



Pamela Stewart

B.A., LL.B., PMP, MCBA, Stanford Certified PM, ITIL Certification

Consultant to Governments

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PROFILE

Pamela Stewart is a senior project manager, management consultant and business analyst with over 15 years' experience in the rollout of new government programs and transformation of existing programs. She typically reports to Executive Directors, Assistant Deputy Ministers or executive-level steering committees. She is a self-reliant leader with excellent communication and writing skills.

EDUCATION AND QUALIFICATIONS

Education

- 1984 **LL.B.** – Bachelor of Laws, University of British Columbia, Vancouver, BC
- 1980 **B.A.** – Bachelor of Arts with Distinction, Carleton University, Ottawa, Ontario
- 1979 **Certificate in Computer-Based Information Systems**, Carleton University, Ottawa, Ontario
- 1978-80 Various **technical courses** given by Department of National Defence, Ottawa, to civilian employees in technology divisions.

Professional Certifications

- 2001 **PMP** – Project Management Professional
- 2005 **SCPM** – Stanford Certified Project Manager, Stanford University
- 2006 **MCBA** – Masters Certificate for Business Analysts, joint program, York University and University of Victoria
- 2008 **ITIL V3** Foundation certification for IT management and operations.

BC Government Qualified Supplier Lists

- RFQ SATP-281 for Professional Consulting Services:
 - Qualified in the Change Management and Transition service area.
- RFQ PMCoE-RFQ-02 for BC Government Wide Project Management Services:
 - Qualified as Project Manager, Business Related Category
 - Qualified as Project Manager, IM/IT Related Category.
- RFQ 11099-P5 for Professional Services for IM/IT Initiatives:
 - Qualified as Management Consultant Level 2
 - Qualified as Business Consultant Level 2
 - Qualified as Business Consultant Level 1
 - Qualified as Technical Writer
 - Qualified as Contract Management Consultant Level 2.

EXPERIENCE

Skills

- Strategic planning;
- Business Cases, Treasury Board submissions and other funding-related documents;
- RFPs and management of government procurement processes;
- Project management for operational implementation of business changes;
- Business analysis;
- Organizational change management;
- All types of writing including technical writing, stakeholder communications, briefing notes, promotional materials;
- Development of governance structures, business continuity plans and transition plans.

Employment

- 1993 – present Independent consultant, Victoria
- 1992 – 1993 Subcontracted to Coopers & Lybrand Consulting Group, Victoria
- 1990 – 1992 Senior Project Manager, DMR Group, Ottawa and Victoria
- 1986 – 1990 Principal, American Management Systems Inc., Ottawa and Arlington, Virginia
- 1974 – 1981 Systems Analyst, Department of National Defence (civilian employee), Ottawa

SAMPLE PROJECTS sorted by Client

Client	Project	Role
Auditor General of Canada	• 1988 Training for auditors in auditing federal government financial systems	Trainer
BC Ferries	• 2010 Design and development of SharePoint template for use by all IT projects	Business Analyst
	• 2010 FOI request management for new Freedom of Information Office	SharePoint developer
	• 2009 Enterprise Content Management strategy, business case & requirements	Business Analyst
Cabinet Policy and Communications Secretariat, BC	• 1998 Business requirements to automate the government's public affairs function	Project Manager
Department of National Defence	• 1978-1981 Economic and statistical systems	Systems Analyst
Government of Kuwait	• 1989 Design and development of government-wide financial system in Arabic	Technical Team Leader
Health and Welfare Canada	• 1988 Integrated HR/payroll system	Project Manager
Land Title and Survey Authority of British Columbia	• 2010 Business Modernization Initiative	Policy Analyst
	• 2010 Stakeholder consultations	Project Coordinator
Ministry of Advanced Education, BC	• 2009 Governance model for government-funded organization (BCCampus)	Business Analyst

Client	Project	Role
Ministry of Advanced Education, BC	• 2007 Planning framework for Campus 2020: future of post-secondary education	Business Analyst
	• 2006 Collaboration with Northern stakeholders	Project Manager
Ministry of Attorney General, BC	• 2010 Court webcasting pilot	Project Manager
	• 2006 Vancouver Community Court, planning phase	Project Manager
	• 2001 Electronic Justice Services Project	Project Manager
	• 1998 Business process design for all Crown Counsel offices	Business Analyst
	• 1997 Province-wide implementation of justice system (JUSTIN)	Communications Leader
	• 1996 Operational implementation of new criminal record legislation	Team Leader
Ministry for Children and Families, BC	• 1997 Systems integration planning for new ministry	Project Manager
Ministry of Citizens' Services, BC	• 2009 Government-wide videoconferencing service	Project Manager
	• 2008 New business model for central network services agency	Business Analyst
Ministry of Environment, BC	• 2008 Business case for parks use permits e-licensing	Business Analyst
	• 2008 Aquaculture e-licensing project, planning and design phase	Project Manager
	• 2008 Freshwater fishing e-licensing project	Business Analyst
	• 2007 Collaborative information systems plan for 6 natural resource ministries, including the Climate Action Secretariat	Business Analyst
	• 2007 Creation of new e-licensing office for environmental permits and licences	Member of Project Management Team
	• 1996 Operational implementation of new forest practices legislation	Project Manager and Consultant
Ministry of Finance, BC	• 2000 Internet payment services for government e-commerce	Project Manager
	• 1999 Operational implementation of new Company Act	Project Manager
	• 1999 Government-wide implementation of web standards and infrastructure	Project Manager
Ministry of Health, BC Ambulance Service	• 2005 Business case and requirements for integration of payroll, HR, ambulance scheduling, benefits admin systems	Business Analyst

Client	Project	Role
Ministry of Human Resources, BC	• 2005 Response to Ombudsman investigation	Project Manager
	• 2003 Service Plan budgeting initiative	Project Manager
	• 2002 Operational implementation of new social services legislation	Project Manager
	• 2001 Strategy for alternative service delivery	Project Manager
Ministry of Management Services, BC	• 2003 Government-wide enterprise portal	Project Manager
Ministry of Public Safety and Solicitor General, BC	• 2004 Outsourcing of residential tenancy systems	Project Manager
Ministry of Small Business and Revenue, BC	• 2006 Outsourcing of revenue management services	Project Manager
Ministry of Water, Land and Air Protection, BC	• 2004 Wildlife Act review	Project Manager
Office of the Comptroller General, BC	• 2002 Integrated cross-program service delivery	Project Manager, Lead Analyst
	• 1993-1997 Various phases of Government-wide HR/payroll system	Project Manager
Office of the Government Chief Information Officer, BC	• 2008 Government-wide privacy, security and records management policies	Project Manager
	• 2008 Government-wide adoption of new collaboration software	Communications Leader
	• 2003 Government customer authentication for web-based service, requirements phase	Project Manager
	• 2002 Government-wide e-service priorities and issues	Business Analyst
	• 2001 User Experience Project: government-wide standards for e-services	Business Analyst
Skills Canada BC	• 2010 Sustainability strategy for a non-profit org	Business Analyst
	• 2010 Fundraising proposals for a non-profit org	Writer
Superannuation Commission, BC	• 1994 Transition to a performance-oriented, customer service focused model	Consultant to Executive
	• 1991-1993 Various projects to improve productivity	Consultant to Executive, and Project Manager