

Earl W. Bentley
Program Manager

Program Management, Performance-Based Operations, Service Level Agreements (SLAs)/System Engineering/Process Improvement (CMM, CMMI, ISO 9000)/Quality Mgmt/Lean Six Sigma/ITIL/Configuration Mgmt

5306 Waldo Drive, Alexandria, VA 22315
703.623.3121

Email: ebentley@earlbentley.com

SUMMARY QUALIFICATIONS

Program Management/Business Development/Earned Value/Performance Assurance (Service Level Agreements (SLAs)/System Engineering/Process Improvement/Quality Management/Configuration Management

Years of Experience:	34 years
Education:	<ul style="list-style-type: none">• M.A., Computer Resources and Information Management, Webster University, 1996• B.A., Workforce Education, Training, and Development, Southern Illinois University, Carbondale, 1994
Summary Experience:	<ul style="list-style-type: none">• Director, Information Systems Solutions, CSC, Army Programs• Onsite Lead for the Army's SEC Belvoir Services-Oriented Architecture Development Initiative (Lifecycle Management Model and SOA Practice)• Assist in the development of the Army's SEC Belvoir Enterprise Solution Competency Center's (ESCC) SOA and Leading Edge Technology Showcase enterprise Integration Business Environment (EIBE)• Assigned to the team to develop Analyses of Alternatives (AOAs) for the Deputy Under Secretary of the Army, Business Transformation (DUSA-BT) Enterprise Portal Solution Initiative• As a direct-report to the Federal Sector, DoD Services Director, I provided program manager/management maturity and corporate reach-back support to all of DoD Services program managers in the areas of Project Management, Performance-Based project support, Earned Value Management (EVM), Service Level Agreements (SLAs), Metric Measurements (Including PSSM), Strategic Business Planning and development, acquisition and transformation, Trade Studies/Decision Analysis and Resolutions/Decision Theory Modeling, Joint Service Transportation/Deployment processes, Proposal Development, Process Improvement, Configuration Management, and Quality Assurance <p><u>Specific Program Experience</u></p> <ul style="list-style-type: none">• 2 years and 8 months experience as TIS and TC-AIMS II Program Manager (2003 - 2005). Responsible for 165 team members on a contract valued at \$156M. Full life cycle management from conceptualization, implementation (including COTS integration), thru system acceptance, deployment, and maintenance of six TIS legacy systems in an enterprise environment.• Two years experience as TC-AIMS II Systems Engineering, Development and Product Manager (DPME) (2001-2003)• Four years experience as TC-AIMS II Operations, Configuration, Quality, and IT Managers (DPM) ('97-2001)• Two years experience as GTE GDSS Configuration, Quality, and Process Improvement Manager (DPM) ('95-'97)• One year experience supporting the HQ Air Mobility Command Computer Support Squadron (CSS) as a Software Interoperability Test Manager, testing system integration of four core Air Force Command and Control systems ('94-'95)• 23 years of professional responsibility and experience in managing military and civilian

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	<p>resources in Air Force Command and Control (C2) Operations, (Unit, Division, Numbered Air Force, and culminating on Headquarters Air Mobility Command's (HQ AMC) Command and Control (C2) staff, policy, procedures, and requirement division.</p> <ul style="list-style-type: none"> • Assisted in the initial development of the policies and procedures (both normal and emergency action operations) used by the USTRANSCOM Watch Team operations when USTRANSCOM stood up. • Recognized expert in Command & Control Transportation and Mobility operations. Highly experienced in Mission Planning, execution, tracking, and reporting. • Functioned as the first-ever Senior Enlisted HQ AMC Command & Control Battle Staff member during Operation Desert Shield/Desert Storm. • Highly trained and skilled in the Software Engineering Institute's Capability Maturity Model (SEI SW-CMM[®]), and CMM Integrated (SEI CMMI[®]) • Certified ISO 9000[®] Quality Auditor • Managed the TC-AIMS II Quality Improvement Teams, responsible for the acquisition of SEI CMM[®] Levels 2 and 3, and ISO 9000 certification and re-certification.
<p>Core Competencies:</p>	<ul style="list-style-type: none"> • Effective leadership • Project Management (PMP, PMI, CMM, CMMI, ISO 9000, Industry Best Practices) <ul style="list-style-type: none"> ▪ Schedule and Time Management ▪ Strategic Business Planning ▪ Cost Management and Control ▪ Contract Procurement ▪ Communications ▪ Scope Management ▪ Proposal Development ▪ Risk Management ▪ Process and Procedure engineering and development ▪ Human Resource Management ▪ Planning / Analysis ▪ Relationship Building ▪ Team Building
<p>Program Management Tools Experience</p>	<ul style="list-style-type: none"> • Highly proficient with: <ul style="list-style-type: none"> ○ MS Project ○ SLIM ○ CostXpert ○ MS Excel ○ Risk Radar ○ MS Office Suite
<p>Security Clearance</p>	<ul style="list-style-type: none"> • Top Secret (Periodic Update in Progress)

