

M. GLENN NEWKIRK, CBCP, CSPM
InfoSENTRY Services, Inc.

President, InfoSENTRY Services, Inc. (1994-Present) Mr. Newkirk and partners founded InfoSENTRY in 1994 as an information systems consulting and technology project management firm. Mr. Newkirk directs the firm's major consulting engagements. He is the principal author for all InfoSENTRY's quality assurance reviews of large-scale enterprise resource planning (ERP) and customer relationship management (CRM) projects throughout the United States and in Europe.

Mr. Newkirk has substantial experience in managing all areas of the information technology project lifecycle. His experience includes project management, business continuity planning, independent verification and validation (IV&V), quality assurance (QA), performance management, risk assessment reviews, user/systems acceptance testing, and project recoveries for the public, private, and not-for-profit sector clients. He has conducted assessments of enterprise resource planning (ERP) and/or customer relationship management (CRM) projects by Oracle, PeopleSoft, and SAP. These third-party independent quality assurance reviews also included the assessment of the work of large ERP and CRM implementation integrators such as Accenture, PwC Consulting, KPMG (Bearing Point), Deloitte & Touche, Capgemini (CGEY) and Maximus.

Mr. Newkirk was the principal project lead on six quality assurance reviews of a PeopleSoft implementation for a United Nations specialized agency. He was the project lead on quality assurance (QA) reviews of ERP/CRM implementations in the states of Arkansas and North Carolina.

In addition to his work on ERP and CRM implementations, Mr. Newkirk has provided consulting expertise on statewide voter registrations systems and voting systems in the states of Arkansas, Colorado, Idaho, Illinois, Maryland, Nevada, North Carolina, Ohio, Oregon, Pennsylvania, and Utah.

Mr. Newkirk is a Certified Software Project Manager (CSPM) and a Certified Business Continuity Planner (CBCP). He is the author of numerous white papers, monographs, and journal articles on various information technology issues.

MANAGEMENT AND RESEARCH EXPERIENCE

Director of Legislative Automated Systems, North Carolina General Assembly. (1984-1994) Mr. Newkirk designed, implemented, and directed an \$8.0 million integrated information system and data communications network for the General Assembly. Applications on the General Assembly's system for which Mr. Newkirk assumed direct implementation management included office automation, document management, electronic publishing, budgeting, payroll, general ledger accounting, human resource systems, legislative bill typing, legal document storage and retrieval, legislative bill tracking, Internet access, text-to-speech synthesis, geographic information systems, financial management information systems, and Internet access.

Independent Consultancies. (1985-1994). Conducted information technology assessments, evaluations, designs, and implementations for the National and provincial parliaments of Pakistan, the National Conference of State Legislatures, twelve state legislatures, and the North Carolina Department of Revenue.

Vice President for Civic/Public Affairs Research, William R. Hamilton & Staff, Washington, D.C. (1983-84). Designed and directed a variety of research projects

for government and private sector clients involving information systems, opinion research, market research, and policy research.

Senior Program Director of Information Services and Publications, National Conference of State Legislatures, Denver, Colorado (1977-1983). Designed, implemented, and managed a national information system used by over half of the nation's state legislatures. Directed publication of a monthly magazine and a monthly issue brief series dealing with issues confronting legislatures.

ACADEMIC EXPERIENCE

Visiting Instructor, Department of Political Science, University of Denver (1974-1977).

Acting Assistant Dean, Graduate School of International Studies, University of Denver, Denver, Colorado (1975-1976).

EDUCATION

Implementing PAS 56—An Emerging Standard. Survive. London, UK. October, 2005.

Business Continuity Plan Management. Institute for Business Continuity Training. Washington, D.C. November, 2002.

Network Vulnerability Assessments. Computer Security Institute. San Francisco, CA. June, 2000.

Computer Forensics. Computer Security Institute. Chicago, IL. November 1998.

Disaster Recovery for Local Area Networks. Disaster Recovery Institute. Orlando, FL. September, 1998.

Windows NT 4.0 Security. The Learning Tree. Washington, D.C. November, 1997.

ISO9000 Management. Excel Training. Boston, MA. July, 1997.

Disaster Recovery Planning: Insuring Business Continuity. American Management Association. Monterey, CA. December, 1996.

Strategic Information Systems Planning. American Management Association. Washington, D.C. December, 1996.

Business Impact Analysis. Disaster Recovery Institute. Denver, CO. May, 1995.

Disaster Recovery for Local Area Networks. Data-Tech Institute. Denver, CO. February, 1994.

Software Testing: An Integrated Approach. U.S. Professional Development Institute. Rockville, MD. March, 1993.

