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Summary	<ul> <li>Professional objectives: To play a support role in furthering the knowledge objectives for an organization.</li> <li>Experience and expertise: Graduated in Aeronautical Engineering in 1972. Worked as a technical writer until 1978 when I started NIVA Inc. The company is now one of Canada's premier communications companies. Since 1978 I have continued to push and discover simpler ways of furthering our company's ability to do business: managing and working on client projects, creating and implementing policies and procedures, acquiring and implementing electronic tools, automating the company accounting, developing software solutions, and constantly increasing my person experience and expertise in knowledge management and communication.</li> <li>Personal objectives: To work in areas that need documentation to target human improvement goals – for example: health, environment, access to resources, transportation, entertainment. To be challenged by newer ways of achieving these goals. To work as part of a team that targets these goals.</li> </ul>			
Education	1968 - 1972	University of Toronto	Toronto, Ontario	
	Bachelor of Applied Scien	nces and Engineering (Aeronautical)		
	1970 - 1971	University of Toulouse	Toulouse, France	
	French Literature and Modern Languages			
	1966 - 1968	Royal Roads Military College	Victoria, B.C.	
	Engineering Physics			
Professional	2004	National Energy Board (NEB)	NIVA Inc.	
experience	Web site analyst			
highlights	• A 2-month contract to analyze NEB's Internet and intranet sites and develop a high-level action plan for implementing common look and feel (CLF) and government-on-line (GOL) standards.			
(for a detailed list, please visit my web site)	<ul> <li>2002-2003 Transportation Safety Board (TSB) NIVA Inc.</li> <li>Documentation project manager</li> <li>A 17-month contract to manage the documentation of the Swissair 111 accident investigation. The challenge was to coordinate the many layers of administration and project staff so that they and NIVA, were able to successfully produce the 300-page investigation report and some 800 pages of supporting technical documentation in print, on CD, and in HTML formats in both official languages. It was particularly challenging and gratifying to help implement a LAN-based authoring processes at TSB.</li> </ul>			
	1998-1999	EDS/Systemhouse - DND	NIVA Inc.	
	<ul> <li>CFSSU Online User's Guide</li> <li>An 18-month contract to manage a team of 4 writers and several production people to create this supply system business process e-manual (composed of some 3000 "web" pages) using Robohelp HTML as a tool. Established and documented the LAN-based distributed authoring and publishing procedures and standards, and was also one of the content writers. Also trained the team in both the tools and processes required to work effectively within the development team.</li> </ul>			
	<ul> <li>1996-2001 Canadian Hydrographic Service (CHS) NIVA Inc.</li> <li>CHS Online Information Library (COIL)</li> <li>Initially a 12-month contract (later extended through to 2001) to Created a bilingual information e-library and web site for CARIS users (see <a href="http://www.caris.com/solutions/industry.cfm?solutionID=4">http://www.caris.com/solutions/industry.cfm?solutionID=4</a>) on the Canadian Hydrographic Service (CHS) intranet/Internet for the Department of Fisheries and Oceans. Site is composed of 11,000 published files and 6500 source document files. The intranet version of the site allows for real-time authoring and publishing. I wrote an initial documentation study for the project, presented alternatives and trade-offs, held meetings to discuss options, and helped CHS determine the optimum path. I then organized resources, and coordinated the use of tools (MS Word plus VBA) to</li> </ul>			

	<ul> <li>minimize setup and maintenance costs for the department. Set standards, administrative procedures, and did a fair amount of the writing, editing, and coding. While the project was underway, I coordinated user expectations across the country. When the deliverables were ready, I created online tutorials, and developed and conducted training sessions for users. (See current web site at <a href="http://coil.chs-shc.dfo-mpo.gc.ca/">http://coil.chs-shc.dfo-</a> </li> <li>mpo.gc.ca/</li> <li>) The discoveries resulting from this project set the processed and standards used by NIVA for many subsequent knowledge and communication projects; for example, the Canadian Firearms Manual.</li> <li>1994-1996 Department of Foreign Affairs and International Trade (DFAIT) NIVA Inc.</li> <li>SIGNET systems documentation</li> <li>A 24-month contract to created an on-line documentation resource (e-library) for some 1000 SIGNET (the world-wide DFAIT Intranet) systems documents. Standardized and put the hardcopy library on-line. Created on put the hardcopy library on-line.</li> </ul>		
	Created a user interface with online help to the e-library. Set document authoring and management standards. Held meetings with authors and managers to implement these standards. Oversaw the authoring process (team of some 30 writers), and quality assured and managed documents entering the e-library.		
	1991-1993Department of National Defence (DND)NIVA Inc.		
	<ul> <li>DLDC procedures documents</li> <li>A 24-month contract to develop some 20 systems manuals to instruct mainframe operators on how to install, configure, and use the various mainframe operating systems. Managed the team of writers, and also wrote part of the documentation library for this project. Selected the team members and the documentation tools (IBM's BookMaster used on the IBM mainframe), set standards and conventions for both writing and production. Developed and implemented translation of these documents, and developed the change management procedure for the library.</li> </ul>		
Additional professional activities	1990-currentNIVANIVA Inc.NIVA DocuManageNIVA DocuManage• Designed and implemented an Internet-based project management system relying on MS Word for source documentation published as HTML files on the company LAN and the Internet. With the goal of enabling employees to work remotely by using the Internet as a project management medium, I pulled together all the currently understood and cost-effectively available tools (MS Word, HTML, FTP, Windows NT), and developed conventions, processes, and procedures into a secure system that makes project information visible across the Internet.1980-currentNIVA		
	<ul> <li>NIVA DocuCenter</li> <li>Developed a suite of document authoring products based on creating an SGML- compliant document type definitions (DTDs) that acts as an engine to automatically format and structure documentation being created by information experts. Managed a team of developers and testers: planning the project, scheduling, systems analysis, systems design, user interface design, and testing. I was also involved in coding, and in all aspects of product development</li> </ul>		
Memberships	Association of Professional Engineers of Ontario		
Languages	English, French, Hungarian, Spanish (working), German (working)		
Community activities	Maintain the Hunt Club Community web site. Coordinating the effort to landscape the R. Byrns Curry Public School property. Editor for SuzNews, the Ottawa Suzuki School of Music newsletter. Occasional violin teacher at the school.		
Interests and activities	Gardening. Jogging and weight lifting. Developing and maintaining web sites. Maintaining personal databat of pictures and movies on own home LAN and intranet. Raising two daughters. Traveling. Violin.		
Security clearance	SECRET II, 87-11-0867 – expiry date: 24 July 2010		
References	Available on request.		
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