

Manuela Wiemers

Your guide of missions to solutions in the IT-project
IT consultant (across the software lifecycle), coach
(NLP) and solution-producer

born 23.02.1960
in Berlin (West)
resident in Cologne

Dr. Dipl. Informatik
Mag rer Phil Germanistik
EDV-businesswoman,
NLP-Co-Trainer



PERSONAL DATA

| | |
|-------------|--|
| education | Prof. (inactive since January 2015), Dr. Dipl. Informatics, Magister rer Phil (Italian, German, Journalism), Computer Businesswoman, IHK Systems Organizer |
| born in | 1960 |
| nationality | german |
| languages | german (first language), english (fluent) |
| experience | 30 years |

FOCUS

| | |
|---------------|--|
| focal points | <p>implementation of agile and Adaptive Software Engineering (SE) business process analysis and optimization, product management (coach, consulting); organizational consulting, project portfolio management quality management, customized test management; quality assurance usability engineering, requirements engineering, requirements management program and project management business analysis, technical design</p> |
| IT-experience | <p>Implementing agile (Scrum Master, Product Owner) and adaptive Software Engineering (SE): Development of IT standards, introduction of adaptive SE processes and their ITIL interfaces in all industries Implementation of Scrum sprints in the regulatory environment, the automotive industry and in the context of a Web game console</p> <p>Business process analysis and optimization, product management (coach, advice); organizational consulting, project portfolio management consolidation of corporate visions/missions or the range of IT services in the automotive sector, regulatory services and the insurance industry, organization transitions (structural / organizational) and change processes (by hierarchy to matrix, team, etc.) in the agency environment and the automotive industry business process analysis and optimization industry topics in the insurance industry, in the financial sector and data centers with a focus on IT support product / customer visibility management in the automotive industry (industry group definition)</p> <p>Quality management, customized test management; Quality assurance: definition of standards, result scope, process interfaces and certification bases (ISO; CMMI, etc.) in all industries construction and acquisition of test management of very large (> 50tsd PT) projects in the insurance industry and the authority environment system test design and execution with acceptance for IBM and Siemens (very large project)</p> |

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Requirements engineering, requirements management, usability engineering:

- identification of the requirement situation in all sectors
- construction of the requirements engineering and requirements management in IT health care
- style guides (usability engineering) in the automotive industry and the insurance industry; Professor activity in the area of SE / usability
- transitional arrangements by SE to operation (request management to change management) in all industries
- building demand management according to ITIL in the Agency environment
- tool evaluations (DOORS, JIRA, HP ALM, contour) in all industries

Program and project management

- program and project management of very large (> 50tsd PT) to small (300 PT) IT projects in all sectors (partly linked to requirements management)
- introduction planning standards in IT; introducing Kanban in the commercial and regulatory environment
- tool evaluation (MS Project, Primavera, Projectron BCS) in all industries
- presentation documents, management summaries, conflict management, mediation, moderation (primarily health care and automotive industries)

Business analysis, technical design (cross-industry)

- business analysis, creation of technical and design concepts, interfaces contracts
- introduction of SOA architectures, modeling, technical design
- creation of health system (server architecture)

qualification

I live the combination of theory and research-based knowledge recording (degrees and certifications) and practical implementation as a lecturer, trainer & coach, external specialists and executives until the actual own casting in the mentioned areas in productive operation.

Here I attach particular importance on the sustainable transfer of knowledge - and product - and solution-focused implementation with absolute practical relevance - in combination of appreciative staff communication.

Over the years insurance industry and IT-health authority environment occurred in the foreground, in the personal coaching primarily automotive.

The named priorities keep the scale in terms of content in the last 10 years, with a special focus on requirements engineering in combination with the requirements management - in the organization and project context.

