

Resumé

BILL TOZER

SUMMARY

Bill Tozer has eleven years of experience supporting the BC Public Service, plus another 5 years as a public servant. Bill has worked inside provincial and territorial governments in senior positions developing, implementing, and administering a number of large social service programs such as the Young Offenders Act.

His particular strength is asking the “hard” questions in a way that creates a collaborative environment, engenders trust, gets to the key issues, and builds strong working relationships among stakeholders. Using effective listening skills, process analysis, and clear presentation of complex issues Bill helps his clients to create shared visions and realistic plans. He has honed these skills working for global Systems Integrators in senior management roles.

In his earlier Human Services career Bill worked as a Juvenile Probation Officer, and as a Program Director for Innovative Programs in Criminal Justice in Alberta. He was also the Chief Treatment Coordinator for Residential Child Care in the NWT, A/Territorial Director for the Young Offenders Act NWT and occasionally stepped in as the A/Superintendent of Child Welfare.

As a facilitator, Bill draws on 7 summers as a Sessional Lecturer in the Faculty of Education at the University of Victoria. He has conducted many professional development workshops, training sessions, and facilitated hundreds of meetings.

- Social Services Program Development
- Program Transition Planning / Execution
- Public / Private Sector Liaison
- Problem / Dispute Resolution
- Business / Systems Alignment
- Sales / Procurement Negotiation
- Project/Portfolio Oversight
- Strategic/Business Planning and Advice
- Executive Mentoring
- Excellent relationships with key implementation partners and custom development shops in Canada. E.g., IBM, Oracle, CGI, Sierra, OA Solutions.

KLR Consulting Inc. Dec 06 – Nov 08

Vice President, Operations Victoria

KLR was a consulting firm focused solely on project management (PM) services. In business for twenty years and headquartered in Vancouver with a professional services office in Victoria, KLR served both the private sector and the BC Government providing a full range of PM services including: project/portfolio management maturity assessments; the design, development, and implementation of project and portfolio management offices; and the provision of hands-on project management.

Bill assisted the owner of KLR to restructure the company’s operations moving to a branch model utilizing employees rather than the sub-contractor body shop model that had been in place. Bill had full operational, staffing, and P&L responsibilities for a new branch office in Victoria intended to serve the BC Government.

Bill’s accomplishments included:

- Locating and establishing new office facilities;
- Creating a business development model;
- Establishing sales, marketing, and account plans;

Bill Tozer Resume Continued

- Widely introduced and marketed KLR to clients across the BC Government;
- Growing the branch to a staff of ten senior consultants;
- Driving \$2M in booked business.

In the spring of 2008 the Government of BC significantly changed its procurement policies around contracting out to external project management consultants in favour of hiring and growing its own staff. KLR's market essentially dried up and the firm's assets (contracts and hard goods) were sold

VantagePoint Consulting, Victoria, B.C., February 05 – 07.

President and Principal Consultant

VantagePoint Consulting is a sole-proprietorship and as such a vehicle for Bill to perform direct service contracts for clients on an ad hoc basis.

Client Projects

Skystone International Ltd. February 05 – 07

Skystone is a fast growing engineering consultancy based in Calgary, Alberta. They serve the upstream oil and gas market offering chemical and structural corrosion analysis, oil field and pipeline inspections, asset integrity management, process and procedural manuals, Alberta Energy Board reporting, and a variety of field services.

Initially, Bill was engaged to do a market analysis and to recommend product enhancement of their integrity software solution with a view to opening new market verticals. His analysis was completed and a key recommendation made not to pursue new verticals but rather to enhance the tools with GIS capabilities and grow their revenues in their asset integrity management division in the oil and gas market.

In light of a growing O&G market and a number of changing business demands Bill was awarded a second contract to review and align the company's internal business systems, business processes, and organizational structure. Bill worked with the leadership team and Board of Directors to create a new process oriented matrix enabling them to offer a logical suite of data integrated services. While the Company implemented the new model and Bill continued as an executive coach to the president on organizational and board development, team building for the leadership team, customer service and quality initiatives, and business development.

