

Cerys Hearsey

Curriculum Vitae

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Personal Profile

Cerys Hearsey is a consultant at Metataxis who has worked with enterprise information systems (Document, Records, Knowledge or Content Management). She is an experienced information architect, specialising in the design of systems for an enhanced user experience, incorporating fileplans, metadata schemas, classification schemes and addressing frameworks. She has worked with a wide range of clients, including high profile government and defence clients, and international organizations.

Skill Summary

Enterprise Information-Centric Systems

Supporting businesses during the full life cycle of designing and implementing enterprise level systems, including knowledge management, document management, records management and content management. Requirements gathering, user engagement, business case creation, design, implementation, post-implementation support and full evaluation of systems.

Information Architecture

Facilitating workshops designed to aid the design of taxonomic structures, wire-framing for intranets, extranets and internet sites. Supporting the development of graphical user interfaces (GUIs), and leading end-user workshops to ensure user experience is maximised. Designing information architectures to support the organising, classifying and retrieving of information in relation to implementation of SharePoint 2007, Electronic Document and Records Management Systems, and the implementation of federated search solutions. Designing metadata schemas, especially in the public sector, implementing systems and processes for metadata upkeep.

User Acceptance Testing

Designing test plans, writing business scenarios, authoring and testing scripts for large scale EDRMS, SharePoint 2003/2007 and KM systems.

Business Analysis and Business Process Design

Designing and implementing diagnostic evaluations of information systems, utilising business process re-engineering skills to deliver significant business benefits to end users. Using workshops, interviews and questionnaires to gather requirements from clients operating in multiple countries, using multiple languages. Authoring of benefits realisation frameworks in line with Office of Government Commerce Gateway level 5 requirements.

Training and Presentation Skills

Designing, delivering and evaluating training sessions on a variety of information management, knowledge management and records management topics. Authoring eLearning alternatives to face to face training. Specific courses run for administrators and knowledge workers for SharePoint 2003, 2007 and 2010.

Information Governance and Audit

Designing and delivering comprehensive information governance policies and processes within public sector departments. Initiating information audits in order to quality assure data, and identify training gaps and areas of non-compliance with internal standards and national and international legislation.

Recent Projects

National Institute for Health and Clinical Excellence (NICE)

Developing an enterprise information architecture for an NHS administrative organization. In addition, consulting and designing electronic publishing information structures, processes and systems. Providing information architecture QA for several ongoing and new technical projects within the organization. (2010)

Interactive Business Events

Delivering SharePoint 2007 and SharePoint 2010, information management training. Also social media courses. (2009, 2010)

Crown Prosecution Service (CPS)

SharePoint 2007 Electronic Records Management System implementation. Information architecture for records management specification. Workflow design for DM/RM solution. Re-design of departmental records management policies. Advisor on design and implementation of the knowledge management system using native SharePoint functionality. (2008 - 2009)

NHS Information Centre

Development of an information architecture (fileplan, metadata schema, templates, etc) to support the introduction of an EDRMS using SharePoint 2007. Mapping of data flows across the organisation, including interaction with external sources. (2008 – 2009)

Research Councils UK

Records Management Consultant producing functional requirements for an Electronic Records Management System, mapping functional business requirements to SharePoint 2007 functionality. (2009)

Northamptonshire County Council

Technical/Information Architect working on a SharePoint 2007 implementation. Design and implementation of key aspects of the information architecture, including the fileplan, metadata application profiles, controlled vocabularies, and user experience for GUI. (2007)

Inter IKEA Systems B.V.

Knowledge Management Consultant working on the internally-focussed Knowledge Base in SharePoint 2007. User Acceptance Testing, upload of content, and user experience orientated design, post-pilot evaluation of system. (2007 – 2008)

Confederation of British Industries (CBI)

SharePoint 2007 document management system. Working with end users through facilitated workshops, to define the fileplan, and associated systems metadata. Defining key metadata schemas for all line of business systems. Migration of all documents and records from file share to SharePoint 2007. Design of end to end training, stakeholder management. (2008)

Employment History

2007 - Present: Metataxis Limited – Consultant

2006 – 2007: Department for International Development – Information & Knowledge Management Consultant

Review and redesign of corporate file plan, delivery of a requirements paper for a corporate taxonomy to support federated search, and acting as metadata manager to cover maternity leave.

Provision of diagnostic analysis of departments and overseas offices, Electronic Records Management training and support needs of Records Managers Community. Formation of strategies with individual Records Managers to meet these needs.

Development of compliance policies and processes to support the introduction of copyright and data protection audits.

Post implementation evaluation of bespoke knowledge management solution. Development of new ways of working to increase use of knowledge base, and recommendations for next steps to the Information Technology Strategist.

Creation of customised online guidance for end users of Electronic Records Management System 2002.

Training needs analysis for knowledge managers, information managers and electronic content managers.

Design and delivery of presentations and training interventions for newly appointed knowledge managers/workers.

2004 – 2006: Foreign and Commonwealth Office - Information & Knowledge Management Consultant

Development and review of information and knowledge management policies focusing on compliance, information security, knowledge management and document lifecycles. Management of an information audit and the creation of information asset register.

Development of a knowledge base for the Emergency Unit and a best practise library from disaster intervention between December 2004 and August 2006.

Development and delivery of information literacy training, knowledge management training and IT skills upgrade training in line with the Professional Skills for Government (PSG) agenda.

Consultation with user panels on new ways of working through workshops and informal/formal review processes in line with Prince2 Project Management Methodology.

2004: Imperial War Museum - Project Officer (P/T)

Cataloguing of a special collection to facilitate end user access. Adaptation of cataloguing rules for new media, review of library management systems, and definition of requirements for the migration of data between systems. Responsible for Project Office documentation, Prince2.

2004: St Charles College (RC) - Information Specialist (P/T)

Design of VLE using a Blackboard package to facilitate teachers in the management of online educational courses for their students. The services included access control, provision of e-learning content, communication tools, and administration of user groups. Design of training sessions for both students and teachers on the use and management of the VLE system.

2003 – 2004: University of Central England Independent Living Scheme

Design of courseware and piloting of assistive technology training for people with disabilities.

2000 – 2003: Fostering Network Information Specialist (Volunteer)

Design of courseware for eLiteracy, basic IT skills and information and research self-sufficiency training to aid staff after headcount reductions. Editing of the monthly newsletter for foster carers. Assistant Events Coordinator for Foster Care Fortnight campaign.

Qualifications

2004: MSc Information and Library Management, University of Central England

2003: BA Archaeology, University of Southampton