EDUCATION

- M.A., Computer Resources and Information Management, Webster University, May 1996
- B.A., Workforce Education, Training, and Development, Southern Illinois University, Carbondale, Dec 1994

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SECURITY CLEARANCE

DoD TOP SECRET (Periodic update in progress)

SPECIFIC WORK EXPERIENCE

**Director, Information Systems Solutions
Computer Sciences Corporation (CSC), Federal Sector, Army Programs
Program Management/Support/Business Development
January 2008 - Present**

▪ Operations Support

- Resolve operational matters resulting in bottleneck situations to assure business results are not negatively affected by operational problems.
- Assist Programs/Projects with vendor evaluations/assessments. Present only those vendors/product/services that can enhance the opportunity for success
- Remove barriers and obstacles and quickly resolve problems/issues
- Establish priorities and make workflow decisions to ensure all contractual commitments are met
- Create a learning environment and develop personnel by training "skills" instead of people.
- Mentor as needed
- Maintain customer focus
- Provide management information reports

▪ Business Retention and Development

- Perform all necessary staff management functions to support profit, growth and expense management goals (direct, indirect charges)
- Participate in the implementation of long and short term business strategies to effectively achieve corporate objectives
- Develop strategic and tactical business plans and monitoring decisions/activities designed to support business retention goals
- Participate in major projects as assigned such as proposal management and development
- Assist in managing and supporting the marketing functions, related activities, and special initiatives to develop new business opportunities and maintain current business
- Assist in reviewing and analyzing the competitive market
- Promote a positive and professional work environment

**Project Manager
Computer Sciences Corporation (CSC), Federal Sector, Army Programs
Program Management/Support/Business Development
June 2006 – January 2008**

- Supporting the Army's SEC Belvoir Services-Oriented Architecture Development Initiative (Lifecycle Management Model/Plan and SOA Practice)
- Currently leading the Army's SEC Belvoir Enterprise Solution Competency Center's (ESCC) SOA and Leading Edge Technology Showcase Lab development effort

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- Assigned to the team to develop Analyses of Alternatives (AOAs) for the Deputy Under Secretary of the Army, Business Transformation (DUSA-BT) Enterprise Portal Solution Initiative
- Performed as a systems design architect on the CSC team supporting Lockheed Martin for the HQ Department of the Army's Army Knowledge Online (AKO)/Defense knowledge Online (DKO). (This portal is destined to be one of the largest portals in the world)
- Trained and skilled in Lean Six Sigma
- Trained and skilled in the IT Infrastructure Library (ITIL)

**Program Management Mentor
Computer Sciences Corporation (CSC), Federal Sector, DoD Services
Program Management/Support/Business Development
October 2005 – June 2006**

As a direct-report to the DoD Services Director, I provide program manager maturity and corporate reach-back support to all of DoD Services program managers in such areas as:

- Performance-based project support
- Earned Value Management Systems
- Service Level Agreements
- Monthly Metric Measure Summary Reports
- Interim and final Performance Self-Assessments
- Trade Studies/Decision Analysis and Resolutions
- Army transportation/deployment processes
- Business development and acquisition
- Personnel screening and acquisition

