

## **Anna C. Little, Esq.**

### **LOMS (Law Office Management System): February 2002 - June 2003**

#### *Project Information:*

The law firm had a large case load and only paper methods to manage it. The Law firm had some technology which was used to generate letters and legal documents. The Law firm was using Filemaker Pro for contact management. The firm had chosen the Macintosh as the computer platform.

#### *Contributions:*

I developed a database to manage every aspect of the law firm using Filemaker. The firm purchased several scanners and stored all documents electronically on the fileserver. The system used scripting technology to create processes using the firms existing applications. The system supports multi-lingual form letter generation. The LOMS application automated every aspect of the law firms business processes.

- 1) Mail Processing - Certified Package processing, Federal Express Package Processing/Tracking, Standard Mail processing
- 2) Calendar Management - Automatic Sync with Internet based calendar, Auto letter notification for specific events, Report Generation
- 3) Billing-Billing reminder system/Retainer development, Tracking of expenses (automated), Auto billing letter generation
- 4) Document Management – Management of all documents on case through use of scanning and logging mail and proofs from client.
- 5) Task Management - Tasks are generated by Mail, Calendar events or be spawning of new case and assigned to resources for completion.
- 6) Event History - All events that occur on a case are automatically placed into the history of the case.
- 7) Phone Call Management - All phone calls are tracked as tasks with tracking of follow-up calls and resolution.
- 8) Immigration Form Generation - All client information is entered through a interview form and any INS forms can then be generated.

## **Nextera Interactive**

### **Conseco Business Plan: August 1999 - November 1999**

#### *Project Information:*

The Dot-Com group of Nextera Interactive was engaged by Conseco to help write the business plans for five internet based businesses. Each business was to give Conseco another avenue to sell their financial products. The business plans required were as follows: Home Improvement Resource Center, Repossessions, Web Bank, Small Business Resource Center and Web Loans.

*Contributions:*

I was the technology lead on this project. My roll was to gather the high level requirements and create cost models to allow the team to project the infrastructure and development costs of the proposed startup. The technology models that I created were used by the Dot-Com group over the past year to develop business plans for numerous other clients.

**Taste For Living Web Site: December 1999 - March 2000**

*System Information:*

The Taste For Living Company started off as a site designed to promote Mike Milken's cookbooks. The original site contained select recipes from the cookbook series with news and information about book signings, appearances and the like.

The vision put forth by the client, Mike Milken, was a site that contained health related information from industry leading doctors, nutritionists and scientists. In late 1999, the site was to be expanded to include the "Nutrition Resource Center" and give the site a new look and feel. The first version of the site used Internet Information Server for web pages and used WebLogic JSP pages and a Microsoft SQL Server 7 database for the searching and maintenance of the recipes.

The goal coming into the project was to rapidly build a system to bring the new content online in 14 days. The client had another consulting company working on the design and architecture of the new section of the site. This company had spent three months working on the problem with out any success in designing or building a solution. A team of eight people was brought in to develop a quick robust solution to carry the site for the next three to six months until the new rendition of the site called "Miavita" was implemented.

The site was developed using the existing application server (WebLogic) and JSP pages. The pages used a combination of XML source documents and the existing MS SQL Server 7 database to drive the structure of the site. The challenge was in the data transition from richly formatted MS word documents to XML files with embedded HTML tags. There were 100 pages of content that needed to be generated into XML files.

A tool was developed that allowed the content from MS Word to be brought into a database that supported rich text format in the fields. The database mirrored the structure of the

web site and allowed the content administrator to manage this rich content easily. Each article was generated into an XML document and placed on the web server. The JSP architecture read this document and displayed it as HTML.

*Contributions:*

I was the technology lead on this project. My role was to gather the requirements and then design an architecture and coordinate with the clients resources to produce the site. I selected the team of eight Nextera Interactive system engineers and developers to complete the project in a timely manner. We completed initial beta of the site in 14 calendar days and was able to debug and finalize the site in another 14 calendar days (28 days total).

This project was high profile within Nextera Interactive since it was sponsored by Mike Milken one of Nextera's core investors.

## **KPMG Peat Marwick**

### **FMW (Financial Management Workstation) : 1991**

*System Information:*

This system was designed to allow the partner of KPMG view information ranging from individual employee utilization to overall area profit totals. This system was unique because it tapped into a new technology called Client-Server, which had been scarcely used before 1991. This technology allowed end user desktop machines application level to access data stored in existing mainframe systems.