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CONSULTING COMPETENCE

| | |
|--------------------------------|---|
| consulting areas | coach, trainer, consulting in the above named areas and priorities interim executive (up to domain/department level) implementation of request/quality/test management |
| core competencies | international, national and customized SE process models (V-Modell ® 92/97/XT, RUP, HERMES, ViVis, SeTec, OrgWare-4, SEP, Prince2, agile (xP, Scrum, agile Alliance), ITIL), special knowledge of CMMI, spice, use- and user-experience of agile methods method variants of named focus - individually and in combination, variable tool knowledge and adaptation experiences of various platforms industry comparisons, standard recommendations, usage evaluation forms of organization, knowledge of insurance industry, office environment, automotive, healthcare strong communication and conflict management |
| consulting topics / methods | Coaching and training (DVNLP): pacing, rapport and leading, metaphorical process instructions and preframings, contact management, systemic solution focused coaching, management of client resources, theme-centered interaction (TZI), transactional analysis (TA), systemic and constructivist interventions, shape & Hypnotherapy, relaxation techniques Consulting power and implementation of agile and Adaptive Software Engineering (SE): Scrum Master, product owner, V-Modell ® 97 as editor, XT as QA, CMMI as QA, adaptation of V-Model ® XT, HERMES, eXtreme Programming, ITIL - interfaces (application management), reframing, ASD (adaptive software development) Business process analysis and optimization, product management (coach, consulting, project portfolio management); organizational consulting: transaction management system, transaction analysis according to Berne, communication patterns, distortion-redemption generalization, matrix organization techniques, KPI identification, human resources (capacity management, personnel development), BPMN modeling (SFBC) and the BABOK ® V2. 0, sales & success tree analysis. Quality management, customized test management; quality assurance: TQM (total quality management), Kaizen (introduction), six sigma (cover), TMM (testing maturity model), TPI (test process improvement), result tree, certification needs analysis, test driven development (TDD), function of points, decision table technology (ETAB), review, walk through maturity audit introduction JUnit, regression tests, equivalencies & limits, test planning, top-down integration, black - / white box, criteria creation &-evaluation; CMMI - / spice cover; Defining documentation standards Requirements engineering, requirements management, usability engineering: User interface design, heuristic evaluation, cognitive stress model, interactivity and multimedia-based, several communication models (E.g. After Shannon and Weaver), 6-level model, RFC language notation (natural language), UML and other conceptual modeling, fulfilling by commitment, win- win approach, impact analysis, value added analysis, MindMapping Program, project management: classic management of PMI, CAPM (V-Model ® XT-PING approach, Kanban, result or action-oriented planning PRINCE2 approach magic triangle and adaptations, reporting and monitoring, project categorization, cost-benefit analysis, presentation tools (such as Gantt), risk management (scenario technique, expert interviews, treasure methodology, creativity techniques, checklists, criticality - threat analysis, lessons learned |

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evaluations), troubleshooting project discontinuities (conflict avoidance orientation adjustment orientation, compromise orientation, cooperation orientation, "Team as organism", "I for you", mediation techniques))

Business analysis, technical design: OOA, OOD, sOM, dOM, ERM, user stories, epics, functional analysis, model driven analysis, analysis, design, architecture patterns, Petri nets, views modeling by Kruchten, SOA

industry experience Public administration, government or ministry and their service providers (authorities), healthcare, automotive, finances & insurance, software development, IT product manufacturers, trade (infrequently), catering / hospitality (infrequently), independent executives and management

SUPPORTING IT-COMPETENCE

| | |
|-----------------------|---|
| operating system | MS-Windows, MS-DOS, MVS XA/ESA, OS360&390, BS 2000&3000, AIX, Sinix |
| programming languages | PL/I, Ans-Cobol, Basic, PASCAL, Smalltalk, C#, Java (EJB) |
| databases | IMS BD/DC, DB 2, ORACLE, MS Access |
| application server | Oracle, Iona, Borland |
| modeling tools | Rational Rose, Cool-Gruppe, Case 4/0, IEF, IEW/ADW, Paradigm Plus, GRAPES-SD, Bachmann, Innovator, Excelerator , Object Studio, Enfin, Enterprise Architect, ARIS |
| standard tools | MS Office, MS-Project, Lotus Clear Case, Novell, Clearcase, Synergy, JIRA, PvcS, Change Synergie; Datamanager, Endeavor, Rational Rose, Paradigm Plus, VORELLE; Objectif, MS-Project, Projectron BCS, Primavera, DOORS, Requisite Pro, Contour, High Scout, TAU, HP ALM, ASPE |