**Program Manager
Computer Sciences Corporation (CSC), Federal Sector
Transportation Information System (TIS) /Transportation Coordinators' Automated Information for Movement System (TC-AIMS II)
February 2003 – October 2005
Contract Value: \$156M Staff: 165**

Responsible for overall project execution, visibility and predictability. Oversaw the development of project estimations and integrated project plans, ensuring key roles and responsibilities were defined. Established and maintained processes to manage scope throughout the project lifecycle. Identified and managed project problems and issues. Set project quality and performance standards. Assessed and managed risk over the project lifecycle. Built and organized project teams (ranging in size from 7-15) to ensure maximum performance. Provided day-to-day project contact for the client (expectations, communications, negotiations, escalation, feedback, etc.). Assisted in key company events, such as training and internal initiatives and recruitment support. Interface with clients/prospective clients to assist with business development as needed. Provided effective overall leadership and guidance to contractor and subcontractor teams of more than 160 personnel providing full-lifecycle development on the Transportation Information System (TIS) program Task Order. Creates and owns developer's project master schedule. Directed the development of the Enterprise Management System; deployment of the Regional Access Nodes (RANs); Integration of six legacy systems (TC-AIMS, AALPS, TIS-TO,

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TC-ACCIS, AMFT, and DS2T). Maintains on-going communication with all internal and external teams. Served as major point-of-contact (POC) for the TIS COR, COTR, Program Manager, Director of Business Management, Integrated Logistics Support (ILS) Manager, and Technical Lead, and FEDSIM fostering a customer focused approach that received a customer satisfaction rating of five out of a possible five in a recent TC-AIMS II Customer Satisfaction Survey. Co-chaired the joint Risk Management Board consisting of Joint Program Management Office (JPMO) and contractor personnel, ensuring effective implementation of risk mitigation strategies. Assisted in the preparation of proposals for large-scale Integrated System Development/Deployment projects. Developed project revenue, margin, cost plans, and measure performance to plan. Established work plans for Essential System Deployment Projects, including scope, schedule, and budgets that supported business goals in collaboration with management and stakeholders. Developed full-scale project plans and associated communications documents. Effectively communicated project expectations to team members and stakeholders in a timely and clear fashion. Estimates the resources and personnel needed to achieve project goals. Determined and assessed need for additional staff and/or consultants. Negotiated with other corporate managers for the acquisition of required personnel from within CSC. Plans and schedules project timelines and milestones. Adhered to customer and corporate mandated standards and methodologies such as CMM, CMMI, ISO 9000, IEEE 12207, Mil STD 498, Industry Best Practices etc. Maintained program details status and provide summary reports to customers, management and team constituency. Lead and motivated others at all levels of the organization. Invited customer participation in the review of proposed systems resolution approaches and acceptance criteria, facilitating early customer buy-in results in rapid implementation of system requirements and enhancements. Manages the overall delivery process. Conducted end-to-end project management for the full development and sustainment lifecycle. Supported CSC executive management, business development, marketing, and support teams through all phases of the lifecycle to assure technical feasibility and ensure the successful execution of joint goals. Identified enabling technologies that meet the needs of the customer such as Automatic Identification Technology (AIT), Radio Frequency Identification (RFID), Iridium satellite communication, Enterprise Development and Management, Map graphics, etc. Oversees and coordinates the design, development, implementation, and testing of changes/upgrades to the development, training, and production systems. Managed the life cycle of software applications such as web services, and/or tier applications. Possess agile problem solving skills including the ability to respond quickly to strategy shifts. Authored the TIS Program Management Plan (PMP), Development Process Plan (DPP), Maintenance Process Plan (MPP), Risk Management Plan (RSKMP), TIS Transition Plan, Quality Assurance Plan (QAP), Communications Management Plan, Configuration Management Plan (CMP), Data Management Plan (DMP), Decision analysis and resolution (DAR) procedure, and numerous desktop standard operating processes and procedures. A performance-driven professional supported by academic achievement and practical experience working in the fast-paced environment of DOD systems integration and development. Combine strengths in project management and leadership to drive positive results in a rapidly changing industry. Consistently produces outstanding achievements in program planning, development, and implementation, team management, risk identification and mitigation, problem resolution, project troubleshooting and employee productivity. Proven record of meeting deadlines within budgetary constraints while meeting quality goals. Developed existing staff and hired additional well-qualified personnel as needed. Conducted annual appraisals for the CSC team members. Possesses strong written and verbal communication skills. Recognized for tenacious work ethic, commitment, and loyalty as evidenced by increasing levels of responsibility.