Disaster Recovery Planning. Disaster Recovery Institute, St. Louis, MO. February, 1992.

Decision Support Systems and Executive Support Systems. Decision Support Technology, Inc., Cambridge, MA. April, 1990.

SAS Language. SAS Institute, Washington, D.C. January, 1990.

Data Processing Executive Institute--Large Systems. International Business Machines, San Jose, CA. January, 1988.

Local Area Networks. Control Data Corporation Institute of Advanced Technology, Rockville, MD. October, 1985.

Programming on the HP3000. Hewlett-Packard Corp., Denver, CO. Fall, 1978.

National Security Education Seminar. New York University National Security Institute, Colorado Springs, CO. Summer, 1974.

National Defense Education Act East European Language Institute, Denver, CO. Intensive study of Russian and Czech languages. (1971, 1973)

Ph.D. Candidacy (ABD). Graduate School of International Studies, University of Denver, Denver, CO. Advanced to Candidacy upon completion of comprehensive examinations in three areas. (1969-1972).

B.A. University of Arkansas, Fayetteville, AR. Degree in Political Science (With Honors) and History. (Phi Beta Kappa) (1969).

INFORMATION SYSTEMS AND OTHER RESEARCH SKILLS

Reading ability in German (Excellent).

Use and teaching ability in statistics, with particular focus on multivariate analysis techniques.

Programming proficiency and teaching experience in BASIC and FORTRAN. Proficiency and teaching experience in a variety of applications, including Microsoft Office Suite 2000, Lotus, WPS+/PC, WordPerfect, Microsoft Project, and Visio. Coursework and programming experience in Fortran, COBOL, ALGOL, SPL, and PL/1. Substantial user and teaching experience with various statistical and data analysis packages, including SAS, SPSS, BMD-P, and TEAMDATA.

Analysis, design, and programming experience in various database management systems, including MS-Access, SQL, IMAGE (HP3000), Rdb (DEC VAX), and Rbase/DOS.

Hardware and operating systems operations and management experience on HP3000 (MPE operating system), DEC VAX (VMS operating system), Windows NT Server 2000, Windows NT 4.0, and Windows 95/98/2000/XP.

MONOGRAPHS AND RESEARCH REPORTS

US Public Opinion toward Voting Technologies. InfoSENTRY Services White Paper, March 1, 2004.

Disaster Recovery and Business Continuity in State Legislatures: A Roundtable Discussion. InfoSENTRY White Paper, August 1, 2003.

Characteristics and Models of Statewide Voter Registration Systems. InfoSENTRY Services White Paper. December 15, 2002.

Enron's Lesson for IT Quality Assurance Management. InfoSENTRY Services White Paper. July 5, 2002. (Co-authored.)

Lessons Learned from User Acceptance Testing. InfoSENTRY Services White Paper. June 15, 2002. (Co-authored.)

"Problems with computer system indicate management failures." InfoSENTRY Services' President Glenn Newkirk and State Senator Kevin Smith (D-Helena) published an opinion piece in the Arkansas Democrat-Gazette on March 3, 2002.

From Dark Corner to DOT-COM: The Road Ahead for Online Voting. National Conference of State Legislatures, 2000.

Developing A Statewide Voter Registration Database: Procedures, Alternatives, and General Models. Federal Election Commission. Washington, D.C. 1997. Co-authored.

Performance Evaluation of the Parliamentary Development Project's Automation Project in Pakistan's Parliamentary Institutions. The Asia Foundation, San Francisco, CA. 1994.

Needs Assessment and Requirements Analysis for Pakistan's Parliamentary Institutions: Final Report. Pakistan National Assembly, 1991. Co-authored.

Interstate Communications and Information Systems. Denver, Colorado: National Conference of State Legislatures, 1983.

The Maryland Legislative Information System: A Systems and Requirements Analysis. Annapolis, MD: The Maryland General Assembly, 1980. Co-authored.

Legislative Fiscal Information Systems: A Fifty-State Survey and Use Analysis. Denver, CO: National Conference of State Legislatures, 1980.

Bill Status Reporting and Statutory Retrieval: A Feasibility Study of National Information Systems. Denver, CO: National Conference of State Legislatures, 1978.

School Children's Attitudes Toward World Affairs and the People's Republic of China. New York: Center for Global Perspectives, 1976.

An Experimental Factor Analysis of Socio-Economic Data for South Dakota. Denver, CO: Center for Social Research and Development, Denver Research Institute, 1974. Co-authored.