CERTIFICATIONS AND TRAINING

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| Zertifizierungen | In the last 10 years: NLP assistant coach, NLP-Master, NLP practitioner, IREB certified requirements engineer (advanced modeling), ISTQB certified Test Manager, Scrum.Org Scrum Master, PING V-Model ® XT (Project Manager and QA Manager), PMI |
| Fortbildung | In the last 10 years: Workshop trance & hypnosis, practical workshop negotiation, workshop leadership & managers, workshop professional (applicant-) interviews Previous: <ul style="list-style-type: none">- Basic-Workshop, Ans-Cobol, Honeywell Bull 61, ORGWARE 4, PL/I Praktikum, IMS/VS-DC foundation, MFS-application programming, MENTOR-4, structured programming and testing, MVS, MVS/XA functions, subsystems intensive seminar, IMS DC error ranking- software engineering introduction, software engineering functional specification, introduction u. workshop IEW, presentation and moderation, OOA, OOD, OOP, object oriented databases, rapid prototyping, objekt oriented software-development- communication foundation training, english-Workshop "Doing Business in English", Enfin-Smalltalk (basics), Java (basics), Object Studio, PRIMAVERA, CMMI-basics, Itil-update/specialization |

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OVERVIEW – PROJECT EXPERIENCE

| | |
|--------------------------|---|
| Seit 01/2015 | IBM (Cologne); Coaching Manager/Leadership; Second Liner |
| industry | IT |
| Project | staff training |
| Project objectives | communication and conflict management |
| Role | coach |
| Tasks / activities | method teaching NLP (communication, conflict resolution) |
| Used tool / methods | metaphoric process instructions and preframings, contact management, systemic solution focused coaching, management of client resources, Gestal- & Hypnotherapy, relaxation techniques |
| Scale project team | 7*5 PT |
| <hr/> | |
| 11/2014 – 03/2015 | zentraler Beitragsservice (zBS) (service provider ARD ZDF Deutschlandradio via broadcasting contribution agreement) |
| Industry | authority |
| Project | Piloting & introduction of trade control-oriented request management (redesign of IT processes) |
| Project objectives | Adjustment process instruction, piloting & introduction with reorganization of IT in requirements management |
| Role | Consultant, coach, development |
| Tasks / activities | <ul style="list-style-type: none"> - Project management consulting (PMI, Kanban, Scrum) - Engineering training material (several piloting phases) - Coaching staff of the piloting phase, moderation, conflict management - Method adequacy of the approach process, interface control to E.g. process models and affected organizational units, business process implementation (re organization of the entire company) (BABOK ® V2. 0) - Scrum Master (Scrum-piloting) |
| Used tool / methods | TA, zBS-adaption of V-Modell® XT, ITIL-Interfaces (Demand & Capacity Management), matrix organization techniques, EBK, ETAB, Review, Walk Through, criteria creation &-evaluation; defining documentation standards, RFC language notation (natural language), UML, fulfilling by Commitment, value added analysis, MindMapping, results-oriented planning, magic triangle Novell, MS Office, MS Project |
| Scale project team | Approx. 30tsd PT |