Core Competencies

- Effective leadership
- Project Management (PMP, PMI, CMM, CMMI, ISO 9000, Industry Best Practices)
 - Schedule and Time Management

Winners make it happen -- losers let it happen

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- Cost Management and Control
- Contract Procurement
- Communications
- Scope Management
- Proposal Development
- Risk Management
- Process and Procedure engineering and development
- Human Resource Management
- Planning / Analysis
- Relationship Building
- Team Building
- Visioning and Strategic Planning
- Performance Based Contract Execution
- Service Level Agreements (SLAs)
- Performance Measurements ("Balanced Scorecard")
- Earned Value
- Problem Solving
- Client Needs Analysis
- Staff Training / Development
- Information Technology Management
- System/Software Development Lifecycles (development and implementation)
- Systems Integration
- Systems Engineering
- Enterprise Management
- Software Development
- System/Software Testing
- Configuration Management (multiple baselines; change and version control)
- Quality Control and Assurance

**Systems Engineering, Development, & Product Manager/DPME
Computer Sciences Corporation (CSC), Federal Sector
Transportation Coordinators' Automated Information
For Movement System (TC-AIMS II) - February 2001 - 2003**

Assisted the Program Manager/Director in the day-to-day operations of a multi-million dollar DOD program. Managed and coordinated the implementation of enterprise applications through all phases of the development life cycle, including planning, requirements analysis, design, development, testing, installation and evaluation. Ensured conformance with work standards, interprets policies, procedures, and goals and objectives of the organization. Coordinated work effort with all parties to ensure problem resolution and user satisfaction. Reviewed work products for quality, completeness, and adherence to design concepts and user requirements.

Lead the full lifecycle technical development of a DOD enterprise software application from requirements capture/analysis/decomposition/derivation to production release. Assisted the PM with organizing, planning, directing, and coordinating all TIS project implementation efforts, including business development, system/network/enterprise requirement, design and implementation efforts, equipment maintenance, Performance Assurance, Quality Assurance, Configuration Management and security-related tasks. Created and

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managed budgets and produced and managed a detailed development schedule. Oversaw project development stages from conceptualization to delivery, including requirement gathering, design, implementation, testing and release engineering. Assesses and integrates software development processes and documentation for compliance with Government, SEI CMM[®], ISO 9000, and DynCorp Quality standards. Defined site quality policy and objectives. Assisted projects in establishing plans, standards, and procedures that add value to projects and satisfy the constraints of project and organizational policies. Developed metrics gathering vehicles and assists core managers in assessing those metrics to determine project performance. Reviewed, evaluated, and audited software products and activities to verify that they complied with the applicable procedures and standards and provided the software project(s) and other appropriate managers with the results (quality visibility). Modeled processes based on business rules, practices, and user interviews. Highly trained in the Software Engineering Institute's Capability Maturity Model (SEI CMM[®]) and software development methodologies. Certified ISO 9000 Quality Auditor. Managed the Quality Improvement Teams responsible for the TC-AIMS II project's acquisition of SEI CMM[®] Level 3 and ISO 9000 certification. Trained in creative thinking. Employed Total Quality Management (TQM) principles and procedures to evaluate critical processes in key process areas and develop/execute resolutions resulting in overall improvement in defined processes. Utilized disciplines and techniques required for identifying, controlling (versions), accounting, auditing, and evaluating changes to software products during and after the development process. Managed Baselines (developmental, functional, allocated, product) using both informal and formal control. Performed product release and control activities (Configuration Management). Intensive and progressive experience in high-level systems/software analysis, requirements definition/decomposition and management, design, programming, documentation, testing, configuration management, software quality, process improvement, and systems implementation.