Oracle was the database of choice and ClearAccess was the "middleware" tool. In combination with a highly scriptable spreadsheet development tool called Wingz (Made by Informix) the system would allow users to access information in a graphical easy to used hyperlinked hypercube. Wingz was a multi-platform development tool; PC, Macintosh and Unix. This system was rolled out internally to key management personnel of the firm. It was used as a sales tool to demonstrate the value of client-server technology. This blueprint was marketed and customized for several clients. The FannieMae configuration used Sun Workstations as both the client and server platform with Sybase as the database. The Union Carbide installation used AIX Servers and Macintosh and PC workstations with Oracle as the database.

During the development of this project we used the best tools available. These tools were on the cutting edge of technology (at the time) The FMW architecture was implemented at fortune 500 companies, e.g. KPMG, Fannie-Mae and Union Carbide.

### *Contributions:*

I played many rolls on this project. I assisted in the design of the back end database and the architecture of the process flow for data acquisition. I designed and built a mechanism to allow easy update of the client workstations. During the early 90's KPMG reorganized every six months, therefore the application had to be easily modified and redistributed when organizational changes occurred.

Doing any internal work in a consulting firm like KPMG was an uphill battle. We are usually evaluated on chargeability. Work on a research or internal project like this leaves one's chargeability at zero. In staffing an engagement like FMW, it was most important to minimize exposer. With that in mind, during the productionization of the system I became the developer, DBA and Manager of the project. I was responsible for database changes, data sourcing issues, user requirements, quality control and managing the project. In order for me to achieve success I was required to be creative and to expediently learn new skills and concepts.

### **Skunkworks (Applied Research and Development Lab)**

The term "Skunkworks" was originally coined by Lockheed/Martin during the development of the first jet aircraft.

"The key has been to identify the best individual talents in aviation, blend and equip them with every tool needed, then provide complete creative freedom so they may arrive at an optimum solution in short order."<sup>1</sup>

The KPMG Skunkworks applied this same philosophy to business problems.

Prior to the completion of the FMW project, the Skunkworks had consisted of myself and one other consultant. After FMW's Success, Allan Frank gathered his "best minded people" to expand the Skunkworks. We produced systems and solutions in 1/10 the time required by a standard team of consultants. Given financial backing and research time, we explored new concepts and new technologies as they emerged, for example PDA's, Point to Point Video Conferencing, ISDN Connectivity, Electronic Whiteboards among others. Very often the fruit of our exploration and experimentation was the creation of a new consulting practice (Client Server, EIS, Mobil Solutions, Knowledge Management) As one of the first members of this group, I had the rich and exciting experience of exploring and using cutting edge technology to solve real life business problems.

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<sup>1</sup> Lockheed Martin Skunk Works Web Site: <http://www.service.com/cm/lockheed/lmsw2.html>

## **KMan (Knowledge Manager Phase 1): 1995**

### *System Information:*

This system was based on a straight forward, low maintenance messaging technology called FirstClass. The client and server interfaces were elegant and easy to use. The messaging methodology was similar to the IMap of today. The system was usable with a low speed connection (2400 baud) and supported resumption of partial downloads. It also supported access to PC and Macintosh file servers, Chat (both the creation of “Rooms” and “Private Chat”), connection over AppleTalk, IPX, TCP/IP and modem and built-in gateways between servers.

Kman consisted of 17 servers and one file server with 128 Gigabytes of storage space. The Kman system gave users e-mail, conferencing and access to firmwide data repositories. The full implementation supported 17,000 users in the US and was to be eventually expanded to 50,000 world wide.

The impact of this system on how KPMG did business was extraordinary. In the past proposals would take weeks to compile. Most of that time was spent finding the correct people, coordinating efforts over the phone and exchanging information via fax. With the use of this system, KPMG professionals could collaborate remotely from all over the country and proposals could be created in days instead of a few weeks.

### *Contributions:*

I developed this system from the beginning. As part of job as a consultant working in the Skunkworks, we would spend hours with Allan Frank discussing ways discussing new technologies and their applications. One area of interest ws the transfer of knowledge both across the country and over time. When a person left the firm all of his “Knowledge” would go with him. We needed a means of capturing this information as a firm asset. Our e-mail system of the time (cc:Mail) was slow and poorly implemented. We wanted a system with interface flexibility, ease of use and good performance.