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|--------------------------|--|
| 05/2014 – 10/2014 | zentraler Beitragsservice (zBS) (service provider ARD ZDF Deutschlandradio via broadcasting contribution agreement) |
| Industry | Authority |
| Project | Design the agile aspects of the zBS-V-Modell (SE-process) (redesign of IT processes) |
| Project objectives | zBS-V-Model in the company's DMS with methods and tool integration |
| Role | Consultant, coach, development |
| Tasks / activities | <p>Design the zBS-V-Model with agile aspects in adaption of V-Modell ® XT, Scrum, eXtreme Programming, agile manifest, theme driven development, Kanban, agile (verticale/horizontale) requirements management principles, agile testmethods (Unit-Testing; test driven development (TDD)), IT business prrocess design (BABOK ® V2.0), interfaces to operating, projectmanagement</p> <ul style="list-style-type: none"> - roles-, activities-, dependencies- und methodsdescription - introducing organizational changes (pilot & rollout), knowledge transfer and introduction of customized versions - briefings in addition to detailed training, coaching in the context of organizational change <p>The design is carried out under principles of Scrum (in my own person as a coach, Scrum Master) in 8 sprints with a core team.</p> |
| Used tool / methods | <p>Pacing, rapport and leading, systemic solution focused coaching, management of client resources, transactional analysis (TA) within the framework of the team formation, relaxation techniques, Scrum Master, product owner, V-Model ® XT adaptation</p> <p>Training, assessment, provision is made for the following methods: eXtreme Programming, ITIL - interfaces (application management), reframing, ASD (adaptive software development), organizational consulting: transaction management system, transaction analysis according to Berne, matrix organization techniques, KPI identification, human resources (capacity management, personnel development), BPMN modeling (SFBC) and the BABOK ® V2. 0, result tree, certification needs analysis, test driven development (TDD), function of points, decision table technology (ETAB), review, walk through introduction of JUnit test planning, creation of criteria &-evaluation, defining documentation standards, UML and other conceptual modeling, analysis of value creation, MindMapping, Kanban, result or action-oriented planning, magic triangle and adaptations, reporting and monitoring, project categorization, risk management (scenario technique, expert interviews, treasure methodology, criticality - threat analysis, project discontinuities (conflict avoidance orientation adjustment orientation, compromise orientation), model-driven analysis, analysis, design, architecture patterns, views modeling by Kruchten, SOA)</p> <p>Novell, MS Office, MS Project</p> |
| Scale project team | Approx. 5tsd PT |
| 07/2012 - 12/2014 | ZIVIT (Zentrum für Informationsverarbeitung und Informationstechnik) (service provider of BZSt (Federal Central Tax Office) and federal |

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ministry of finances (BMF))

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|--------------------------|---|
| Industry | Authority |
| Project | Church tax (KiStA) |
| Project objectives | automation of transferring direct church tax / deduction |
| Role | Consulting and development requirements management |
| Tasks / activities | <p>V-Modell ® XT - adaptations; development and documentation</p> <ul style="list-style-type: none"> - Customers and customers of the customer care: Use of the V-Model XT ® in a SE project (with interfaces to an environment partially without V-Model XT ®) - Review of the application of agile processes (process snippets) of the Agile Alliance, developing a (of many) possible transition to the conscious use of at least agile process steps - Construction of planning and analysis-related products of the V-Modell ® XT in terms of project and quality management <p>Requirements management; SE-processes</p> <ul style="list-style-type: none"> - Introduction requirements management within the framework of the project of KiStA (church tax deduction) - Elaboration, adjustment and management of software engineering processes requirements management, change -, defect - and incidentmanagement and quality / test management with usage and customization tools DOORS, TAU, HP ALM, ASPE on the needs of the project. - Business and Technical cooperation in all disciplines of the software engineering process. <p>Testmanagement</p> <ul style="list-style-type: none"> - Test planning, test preparation, implementation. |
| Used tool / methods | <p>V-Modell ® XT, CMMI, ITIL interfaces (application management), matrix organization techniques, KPI identification, BPMN modeling (SFBC), sales & success tree analysis, TQM (total quality management), TPI (test process improvement), result tree, function of points, decision table technology (ETAB), review, walk through regression testing equivalences & limits, test planning, top-down integration, black / white box, criteria creation &-evaluation; Defining documentation standards, user interface design, interactivity and multimediabase, 6-level model, RFC language notation (natural language), UML, impact analysis, MindMapping, result or action-oriented planning, reporting and monitoring, cost-benefit analysis, presentation tools (such as Gantt), risk management (checklists, criticality - threat analysis, lessons learned evaluations), resolve conflict management, adjustment orientation, work orientation, ERM, functional SOA analysis, model-driven analysis, modeling of views by Kruchten, SOA</p> <p>V-Modell ® XT, DOORS, MS Project, HP ALM, ASPE</p> |
| Scale project team | > 50tsd PT |
| 03/2013 - 12/2013 | Cafe / Hotellerie (Köln, Siegburg, Berlin) |
| Industry | Gastronomy |

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|---------------------|--|
| Project | each company was founded |
| Project objectives | Location analysis, product analysis, StartUp help |
| Role | Coach |
| Tasks / activities | Target work, visions and missions to solution strategies |
| Used tool / methods | Office communication systems, MS Office |
| Scale project team | each with approx. 30 PT |

