office of the Comptroller of the Currency (OCC), June, 2009-Present. Service Support Specialist.** As part of the Program Management Support Services, responsible for process standardization and implementation of ITIL-compliant processes related to Demand Management, Requirements, Testing, Change Management, and Incident Management throughout an out-sourced IT Services organization supporting approximately 140 application solutions.
- **Department of Health and Human Services (HHS), Office of Office of Acquisition Management and Policy (OAMP), Property Management Information System Program Management Office Support, Subject Matter Expert.** February, 2009-June, 2009. Support the program management office (PMO) for the HHS Property Management Information System (PMIS) investment and, as such, responsible for tracking program issues and risks and escalated to appropriate Government and contractor personnel for resolution. Responsible for documenting

current and recommended project management practices into a 150 page “PMO Transition Plan.” Also serving as a software quality assurance SME to facilitate the planning and execution of the User Acceptance Testing by the Food and Drug Administration of the PMIS system.

- **Environmental Protection Agency (EPA), Office of Acquisition Management (OAM), System Risk Assessment. Project Manager.** February, 2009-June, 2009. Assessed the application and operational risks associated with the new contract management system and the related infrastructure to identify vulnerabilities, evaluate controls and propose approaches to mitigate those risks. The work products of the associated tasks will serve as supporting documents required for the Certification and Accreditation process.
- **Department of Justice (DOJ), Justice Management Division (JMD), DOJ-CERT. Functional SME and Task Lead.** April 2008-September 2008. Streamlined the reporting and tracking of cyber incidents at the Department of Justice. Applied incident process expertise to replace legacy system of the DOJ Computer Emergency Readiness Team (DOJ-CERT) help desk. Coordinated between DOJ and DHS to reuse technology where possible.
- **Department of Homeland Security (DHS), National Cyber Security Division (NCS), US-CERT. Project Manager.** March 2007-September 2008. Reengineered the tracking of cyber incidents from all civilian Federal agencies for the Department of Homeland Security. Led a team of 7 consultants to develop and implement an integrated enterprise system to record, process and report on cyber incidents. Surveyed and performed ethnographic studies of users to identify and correct usability issues throughout. Developed curriculum and delivered all training.
- **XO Communications, Integrated Order Management and Sales Force Automation Deployment of Siebel. Manager of System and Process Integration.** June, 2001-September 2003. Unified sales order entry processes of 39 offices and improved data quality. Represented over two thousand Sales and call center users at XO Communications with the use of automation tools and change management techniques. Negotiated process changes to continually improve sales and call center processes and systems. Assessed user impacts and architecture changes for order entry and sales force automation projects. Conducted time and motion studies and ethnographic research to understand process pain points and incorporate feedback from pilot markets of the Siebel CRM system rollout. Reduced Sales order entry time from 38 to 22 minutes per complex sales transaction. Developed curriculum for national deployment and served as SME in classes.
- **Verizon, Customer Experience Testing for Fios Rollout. Project Manager.** March, 2004-February, 2005. Managed Customer Experience testing and process definition for the launch of fiber optic voice/data services at Verizon. Led a team of five consultants coordinating pilot markets for the launch of “Consumer Fios” fiber optic voice/data/television service. Managed on-site usability testing and improvements in five major call centers nationwide over a one year period. Resolved issues with IT and business leads to streamline the ordering and provisioning processes.
- **American Management Systems (Now CGI), New Media and Communications Group. Process Analyst.** June 1999-November 2000. Established Sales and Customer Support business processes for a startup telecom company. Facilitated cross-functional meetings with users. Produced 200 pages of enterprise-wide activity flow diagrams and supporting processes based on best practices. Developed and delivered training for users. Represented users and business processes for the systems development efforts. Coordinated with the other process team members responsible for other functional areas. Served as billing system subject matter expert.