ARTICLES AND CONTRIBUTIONS TO EDITED VOLUMES

"Disaster Recovery for State Boards of Election." Tarheel Elections Journal. Vol. 1, No. 4. (September, 1995) .

"Capital Press Gains Access to Legislative Electronic Mail," National Association of Legislative Information Technology Newsletter. (July, 1993).

"Incorporating Members' Computers Into Legislative Information Systems," National Association of Legislative Information Technology Newsletter. (April, 1993).

"Trends in State Legislative Information Technology." Government Information Quarterly. Volume 8, Number 3. (1991).

"Many Legislatures Leave Their Systems Defenseless." Government Computer News. Volume 9, Number 20. (September 17, 1990).

"Electronic Democracy." Information Week. (February, 12, 1990).

"Reapportionment Technology Options: A Review" Reapportionment Technology Update. (June, 1989).

"VAX Network Helps N.C. With Checks and Balances." Government Computer News. (September, 1988).

"Electronic Publishing: Outputting to a New Leaf" Government Data Systems. Vol. 17, No. 2 (April, 1988).

"Jobs and Education Top Citizen Concerns in the States," State Government News. Vol. 27, No. 6 (June, 1984).

"Don't Bury It In My Back Yard: Attitudes Toward Hazardous Waste," Enterprise Magazine. Vol. VII, No. 10 (November, 1983).

"Initiatives and Referenda: What the Voters Said," **State Legislatures**. Vol. 9, No. 1 (January, 1983).

"The National Conference of State Legislatures' Legislative Information System," in **Legal Research in the 1980s**. (Proceedings of the 1981 Annual Meeting of the American Association of Law Libraries.) Chicago, Illinois: American Association of Law Libraries, 1982.

"Plant Closing Legislation in the States," **State Legislative Report**. Vol. 7, No. 4 (March, 1982).

"The State of Legislative Research: A Comment," **Legislative Studies Quarterly**. Vol. 6, No. 1 (February, 1981). Co-authored.

"Computer-Assisted Reapportionment in the 1980s," in Andrea Wollock, ed., **Reapportionment: Law and Technology**. Denver, Colorado: National Conference of State Legislatures, 1980.

"Teleconferencing and Other Electronic Media Uses in State Legislatures," **State Legislative Report**. Vol. 5, No. 1 (February, 1980). Co-authored.

"State Legislatures Through the People's Eyes," **State Legislatures**. Vol. 5, No. 7 (August, 1979).

"Legislation Requiring Plain Language," **State Legislative Report**. Vol. 4, No 3 (July, 1979).

"Access to Congressional Computer Files," **Bulletin of the American Society for Information Science**. Vol. 5, No. 4. (April, 1979).

"Information Technology and State Legislatures," **State Legislatures**. Vol. 5, No. 1 (January, 1979).

"Uses and Misuse of Polls in State Legislatures," **State Legislatures**. Vol. 4, No. 5 (July, 1978).

"Simulation in Public Affairs Instruction," in Richard Dodd, ed., **Uses of Simulation in Education**. Beverly Hills, California: Sage Publications, 1978.

Book reviews in various journals, including: **Public Opinion Quarterly**, **Contemporary Sociology**, **Worldview**, and the **Denver Journal of International Law and Public Policy**.

Professional papers and presentations include ones delivered to the National Association of State Election Directors, Association of School Business Officials Annual Conference 2004, Association of California School Business Officials Annual Conferences 2002&2003, Disaster Recovery Journal's Spring World 2004, Election Center, National Governors' Association, Southern Legislative Conference, National Conference of State Legislatures, Clerks-At-The-Table Association (Canadian Parliamentary organization), Computer Society of Pakistan, Corporate Electronic Publishing Systems Conference, American Society for Information Science, American Political Science Association, American Sociological Association, American Association for the Advancement of Science, International Studies Association, American Association of Public Opinion Research, and the American Association of Law Libraries.

Participated in the National Conference of State Legislatures' Reapportionment Task Force (past Co-chair), National Association of Legislative Information Technology (founding member and past Co-chair), Council of State Governments Executive Committee Technology Task Force, and the Carnegie Commission on Science, Technology, and Government.

PROFESSIONAL ASSOCIATIONS

Quality Assurance Institute (**Certified Software Project Manager**)

Disaster Recovery Institute International (**Certified Business Continuity Planner**)

Survive Business Continuity International (United Kingdom)

Computer Security Institute (USA)

American Society of Quality Assurance (ASQ)

American Association of School Business Officials (ASBO)

California Association of School Business Officials (CASBO)

National Association of Secretaries of States (NASS), Corporate Bronze member

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