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| 12/2006 - 06/2012 | gematik (Gesellschaft für Telematikanwendungen der Gesundheitskarte mbH) (service provider of the Federal Ministry of health; founded in law order of the SGB V) |
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| Industry | Authority |
| Project | Analysis, design, construction and introduction of the eGK (electronic health card) |
| Project objectives | Construction of the requirements / change management / stakeholder management Support of quality management project management of several subtheme oriented projects (card security, operating territory, communication, interfaces...) |
| Role | Führungskraft Abteilung Anforderungsmanagement mit PV im Bereich Strategie und Architektur Head of department „requirements Engineering and –Management“ with disciplinary responsibility in the field of strategy and architecture |
| Tasks / activities | practice lead requirements management and software engineering <ul style="list-style-type: none"> - Requirements engineering - driven engineering, quality management, auditing - Project management (in-house projects) - Multi project monitoring requirement coverage - Change management (cross-project) - Overall responsibility of method "Software Engineering" - Overall process responsibility "Software Engineering" - CRM-responsibility - Auditing (internal) - In-house training and external lectures (medica; ReConf; CeBIT) |
| Used tool / methods | Stakeholder contact management, transactional analysis (TA), systemic and constructivist interventions, V-Modell® XT, ITIL specifications operation, transaction management system, transaction analysis according to Berne, communication patterns, matrix organization techniques, KPI identification, human resources (capacity management, personnel development), BPMN modeling (SFBC), sales & success tree analysis, TQM (total quality management), six sigma (cover), TMM (testing maturity model), certification needs analysis, function of points, decision table technology (ETAB), review, walk through, criteria creation &-evaluation; CMMI cover; Defining documentation standards, user interface design, heuristic evaluation, cognitive stress model, interactivity and multimedial base, several communication models (E.g. After Shannon and Weaver), 6-level model, RFC language notation |

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(natural language), UML and other conceptual modeling, fulfilling by commitment, win-win approach, impact analysis, value added analysis, MindMapping, classic PMI management, magic triangle and adaptations, reporting and monitoring, project categorization, cost-benefit analysis, presentation tools (such as Gantt), risk management (scenario technique, expert interviews, treasure methodology, creativity techniques, checklists, criticality - threat analysis, lessons learned evaluations), OOA, OOD, sOM, dOM, ERM, user stories, epics, functional analysis, model-driven analysis, analysis, design, architecture patterns, views modeling by Kruchten, SOA

Rational Rose, innovator, Excelerator, Enterprise Architect, ARIS, contour, MS Office, MS Project, ClearCase, synergy, JIRA, change synergy; MS-Project, Projektron BCS, DOORS, requisite Pro, contour, high Scout, TAU

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| Scale project team | Company foundation with nearly 200 internal and 100 external staff, stakeholders of the health care system (beginning 2006 - ongoing) |
| <hr/> | |
| 10/2002 - 11/2006 | Fourth Project Consulting (FPC) GmbH (Wolfsburg); Fourth Project Assessments (FPA) GmbH (Potsdam) |
| Industry | IT consulting (automotive, finance, trade) |
| Project | various on behalf of FPC, FPA (Rols listed on project scope > 100 PT) |
| Project objectives | Consulting order fulfillment |
| Role | <ul style="list-style-type: none"> - Executive Office and automotive advisory group - Line (and process consulting) project: LifeCycleModel - Management (and management consulting) Project: formelE2 - Project assistance project: KPM (group-wide process fault management) - Management and usability engineer and QM Project: iPad - Usability engineer project: STAR - Management and usability engineer Project: StyleGuide group VW" |
| Tasks / activities | <ul style="list-style-type: none"> - practice lead usability engineering - Personnel management (technical, disciplinary action) - Style guides - Project management (projects: STAR, iPad, KPM, EPM, QM introduction) - Approach; Structure and flow process consulting - Construction quality management - Management, product analysis, design, creation of "Management Score" - a management-control-medium - Senior consultant quality management, project management, usability engineering, process models - Lecture work / Committee work - Suppliers fair (usability, BPMS) - GI (QM and approach, approach Adaptiva, QM and usability, V-model @ XT) - PRIMAVERA-days (approach and PM) - In-House: Project based management - Leadership section GI (approach) / ASQF (usability) |