Experienced in developing and supporting General officer- level briefings and providing oversight of activities including Life cycle support. Planned and executed verification activities for complex information systems. Performed Requirements Verification and validation, Test Planning, Resource Planning. Have Command and Control (C2) Battle Staff experience, Test Report Writing, Integrated Product Team (IPT) leadership.

Tracked actions items, and drafted management documents that provided the process and procedures for program execution. Created and managed a detailed development schedule. Oversaw project development stages from conceptualization to delivery, including requirement gathering, design, implementation, testing and release engineering. Balanced the interests and goals of a wide variety of team members (including developers, designers, quality assurance and business development) against the overall needs of the project. Reported project status to upper management. Was the main liaison between the product team and external groups including customers, co-development partners, vendors, technical partners, etc. Worked with software architects to define the architecture and development strategy for our products using J2EE for the web-capable functions while maintaining the client/server capabilities in PowerBuilder. Have consistently demonstrated success in building and managing a development team in a DOD software development environment. Responsible for building and delivering a highly challenging transportation/deployment information and execution application as well as day-to- day management of a team of 73 engineering/database developers, domain experts, test engineers, project control engineers, Configuration Management engineers, and curriculum developers.

Managed, coordinated, and approved documentation development plans in support of software products, including Creation of documentation for manuals and online help. Responsible for the prioritization of tasks according to project priorities and supervision of final production of all development documentation. Acted as advocate in support of professional documentation standards and practices. Developed and maintains schedules for projects and assigns responsibility and accountability. Implemented new and improved processes and tools as appropriate to maximize efficiency and accuracy, including processes and tools related to User

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Interface (UI) design, information design, software builds, writing, review, and distribution. Primary author of the Software Development Plan (SDP). Trained site personnel on established procedures and processes. Collected, analyzed, and reported software metrics. Determined when each metric was collected, which metrics applied to the selected process model, and evaluated the development process.

- Strong, leadership and management skills along with the ability to effectively converse with technologists and business decision makers (i.e., executives/senior management).
- Extensive experience with all aspects of the complete software lifecycle, from the capture of business requirements through software design, development, integration, test, implementation, fielding, system maintenance, and system retirement.

Project Manager (Multiple roles during the given period)

DynCorp Systems & Solutions (DynCorp Acquired GTE)

**Transportation Coordinators' Automated Information for Movement System (TC-AIMS II) - November 1997
– February 2001**

Multiple Roles and Responsibilities

Operations Manager

- Created and maintained production and quality reporting for daily operations
- Managed functional supervisors, developed staff career path objectives, conducted disciplinary action and documented individual performance issues and appraisals.
- Managed daily production activities.
- Ensured accuracy, and approved timesheets of assigned personnel daily.
- Reviewed project production status including due dates, processes to be followed, quality requirements, and estimated time to complete.
- Communicated all manpower and/ or resource needs to meet production expectations.
- Communicated project tasks and quality requirements to project personnel.

Process Improvement Manager

- As a certified ISO 9000 auditor, I have a thorough understanding of the audit process, the SEI CMM[®] model, SEI CMMI[®] model, Total Quality Management (TQM) and ISO 9000 standards.
- Was able to facilitate software/system reviews; participate in process improvement efforts, including assessments, audit, and, very importantly, post-phase reviews.
- Extensive experience in developing Process Improvement plans.
- Repeatedly tailored and applied organization standard processes, procedures, and tools to the TC-AIMS II project.
- Excellent diffuser, negotiator, team player.

Configuration Manager

- Took a leadership role in the creation and implementation of development standards in the areas of source and version control, and installation processes and methods.

