

## PROFESSIONAL RESUME

### William (Bill) Gourlay

#### OVERVIEW

Bill retired from Integrated Systems Solutions Corp. (ISSC) after 28 years of extensive experience as a pioneer in the IBM and ISSC Services business and became an independent Consultant. His IBM assignments included the Federal Systems Division (FSD Advanced Programs), System Development Division (RPQ Design), Data Processing Division, Integrated Systems Division and the Integrated Systems Solutions Corporation. While in DPD, he joined IBM Custom Contract Services (CCS) shortly after IBM unbundled its hardware, software and services. CCS was established to provide the same services to commercial customers as FSD had been providing to Federal customers for many, many years.

His work assignments included advanced programs marketing, real time systems programs, services marketing, complex systems proposal development/management, RPQ design, services systems assurance manager, project management course development, teaching, class management, process/procedures development, and project management reviews. Bill was a mentor/advisor to dozens of Project Managers. His last IBM assignment was in ISSC Global Services HQ Quality Assurance, where he was responsible for conducting proposal reviews and project management reviews of multi-million dollar, complex Systems Integration / Application Development / Outsourcing projects. Some IBM/ISSC career accomplishments are:

- Co-developed and maintained IBM's key project management process, procedures and guidelines for IBM Services for over 15 years.
- Co-founded, developed, instructed and managed the IBM Services Project Management Class. Taught project management internally to IBM/ISSC and to IBM Customers for over 20 years.
- Conceived, developed and managed an IBM, nationally-available, on-line repository and document delivery system, called Professional Services Applications (PSAPPLIC).
- Co-authored the first two IBM Professional Services Independent Study Programs for Customers:
  - Managing the Application Development Process (MADP)
  - MADP: Project Reviews
- Co-authored the first two IBM Professional Services fee Workshops:
  - Project Management Workshop
  - Project Management for Executives
- Taught over 100 Project Management Workshops for IBM Customers in the U.S., Canada, Japan, Israel and Turkey
- Conducted over 200 Systems Integration/Application Development project management reviews, both internal and external to IBM and ISSC, in the U.S., Canada, Japan, Chile, U. K. and Colombia. (Project team sizes to over 400 people.)

In 2000-2001, Bill was a permanent part-time Senior PM with TMP Worldwide, with responsibility to teach Project Management classes. Currently, Bill is a worldwide services consultant in complex systems proposal development, proposal & contract reviews, subcontract negotiations, project planning, project startup, project management reviews, process & procedures development, PM course development, PM training and PM consulting.

#### EDUCATION

Bill received his B.S. in Engineering from the U.S. Naval Academy, Annapolis, MD and his M.S. in Electronics Engineering from the University of Michigan, Ann Arbor, MI.