Bill provided additional services under this contract:

- Executive Mentorship to the new business development and IT teams;
- Business Development Leadership including the development of a sales training manual and accompanying training presentations;
- Client Engagement and Relationship Building by developing and delivering sales presentations, liaising with vendors and customer stakeholders, creating the strategy behind a significant proposal resulting in a \$400K contract with a new client; and
- Fostering Corporate Growth by assisting in the planning for a re-organization of the IT group, creating a new corporate project management framework and manual, conducting a cost benefit analysis on a systems redevelopment project, assisting with development of IT project charter, providing advice on procurement options and strategic staffing models, writing briefing notes directed to the executive and board members.
- During Bill's tenure Skystone grew revenues from \$4M to \$18M.

4774 Ambleswood Drive, Victoria BC V8Y 2S3
Home: 250-658-4720 Cell: 250-588-4720
btozer@shaw.ca

Pacific GeoTech Systems, (PGTS) Victoria, B.C., June 05 – June 2006

PGTS is a niche systems development firm specializing in online geo-spatial permitting solutions. They have developed solutions for the public sector sale of mineral rights permits; and driver's licensing solutions. They are the creators of the nationally recognized Mineral Titles On-Line (MTO) solution on behalf of the Ministry of Energy and Mines in the Province of BC.

PGTS engaged Bill to position and sell their proprietary permitting software called TruePermit, which is the COT solution at the core of MTO.

Bill's accomplishments included:

- Engaged the BC Intellectual Property Office, negotiated and acquired the exclusive global rights to market and resell MTO rather than focus on the COT's solution alone;
- Conceived and led a world wide marketing campaign based on an inexpensive stand alone demonstration project designed to enable governments to engage in meaningful real-time demonstrations to public and private sector stakeholders;
- Led a successful business development pursuit for the development and implementation of a pilot mineral titles application for Nunavut. Negotiated with tentative partner vendors, the Government of Nunavut, and the Department of Indian Affairs; and
- Led a protracted pursuit and negotiated an agreement in principle with the Government of Mexico for their acquisition of MTO.

Information Systems Employment History

CGI, Victoria, B.C. December 2003 – January 2005

Director Consulting Services, Public Sector Business Development, Victoria

CGI is North America's fourth largest IT consulting and systems integration firm generating revenue of approximately \$4B annually. As CGI's Director of Business Development for British Columbia, Bill worked to introduce CGI into the government marketplace. A key goal was to broaden existing relationships and to promote CGI's primary interests in high value, long term IT outsourcing and managed services engagements. Bill was the co-director of CGI operations in BC, and managed the sales team, and alliances/partnerships.

- Led a business development pursuit on a large alternative service delivery initiative for Ministry of Land Air and Water Protection. Included budget, ROI model, schedule management, project governance, privacy and security, sub-contractor negotiations, presentations, business strategy, proposal development, and resource management.
- Led a multi-million dollar social services sector business development initiative. Assembled and provided leadership to team of 8 senior resources, representing 3 separate organizations. Provided primary point of contact and liaison between private sector consortium and public sector procurement team. Procurement, contracts, project charters, budgets, schedules, stakeholder engagement.
- Developed and presented innovative solution approaches and strategies to senior CGI executives, private sector partners, and public sector executives to build support and consensus for large systems initiatives.
- Ensured compliance with CGI proposal and customer service methodologies and programs

Bill Tozer Resume Continued

- Key member of BC team responsible for transition planning and execution on the GDS and Associates acquisition. Managed the Transition of the ISO 2001 processes and account transition.
- Conducted preliminary analysis for BC mergers and acquisitions.

GDS & Associates, Victoria, B.C. June 01 – December 03

Director, Business Development and Alliances, BC

GDS was a mid-sized IT consultancy with four offices in Western Canada. Primary client in BC was the Ministry of Transportation. Revenue \$3M – 6M. GDS was acquired by CGI.