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- Assessed configuration requirements with system designers, and developers to ensure all needs were met.
- Developed and maintained automated build and deployment scripts.
- Ensured proper archiving and auditability of product releases.
- Controlled branching and merging of the code base.
- Assessed tool sets needed for current and future CM needs.
- Upgraded/maintained configuration management software (PVCS Tracker and Version Manager, ObjectSmith and Object Cycle)
- Researched and improved methods of production and processes based on industry "Best Practices", and corporate standards.
- Authored the Configuration Management Plan and the Data Management Plan
- Scoped product infrastructure development efforts and developed products from requirements.
- Participated in feasibility studies, provided directions to Team Leads on technical issues, and oversaw multiple concurrent development efforts.
- Organized and chaired internal change control meetings and co-chaired Joint Change Control Boards with the government customer.
- Performed Configuration Identification, Configuration Control, Configuration Status Accounting, and Configuration Audits.
- Developed relational databases to capture project deliverables and receivables. This database is the source for the project's web site configuration management information.
- Also developed relational databases to track quality, process improvement, and requirements management activities.
- Highly experienced with source control systems: CVS, PVCS, RCS, etc.
- Experienced with relational database development and administration.

IT Manager

- Supported and maintained entire operational and administrative IT infrastructure.
- Responsible for new installations, upgrades, maintenance, patches, data and system security and backup.
- Coordinated internal and government audits, and administrative IT support.
- Planned system enhancements.
- Researched, planned, deployed, configured, administered, maintained secure IT servers and internal applications.
- Planned and performed system hardware/software upgrades, system backups, and disaster recovery operations.
- Managed Windows Desktop / Laptop support for internal employees and New Hires
- Collaborated with JPMO DOIM on e-mail services (MS Exchange)
- Managed staff responsible for Installation, configuration management, security, monitoring and tuning, backup and recovery, troubleshooting.
- Oversaw performance management of applications and computing equipment and upgrades and patches into the production environment.
- Developed, coordinated, and established operational policies, procedures and programs with the customer.

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- Created desktop and laptop standard software images using Ghost.
- Created and maintained user documentation and training programs

Quality Improvement Manager

Responsible for establishing TC-AIMS II quality standards. Managed the Quality Improvement effort responsible for the TC-AIMS II project's acquisition of SEI CMM[®] Levels 2 and 3. Developed, trained, and institutionalized CM, QA, Engineering, and process improvement methodologies to ensure consistency and repeatability. Performed initial project planning; verifies consistency with the program plan. Defined Software Quality Assurance goals. Utilized the Software Engineering Institute's Capability Model to support quality improvement initiatives. Evaluated, inspected, and audited Software Engineering, Configuration Management, and Quality Assurance activities related to software development and maintenance. Authored the Software Quality Assurance Plan (SQAP), and the Metrics Plan and Guidebook. Also responsible for the development and maintenance of the TC-AIMS II System Requirements Specification (SyRS). Trained site personnel on established procedures and processes. Collected, analyzed, and reported software metrics. Determined which metrics applied to the selected process model and each metric's data collection schedule. Used metrics to evaluate the development process.

Quality and Process Improvement Manager **GTE Government Systems - Information Systems Division** **Fairview Heights, IL, October 1995 - November 1997**

Was the primary force in coordinating the software process improvement effort for the site. These enterprise-wide efforts were deemed critical to both user and developer success. Assessed and integrated software development processes and documentation for compliance with Government, SEI CMM[®], ISO 9000 and GTE quality standards. Defined site quality policy and objectives. Audited software development processes and work products. Developed metrics gathering vehicles and assisted the Delivery Order Manager in assessing those metrics to determine project performance. Designed, developed, and maintained relational databases for tracking system project activities, process improvement activities, requirements gathering, analysis, and tracking, hardware and software tracking and accountability, defect tracking reports, quality assurance evaluation reports, and personnel. The modules were institutionalized into GTE's software process improvement and configuration management schema to provide standardized and ad-hoc data and metrics reporting. Trained in and utilizes the Software Engineering Institute's Capability Maturity Model (SEI CMM[®]) for software practices. Results: significant improvement in the site's ability to consistently develop and deliver reliable, usable software within budget and schedule commitments. Utilizes the Software Process Framework for the CMM[®] to design, analyze and review software processes to check consistency with the CMM[®] (in the context of process assurance or process verification). Models processes based on business rules, practices, and user interviews. Trained in data modeling techniques and procedures. Developed the site's Software Development Plan (SDP), Software Quality Assurance Plan (SQAP), and Configuration Management Plan (CMP). These documents outlined standardized processes and procedures for software project management, development, and quality improvement initiatives. Served as the facilitator for the Headquarters Air Mobility Command's Integrated Process Development Working Group. Established and maintained documented processes for evaluating software and associated work products. Provided daily supervision and direction to a support staff and determined the resources required for task accomplishment. Ensured a consistent and repeatable level of quality throughout the software life cycle. Extensive domain knowledge resulted in my being selected to perform system engineering on HQ AMC's Global