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Used tool / methods Complete portfolio of consulting topics / methods"within the framework of several projects at VW (Group), VW (industry), Volkswagen Bank (branch)
Complete portfolio of "Modeling tools" and "Standard Software"

Scale project team From e.g. project "integrated purchasing aging desktop (iPAD)" (> 100,000 PT) to "StyleGuide group VW" (110 PT)

11/1993 - 09/2002

GORBIT mbH (Gesellschaft für Organisation, Beratung und Informationsverarbeitung mbH)

01/1990 - 10/1993

Fred Westphal Unternehmensberatung für Datenverarbeitung GmbH; parent of GORBIT mbH

Industry

IT-consulting, all industries

Project

various on behalf of GORBIT mbH
(Rols listed on project scope > 100 PT)

Project objectives

Consulting order fulfillment

Role

- Leadership and QM, architect and process optimization, business analysis project: GePart (Gerling partner system)
- Advice on the adaptation of the V-Modell 97 on project FISCUS concerns
- Methodologist and QA OO project: architectural project and introduction of the V-model (Zürich Agrippina)
- Management and QM; Test management: project: ZAVA (V-Modell 97 introduction to component-oriented SWE) (Zürich Agrippina)
- Business AnalystProject: KHH (motor vehicle trade and crafts) (Zürich Agrippina)
- Management and usability engineer project: representation of Victoria - insurance on the Internet from a usability perspective
- Project: NPT (new inventory management system) training of staff - Aaron (Victoria procedural model) and OOA/OOD
- Methodologist, business analysis, reorganization data center project: WEWIS II, BAWV Bonn
- Process consultant project: introduction of SETEC / Gerling procedural model
- Methodologist project: comparison function with object oriented development (Gerling group)
- Business analysis project: reorganization of financial accounting (Gerling group)
- Management project: NeuNum (new numbers classification) (Gerling group)
- Project: Natalie (Endevor introduction) (Gerling group)
- Project: introduction of reference card (Victoria)

Tasks / activities

- Senior consultant in the core topics: process optimization, method consulting, project management, quality management
- Method, method and OO-advice, quality assurance, QM implementations, strategies
- Adjustment procedure models, tool selection

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| | <ul style="list-style-type: none"> - Requirement analysis, business process and object modeling - Development and Editor: V-model ® 97; TUM (Munich, V-model ® XT, request implementing QA) - Project management and implementation project: operational organisation (PVS Mühlheim) - Project lead and implementation: Organization study with strategic information planning after the procedure (V-model) (BAZ) - Implementation project: create tender documents (BAZ) - Methodologists and implementation project: preliminary study key system (Gerling) - Methodologists; Tool evaluation project: construction (SEU-IS) BAWV - Process modeling and management consulting project: RZBW90 - Business analyst project: ANDI/KONTES IBM for the Deutsche Bundespost, IBM - System programming design of test environments for developers (MVS, TSO, IMS-PSB, DBD) - QM and test project: ANDI/KONTES IBM for the Deutsche Bundespost |
| Used tool / methods | <p>complete portfolio of consulting topics / methods" within the framework of several projects at VW (Group), VW (industry), Volkswagen Bank (branch)</p> <p>complete portfolio of "Modeling tools" and "Standard Software""</p> |
| Scale project team | from 200 PT up; Bundeswehr projects continuously > 500tsd PT |

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| 01/1989 - 12/1989 | Gesellschaft für Rationalisierung Management und Sanierung mbH |
| Industry | IT-Consulting, IBM und Siemens |
| Project | KONTES (deutsche Bundespost) |
| Project objectives | |
| Role | Consultant quality assurance; Regression test |
| Tasks / activities | Quality assurance and system administration |
| Used tool / methods | MVS, IMS-PSB, DBD, TSO/ISPF, PR-Tools, RTM-Tool, DELTA, Cobol |
| Scale project team | > 2 million PT |

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01/1985 - 12/1988**LVM Versicherungen (insurance)**

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|---------------------|--|
| Industry | insurance |
| Project | Health insurance |
| Project objectives | automation |
| Role | System / organization programmer, Deputy Project Manager |
| Tasks / activities | Complete creation of a health clerk-"Portal" |
| Used tool / methods | PL/I, IMS DB/DC |
| Scale project team | |