- Participated as a member of the GDS corporate management team.
- Advised company Principals on strategic system issues for Ministries of Forests, Water, Land and Air Protection, Children and Families, and Attorney General.
- Leadership of all business development activities with the Province of BC. Managed the sales team, for Vancouver and Victoria offices.
- Developed and delivered presentations and briefings for senior executives, presented at conferences, and developed company profile within the BC Government and the vendor community.
- Created business model for major acquisitions/mergers leading in part to the CGI acquisition of GDS, AGTI, and Pangaea.
- Direction and coordination of the development of new HR process model and systems.
- Led and won a number of significant development proposals involving multi-vendor relationships.
- Increased revenues by 100% in the BC market.
- Responsible for developing and managing partner/vendor relationships to better position GDS for large opportunities.

Pangaea Systems Inc., Victoria, B.C. June 1999 - June 2001

Director Business Development and Alliances

As Director of Business Development for BC, Bill's role primarily focused on public sector sales of consulting, application development, and application maintenance services. The Ministries of Social and Economic Development, Forests, and Environment, were major customers. Pangaea has since been acquired by CGI.

- Participated as a member of the senior management team.
- Managed the sales teams in Vancouver and Victoria.
- Increased revenues from \$3M to \$6M
- Advised senior management on strategic system issues for Ministries of Forests, Environment, Social Services and Attorney General.
- Refined and provided oversight of the proposal process.
- Developed and delivered presentations and briefings for senior executives, presented at conferences, and developed company profile within the BC Government and the vendor community.
- Developed and managed strategic alliances with tier one systems development vendors.
- Led a business development pursuit into the biotech industry.

LGS Group/IBM, Victoria, B.C. March 1997 – May 1999

Account Manager

LGS was Canada's largest independent IT consultancy with over 2500 staff across Canada. The Victoria office had approximately 40 staff and annual revenues of +/- \$3M. IBM acquired LGS during this time.

- Advised senior management on strategic system issues for Ministries of Forests, Environment, Social Services and Attorney General.
- Reviewed and made recommendations to Senior Staff regarding ministry information system plans.
- Led system development proposals and customer satisfaction interventions.

Human Services Career – Western Canada

During an 18-year career in the human services field, Bill worked in increasingly responsible positions.

- Juvenile Probation Officer,
- Program Director for Innovative Programs in Criminal Justice,
- Family Therapist in Hospitals and Clinics,
- Chief Treatment Coordinator for Residential Care in the NWT,
- Policy and Program Coordinator for the Department of Social Services,
- A/Territorial Director for the Young Offenders Act NWT,

Example Project - Implement the Young Offenders Act for the NWT. Concurrent Tasks.

- Staff of 300
- Stakeholder management on all projects.
- Review and revision of all treatment and residential service delivery for Children in Care in the NWT.
- Planning and oversight of design and construction of 3 jails and 3 open custody facilities to meet statutory requirements.
- Project direction for the development of the YOA Information system... first in Canada!
- Created policy and procedure manuals.
- Created and delivered communication strategy to First Nations and Inuit peoples.
- Responsibility for development and delivery of staff training across all service delivery channels including social workers, child care workers, foster care programs, residential care, open and closed custody care.
- Liaison with IT department, legal department, finance department, health department.
- Created treasury board submission and supported the DM with briefs and position statements.

Counselling Psychology Practice * January 1985 – January 1997

Bill managed his own consulting psychology practice. He taught 4th year counselling courses in the Faculty of Education and the Faculty of Human and Social Sciences at the University of Victoria for six years. He also consulted with many small to medium sized companies on strategic planning and change management initiatives.

EDUCATION

- University of Victoria, B.C. - Master of Arts, Educational Psychology 1983
- Carleton University, Ottawa, Ont. - Bachelor of Arts, Psychology 1975
- Professional development courses (ongoing):
 - KLR's Project Management Boot Camp
 - Leadership training program
 - CGI's In-house VP Development Program
 - Team building / Team Development
 - CGI's strategic sales program
 - Covey Institute, Helping Client's Succeed - Consultative Selling
 - ISO Quality Management Systems

MEMBERSHIPS AND AFFILIATIONS

- Board Member – Victoria Fish and Game Protective Association (Assets of \$7M)
- Former Member, Canadian Psychologists Association
- Founding Member and Chair, Federation Canadian Child and Youth Care Associations
- Former President, BC Child and Youth Care Association
- Guest lecturer in the University of Victoria's counselling program.

References Available on Request.