#### Program and Organization Evaluations and Strategic Planning

- **Environmental Protection Agency (EPA), Facility Management Services Branch, Organizational and Technology Assessment. Task Lead.** September-December, 2008. The client organization identified an underperforming organization with widespread process, technology and

project management problems. Analyzed user business processes, governance, project management and technical architecture to recommend practical short-term and long-term ways forward related to a system that tracks facilities and real assets. The major recommendations have been enacted.

- **Department of Justice (DOJ), National Prison Rape Elimination Commission (NPREC), Studies to Support Prison Rape Elimination Act. Lead Analyst.** April 2006-December 2006. Conducted focus groups, surveys, case studies, site visits and interviews to determine the current policies related to sexual violence, emerging surveillance technology and facility design. Interviewed stakeholders across a politically-charged environment spanning local, state and national governmental entities, associations, unions and standards bodies. Surveyed correctional facilities and analyzed technology options for their applicability to the detection/prevention/deterrence of sexual violence in prisons, jails and lockups. With subcontractor National Academy of Public Administration, published a 400-page report recommending strategies, policy and design standards, and change management techniques.
- **Department of Homeland Security (DHS), Assistance to Firefighters Grant Program (AFG). Lead Analyst.** December 2006-April 2007. Developed a logic model, performance metrics and an evaluation framework for a \$3B federal grant program. Researched best practices, analyzed available data sources, interviewed key stakeholders and worked with the Panel of Fellows to recommend strategies for aligning AFG program guidance and award criteria with DHS agency-wide goals and streamlining operations.
- **Arbitron, Process and Architecture Analysis for the incoming CIO. Task Lead.** February 2005-May 2006. Produced a 110-page report focusing on IT governance, business processes, project management best practices, short-term recommendations and a long-term roadmap for system architecture replacement for the leading media research company. Staffed and managed a team of consultants to implement highest-priority enhancements to production systems stemming from the business process analysis project.

## **EDUCATION:**

### Degree Programs

- Master of Science in the Management of Information Technology, University of Virginia, *Charlottesville, VA*, August, 2005, GPA 3.93
- Bachelor of Science, Majors: Marketing & International Business, Georgetown University, *Washington, D.C.*, May 1999, GPA 3.91

### International Educational Programs

- Certificate in Globalization, Innovation, and Technology Management, University of Virginia, Copenhagen, Denmark, May, 2008
- International Marketing and Comparative Business Policy summer program Chinese University of Hong Kong, *Hong Kong, China*, July & August, 1998
- International Economics and European Integration certificate program, UFSIA Antwerp, Belgium, June, 1998

## **SECURITY CLEARANCE:**

- Top Secret

**PUBLICATIONS:**

**Book:** *UAT Defined: A Guide to Practical User Acceptance Testing*. Boston, MA: Addison-Wesley (2006).

**Textbook Chapter:** “Applying Strategic Management Techniques to Female Offender Programs” for a criminal justice textbook on female offenders published November, 2007:

- Zaplin, R.T. (Ed.) *Female offenders: Critical Perspectives and Effective Interventions, 2nd ed.*, Sudbury, MA: Jones and Bartlett Publishers, Inc.

**National Academy of Public Administration Reports**

Lead Analyst for each study:

- *Assistance to Firefighters Grant Program: Assessing Performance* (Client: DHS)
- *Eliminating Prison Rape: Policy And Strategy* (Client: DOJ)

**Booklets for the National Minority AIDS Council (NMAC) published 2/2010**

- *HIV and Institutional Youth: Questions and Answers*
- *Hitting the Bricks: Successful Reentry of Offenders Living with HIV/AIDS*
- *Female Offenders and HIV/AIDS: Prevention and Managing the Continuum of Care*

**Select Recent Working Papers**

- *Community Corrections: Analysis and Recommendations. Report prepared for Corrections Corporation of America, March 17, 2008.*
- *Whitepaper: Improving the Customer Experience within the Federal Government: Following the Private Sector’s Lead from Customer Relationship Management to Business Intelligence, April, 2009.*