

# Doug Heaberlin

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## Certifications

[Practice Workflow and Information Management Redesign Specialist](#)  
[IBM Certified Specialist Rational Requirements Management w/Use Cases v2003](#)  
[IBM Certified Solution Designer Rational Unified Process v7.0](#)



## Experience

### Requirements Management Specialist - 5 years

Department of Social and Health Services - Children's Administration  
Washington State government  
1115 Washington St  
Olympia, WA 98504

Primary duties were to facilitate business requirements gathering sessions; document the functional requirements as use cases; delineate other requirements as Usability, Reliability, Performance, and Supportability. Additional duties were to establish processes and workflows for documenting and managing business software requirements; develop standard documentation templates; conduct training for staff in the use of requirements management software tools (Rational RequisitePro and Rose); mentor business analysts in software development using the Rational Unified Process and Unified Modeling Language; recommend software tool purchases and maintain annual purchase agreements; facilitate the installation of and verify installation of Rational software. I was instrumental in establishing a formal software development process in the form of the Rational Unified Process, bringing in a Rational work team to instruct business analysts in creating use cases, and convincing management of the need for integrated tools to document requirements, models the systems to be built, and test the products against the requirements.

### Business Analyst - 1 year

Pima County Superior Court  
Tucson, AZ

Document current physical and logical business practices for initiating cases in the Civil, Probate, and Family Law benches. Interview immediate users and their supervisors either one on one or in group settings and document the current physical implementation of software applications using structured analysis methodology. From those models extract essential model of the system.

## **Software Engineer - 15 years**

Department of Retirement Systems  
Washington State government  
PO Box 48380  
Olympia, WA 98504-8380

Maintain the Accounts Receivable and General Ledger software systems; Coordinate and execute the analysis, design, development, and testing of software systems and sub-systems with the accounting department using Structured Analysis and Design methodology (data flow diagrams, flowcharts, and data dictionaries); Was the lead analyst and programmer for the Member Accounts Receivable System and General Ledger systems. Instrumental in establishing a decision support system and documentation tool (Knowledgeware) in the agency; introduced the concept of an intranet for developer process models.

## **Training**

### **HITECH (Health Information Technology for Economic and Clinical Health)**

- Practice Workflow and Information Management Redesign Specialist
  - Culture of Health Care
  - Terminology in Health Care & Public Health
  - Intro to Information and Computer Science
  - Health Management Information Systems
  - Fundamental of Health Workflow Process Analysis & Redesign
  - Usability & Human Factors
  - Introduction to Project Management
  - Quality Improvement
  - Working with Health IT Systems
  - Networking and Health Information Exchange

### **Training from Rational Software, Inc**

- Requirements Management with Use Cases
- Object Oriented Analysis and Design with UML
- Rational Unified Process
- Implementing the Rational Unified Process
- Project Console
- Requisite Pro Tool Training

### **Additional Training**

- Internal Consultant Phase One
- Internal Consultant Phase Two
- Microsoft Project 2000

- Requirements Management
- Introduction to Rational Rose
- Yourdon Structured Analysis
- Yourdon Structured Design

**Degree in Computer Programming 1983 Clover Park Vocational Technical Institute**

**Bachelor of Arts in Secondary Education 1977 University of Arizona**