

Bill Cottun, PMP

Project Manager

EXPERIENCE SNAPSHOT

INDUSTRY

- Information Technology
- Local and State Government

TECHNICAL SPECIALIZATION

- Project Management
- Enterprise Application and Systems Implementation
- Business Process Analysis
- Disaster Recovery and Business Continuity Planning
- Systems Integration and Testing
- Custom Application Requirements Development
- Data Conversion
- Off-the-Shelf (COTS) Application Deployment

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BACKGROUND

Bill Cottun has worked in the IT industry for over 30 years and for the last 15 years specialized in project management, systems implementation, applications development and client relationship management. His extensive background in project management and process change management, at the local and state government levels, have given him considerable insight as to how to manage successful information technology projects. Among Bill's other accomplishments, he served on the Indianapolis Mapping and Graphic Information Systems Board of Directors representing the Indianapolis Department of Metropolitan Development, Planning Division. Bill managed the first server-based GIS project for Indianapolis using ESRI ArcInfo and ArcView.

Bill has developed strong competencies and skills in technology consulting and integration, project management and client relationship management which enable him to quickly work smoothly across various government departments. Bill is a member of the Project Management Institute, and holds the Project Management Professional (PMP) certification.

PROFESSIONAL EXPERIENCE

Project Related

BUSINESS ANALYSIS OF CAPITAL PROJECTS PORTFOLIO

Provided high level business analysis required to develop and maintain a capital projects portfolio which included the identification, definition, budgeting, scheduling, and resource allocation of over \$140,000,000 in actual and potential capital projects. While undergoing a period of severely limited funding, the City was able to focus on highest priority projects and reduce or eliminate the scope of other projects, resulting in the reduction of almost \$60,000,000 in capital funding requirements.

LOCAL JUDICIAL CASE MANAGEMENT SYSTEM IMPLEMENTATION

Led a city municipal court case management system (CMS) implementation project to modernize and consolidate two hostile courts with 18 judges and 400 employees into a single cohesive court with nine judges and 130 employees in 15 months. Provided client relationship management, project management and subject matter expertise to replace two legacy CMS applications consisting of data conversion of 6,000,000 records into a single client server enterprise system including 14 data interfaces. The \$3.5M project was delivered on time and within budget resulting in \$11,000,000 in annual savings, a 50% reduction in the number of courts, a 75% reduction in staff and a 50% reduction in hard copy files.

STATE JUDICIAL CASE MANAGEMENT SYSTEM IMPLEMENTATION

Led a State Supreme Court Case Management System (CMS) development and implementation analysis project. Provided customer relationship management, business analysis and subject matter expertise to CMS vendor to stabilize the client relationship and benchmark shifting client CMS requirements. Determined client revised requirements would cost \$28,000,000 to deliver. Both parties agreed to terminate the existing contract, without prejudice. The vendor refunded \$6,000,000

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paid to date and \$1,000,000 premium. The client gained a realistic understanding of actual CMS requirements and cost of delivery and initiated a new RFP process.

COUNTY CLERK AND SUPERIOR COURT BUSINESS PROCESS ANALYSIS

Developed a business justification, job description and budget requirements for a Judicial IT director position for the County Clerk and Senior Superior Court Judge. Concurrently learned the back office and front desk business operations of the felony, traffic, small claims and records management sections. The Judicial IT director position was authorized, funded for \$125,000 and privatized.

STATEWIDE CMS IMPLEMENTATION AND CLIENT RELATIONSHIP MANAGEMENT

In an engagement for a large government services provider, met separately with four dissatisfied clients of the provider's CMS system in one state and two large, recently signed clients in another state to develop client relationship improvement plans for legacy clients and project management and application implementation and training plans for the new clients. As a result, all dissatisfied clients became good references.

ONSITE IT OPERATIONS MANAGEMENT, ENTERPRISE APPLICATION IMPLEMENTATION, CLIENT RELATIONSHIP MANAGEMENT

Developed and implemented a client relationship improvement plan for a government services provider with a troubled city/county IT outsourcing project. Met with the City/County IT Board, County Commission President and City Treasurer. Also developed and implemented a three year IT plan for the client which moved their aging VAX infrastructure to Windows client/server and transitioned all systems through Y2K at a cost of \$3,500,000. Managed the implementation of a new Court Case Management System involving the data conversion of 3 million records. Bill's efforts increased site revenue 100% in three years from \$500,000 to \$1,000,000 with a 28% profit margin.

IT PRIVATIZATION AND CLIENT RELATIONSHIP MANAGEMENT

When a large Midwestern city privatized IT operations in a five year \$28,000,000 deal, Bill was tasked with increasingly important and difficult projects by the vendor site director. His projects including help desk modernization - eliminating a backlog of 60,000 outstanding service requests in 60 days, disaster recovery plan development for the network operations center including real-time hot site testing in 120 days, business continuity awareness training for senior elected officials and department heads, off site audits of potential new customer sites, and several speaking engagements around the country as to the benefits for transitioned vendor employees.

LOCAL GOVERNMENT ECONOMIC HOUSING DEVELOPMENT AND PLANNING

Large Midwestern City Division of Metropolitan Development, Planning Division, - Financial officer and network administrator, managed \$3,700,000 division budget and 50 node Novell network.

Technical Support Service Manager – Managed Mapping and Geographic Information Systems Division (IMAGIS). Also was a member of the IMAGIS Board of Directors.

Program Manager – Developed and managed division \$3,000,000 budget, grant writing, third party contracts, Division liaison to various governmental local, state and federal agencies.

Estimator Engineer – Developed construction cost estimates, contract management specification writing, and renovation and demolition project management of projects totaling over \$5,000,000.

COMPANY AFFILIATIONS

- | | |
|----------------|---|
| 2005 – present | Entara Management Services, LLC
Atlanta, GA
<i>Government Services Director</i> |
| 2003 – 2005 | Vanderburgh County Clerk
Evansville, IN
<i>Deputy Clerk</i> |

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2001 – 2003	Maximus Justice Solutions North Canton, OH <i>Director</i>
1997 – 2001	Systems and Computer Technology Indianapolis, IN <i>Special Projects Manager and Site Director</i>
1990 – 1997	City of Indianapolis, Planning Division Indianapolis, IN <i>Financial Officer and Network Administrator Director</i>

Certifications & Professional Associations

Justice Information Exchange Model (JIEM) 4.1 Certified

Project Management Professional Certification (PMP)

Member of Project Management Institute (PMI)