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Decision Support System (GDSS), which is an interactive, interpretative system with online, real-time data acquisition capabilities.

**Senior Systems Development Specialist (Government Support)
Computer Data Systems, Inc., Scott AFB, IL
October 1994 - October 1995**

Gained progressive experience in high-level systems/software analysis, design, documentation, and implementation of complex applications. Major emphasis in systems integration. Conducted formal integration and system-level software tests for developed and maintained systems. Designed the schema for a shared relational database using Microsoft Access. Extensive use of macro's and Structured Query Language (SQL). Database used to input, track, and analyze problems associated with the system/software interoperability of five critical U.S. Air Force Command & Control systems. Designed and developed test scenarios and scripts used in formal software testing. Re-created system-specific screen-faces (in Microsoft Access) to simplify data input by system testers and enhance the overall effectiveness of the test scripts. System Interoperability Test Manager for GDSS, Command and Control Information Processing System (C2IPS), and ADANS. Documented formal test results and compared them to the requirements specification to ensure satisfaction of established customer requirements. Designed problem reports and summaries used for systems analysis. Heavily involved in the software process life cycle, from the early requirements gathering/analysis phase through the integration and implementation phases to ensure testability of the final product. Prepared and conducted post-test analyses, reports, and briefings. Trained in, and employed the methods required to support the Software Engineering Institute's Capability Maturity Model (SEI CMM®).

**Superintendent, Command & Control Unit Operations
United States Air Force, Headquarters Air Mobility Command (HQ AMC),
Command and Control (C2) Division, Scott AFB, IL (Active Duty)
November 1989 - May 1994**

Functioned as the first Senior Enlisted HQ AMC Command & Control Battle Staff member during Operation Desert Shield/Desert Storm. Authored four regulations establishing AMC C2 policy and procedures in support of over 535,000 annual flying hours; 2,700 aircrews. Established command requirements for at least six AMC C2 programs. Developed operational concepts and constraints and evaluated equipment for new C2 systems. Initial lead-team member and Subject-Matter Expert (SME) for the development of the Command & Control Information Processing System (C2IPS)--performed requirements derivation and acceptance testing. Performed as subject-matter expert with Digital Equipment Corporation (DEC) for the development of the Global Decision Support System (GDSS) and Multi-Level Security (MLS). Established communications/information systems requirements for 71 worldwide control centers. Evaluated critical processes for development of a standardized C4 system architecture/template. Utilized spreadsheets (Microsoft Excel) and database management programs (dBase III, dBase III Plus, Dbase IV, Access 1.1) to record data and conduct trend analyses. Appointed as the Office Small Computer Manager; installed, configured, programmed, provided technical support and network/application operating procedures for 38 networked and stand-alone PCs, Laptops, PCL/Postscript laser printers, and hand-held/flatbed scanners. Developed classified system security operating procedures. Routinely conducted software applications training for over 40 assigned personnel.

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HARDWARE

PCs, Laptops, laser and Bubble Jet printers, Plotters, data input peripherals, AIT Scanners and Interrogators, Iridium phone systems, knowledgeable of IT networking infrastructures and telecommunications methodologies.

