CURRICULUM VITAE – CAROLYN STEPHENS

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About Carolyn Stephens

I am a business policy analyst who is proficient in developing business cases, funding proposals, policy and procedural documents that support strategic and operational organisational goals.

I am also a professional writer who is adept at designing content for a variety of marketing, technical or transcription purposes. I have a strong vocabulary and ability to work with technical terminology.

I have considerable operational experience as an information management professional in document, records and data management and their associated compliance frameworks.

Skills Snapshot

- Professional writing and editing.
- Web content authoring, marketing and graphic design.
- Business policy and compliance analysis.
- Information and records management.

Tertiary Education

2017	Certificate in Professional Writing and Editing, Open Colleges.
2006	Masters of e-Business, RMIT.
1995	Graduate Diploma of Information Management, University of Melbourne.
1989	Bachelor of Arts (Hons), University of Melbourne.

Certification

PRINCE II Foundation (Project Management)
Advanced MS Excel
Advanced MS Word

Employment History

2017-2019   **Owner, Content Place**
www.contentplace.com.au

- Website content authoring, marketing and communications for small business.
- Technical writing.
- Information management for records and document compliance.

2016-2019   **Art and Graphic Design**

- Exhibited artist at www.carolynstephens.com.au
- Artist in Residence – Old Auction House, Kyneton.
- Website design.

2006-2014   **Business Strategy Analyst**
Department of Infrastructure/Department of Transport/Public Transport Victoria.

- Designed and delivered the Department of Transport CIO Business Information Strategy through consultation with senior stakeholders. This included investment options analysis, priority planning and aligning projects to organisational and ministerial objectives.

- Author of various information technology business cases and funding applications for enterprise system upgrades, including; operator payments rules engine, human resources reporting, grants management and business intelligence data consolidation.

- Extensive business process mapping, requirements and benefits definition. Proficient in the Treasury and Finance Investment Logic Map – ILM methodology. https://www.dtf.vic.gov.au/investment-management-standard/applications-investment-management-standard

- Delivered the Transport Information Security Program using the Australian Federal Government Protective Security Policy Framework;

  - Classification and risk assessment of over 200 information assets
  - Authoring and editing the policy and procedure documents
  - Representing Transport in whole of Victorian Government (WoVG) Information Security forums and groups.

2004-05　　　　　　　**Client Relationship Manager**
Chief Technology Office, Department of Infrastructure.

♦ Extensive liaison with corporate and government stakeholders to achieve best value for money outcomes on commercial IT tender bids and contracts.

♦ Account manager responsible for guiding the delivery of Whole of Government Information Technology solutions for 3 Departments and 4 Agencies, including;

  ➢ Rosetta people meta-directory
  ➢ Telecommunication Procurement (TPAMS)
  ➢ Data Centre Consolidation (CenITex)
  ➢ Enterprise Content Management (ECM).

♦ Signed up over 26 opt-in contracts that helped realise savings to Government of over $20million.

Prior Experience

One-year (contract)　**Business Analyst, Enterprise Content Management (ECM) Project**
Office of the Chief Information Officer (OCIO), Department of Premier and Cabinet.

♦ Senior analyst for the WoVG Enterprise Content Management program (website, record and document management solutions) for 10 departments and 4 agencies, involving;

  ➢ Extensive liaison across Victorian government to document and deliver the requirements for a consolidated ECM solution
  ➢ Vendor engagement and procurement evaluation processes
  ➢ Authoring the business case for an ECM solution
  ➢ Chairing the WoVG ECM Information Architecture Working Group.

♦ Aligned ECM program with OCIO strategic projects for Data Centre Consolidation and Application Hosting Consolidation.

Two Years   **Information Manager, Information and Records Services**
Department of Human Services.

♦ Authored the Department of Human Services Information and Content Management Strategy, performance targets and four-year budget plan.

♦ Authored policy material for information privacy, security, electronic transactions and records management.

♦ Contributed to the design and rollout of an information management training strategy (both classroom training and e-learning).

♦ Delivered regular presentations for 'Whole of Department' knowledge sharing seminars (video cast to all State offices). Guest lecturer for Monash University and RMIT and Industry bodies.

Eight Years   **Manager, Archival Services**
Department of Human Services.

♦ Manager of the largest Victorian government archival holdings - 70 kilometres of hard copy records and sizeable electronic storage of data and documents. This included both active and historical records.

♦ Senior officer accountable for 'whole of department' compliance with Public Records legislation. This included appropriate management of personal information, legal records disposal, access and Freedom of Information.

♦ Responsible for an annual operational budget of four million and a VPS staff of eight, plus additional contractors.

♦ Authored successful business cases for over 15 projects requiring capital funding.

♦ Participated in the all of Government Innovations Expo. Canberra, 1997 at the request of the Director, Corporate Resources.

One Year (contract) Consultant / Contractor
Contracted through Enterprise Knowledge.

♦ Team member in health records consolidation/disposal and transfer projects for the Department of Community Services and Department of Health.

Requalified in Information Management

Three Years Tutor/Lecturer
University of Melbourne and Monash University.

♦ Tutor and occasional lecturer in Modern and Post-Modern Culture at the University of Melbourne.

♦ Delivered all weekly lectures and tutorials within first year Art History at Churchill, Monash University – six-month assignment.

♦ Awarded a three-year Australian Post-Graduate Research Scholarship.

Referees will be supplied on request.