SYSTEMS/SOFTWARE

Transportation Information System (TIS), TC-AIMS II, DOORS (requirements management), Test Director, WinRunner, LoadRunner, C2IPS, GDSS/MLS, ADANS, Corporate Database Architecture, SQL, Oracle Express Analyzer, dBase, Cognos PowerPlay, and Impromptu, Microsoft Windows, Microsoft Office Professional, Microsoft Publisher, Microsoft Outlook, VISIO, ABC FlowCharter, AllClear, and ClearProcess (Process simulator and analyzer), Fast Assess and CMM Live (SEI CMM[®] Assessment Tools), Palisades[®] @Risk, and Precision Tree, ClearCase, RCCS, SCCS, Serena/Merant's PVCS Tracker, Version Manager, I-Net, and Notify, PowerBuilder ObjectCycle (CM Tools), ObjectSmith, SLIM Project Control Tool Suite and CostXpert (project estimation, control, metrics), DbArtisan, Internet Browsers (Netscape Communicator and MS Internet Explorer), Adobe Acrobat & Photoshop, Web Publishing language (HTML), JAVA, and Microsoft Project, Dekker Trakker and WinSight (EVMS), Pert Chart Expert.

SPECIALIZED TRAINING

<ul style="list-style-type: none">• Program Management Software/System)	<ul style="list-style-type: none">• Information Systems Strategy
<ul style="list-style-type: none">• Information System Design, Implementation, and Management	<ul style="list-style-type: none">• Software Engineering Project Management (Planning, Scheduling, & Control)
<ul style="list-style-type: none">• Software Engineering Institute's Capability Maturity Model (SEI CMM[®]) and Capability Maturity Model Integrated (SEI CMMI[®])	<ul style="list-style-type: none">• System Testing (Unit through Acceptance)
<ul style="list-style-type: none">• Relational Database Management Systems Implementation	<ul style="list-style-type: none">• Distributed Systems (Client/Server and Enterprise Management Systems)
<ul style="list-style-type: none">• Management Development II	<ul style="list-style-type: none">• Software Configuration Management
<ul style="list-style-type: none">• Earned Value Management	<ul style="list-style-type: none">• Hardware Configuration Management
<ul style="list-style-type: none">• Software Metrics	<ul style="list-style-type: none">• Software Inspection
<ul style="list-style-type: none">• Project Control Support	<ul style="list-style-type: none">• Requirements Management
<ul style="list-style-type: none">• ISO 9000 Internal Quality Auditor	<ul style="list-style-type: none">• Risk Management
<ul style="list-style-type: none">• Corporate Information Management	<ul style="list-style-type: none">• Total Quality Management
<ul style="list-style-type: none">• Creative Thinking (Thinking Outside the Box)	<ul style="list-style-type: none">• Software Quality Assurance
<ul style="list-style-type: none">• Decision Analysis and Resolution (DAR)	<ul style="list-style-type: none">• Managing Multiple Projects, Objectives & Deadlines
<ul style="list-style-type: none">• Capability Maturity Model for Business Development	<ul style="list-style-type: none">• Capital Planning
<ul style="list-style-type: none">• Use Case Development	<ul style="list-style-type: none">• Microsoft Access
<ul style="list-style-type: none">• Software Development	<ul style="list-style-type: none">• Risk Management
<ul style="list-style-type: none">• System Integration & Development	<ul style="list-style-type: none">• System Verification and Validation
<ul style="list-style-type: none">• Software Verification & Validation	

HONORS/RECOGNITION

Winners make it happen -- losers let it happen

Earl W. Bentley
Program Manager

Program Management, Performance-Based Operations, Service Level Agreements (SLAs)/System Engineering/Process Improvement (CMM, CMMI, ISO 9000)/Quality Mgmt/Configuration Mgmt

5306 Waldo Drive, Alexandria, VA 22315
703.623.3121

Email: ebentley@earlbentley.com

<ul style="list-style-type: none">• TC-AIMS II Recognition Award for Outstanding work (2002)	<ul style="list-style-type: none">• DynCorp Employee Excellence Awards for Program Performance
<ul style="list-style-type: none">• Employee Recognition Award for Outstanding work (SEI-CMM[®] Level 3 Certification)	<ul style="list-style-type: none">• GTE Employee Excellence Awards for Program Performance and Technological Development

REFERENCES

Upon Request