After spending a few days researching the issue, I discovered FirstClass. I installed it in about 10 minutes, 5 minutes later we were chatting, uploading files and sending e-mail. It was so successful in our office that one month later we began designing a system for “Strategic Services” (KPMG’s Technology Consulting Group). I performed the sizing and the design of the hardware architecture. I worked with the partners to design the initial information hierarchy.

With the successful rollout to “Strategic Services” (about 500 people), our MIS department decided to build a Knowledge Manager to support the entire firm. I was a key person in the design of the hardware architecture, the definition of the information hierarchy and the implementation. Given my experience with the firm database (from working on FMW) and

the complexity of the user registration, I was tasked with single-handedly designing , implementing and productionizing an automated registration gateway driven off the firms HR system.

Once rollout of the Firmwide Kman was complete, the Skunkworks group started to research other technologies that we could use to enhance the system. I researched internet gateway technologies for FirstClass, and installed and productionized the gateway. I also designed a pager gateway, which allowed users to send a numeric or text page to any pager. We then started to integrate access to the new FMW system (called PRISM), giving users the ability to search for information about people's skills and clients. I designed the database integration, and with a staff of two people implemented the access gateway. I also did the research and prototyping of a document content search capability using AppleSearch and then managed the development of the plugin.

Our system design was new and innovative. We worked closely with the developers of the FirstClass product during our design and implementation to allow us to stretch the capabilities of the product to fit our needs. We leveraged the best technology to improve our efficiency. With the Kman system in place, KPMG had the advantage of state of the art technology for managing knowledge.

### **KWeb (Knowledge Manager Phase 2): 1996**

#### *System Information:*

Kweb was designed to replace Kman with internet technologies such as Web, IMap and FTP services. At this point other web based middleware solutions and products were beginning to emerge thus making it possible to use internet based technology to build a Knowledge Management system.

Kweb was designed to be state of the art taking advantages of all cutting edge technologies available. Some of the technologies used were: VRML, Quicktime, Quicktime VR, Shockwave, Real Audio, Netscape Livewire.

The first phase of the project was to build a sexy and usable application. FTP services were installed on our Kman file server to allow file transfer capabilities to web based clients. Content search engine were developed to allow users to search the web site as well as the file repository. Firewalls were put into place to allow safe internet access. Middleware web tools were used to allow access to the firms mainframe systems. Phase one of Kweb was rolled out in early 1997 to the US Firm (17,000 Users). KWeb was developed on Netscape technology running on Sun servers. KPMG was one of the first firms to begin exploring the use of this new technology in this way.

### *Contributions:*

By this point in time Allan Frank had become the CTO of KPMG US. I and the other people were assigned to researching, designing and building the next generation of the “Knowledge Manager” called Knowledge Web.

The first step in building a web based Knowledge Manager was to achieve a top level design. During this phase I coordinated the group and facilitated meetings to define the scope and size of the project. After putting all of our ideas on paper, we began to prototype the system. We used a RAD (Rapid Application Development) approach to allow quick user feedback. I was responsible for designing the prototyping environment given this requirement. I learned Javascript and assisted in the development of the test system.

After the prototype was approved, we began researching technologies required for productionization. I was assigned the task of choosing technologies for the following areas: “Chat”, “Conferencing”, “Video Conferencing” and web site management. In each of these areas, I performed the research, evaluation and selection of the product. During the build and the rollout phase, I defined the support structure, supervised development of the application and coordinated the different areas involved.

The final phase involved designing a document flow and management system to track links, web pages and firm documents. I assisted in the design of the taxonomy architecture for management of the knowledge base.

The KWeb system was designed to feel more like an application than a web site. It opened the eyes of the firm leadership to a whole new level of communication. It provided seamless integration with the firm’s resources and the internet.

### **Knowledge Master - “Knowledge Manager 2010”**

#### *System Information:*

We had started thinking about a “Virtual Reality” as a means of systems interface as early as 1991. At that time the technologies required were only science fiction and not readily available. As technologies like the Powerglove Nintendo, 1989 and the VictorMax HMD 1992 began to emerge the hardware necessary to build a VR system became reality .

Concurrent with the development of KWeb, we further explored the future of Knowledge Management. By now companies like Sense8 had started to create the tools to build VR environments . We recognized VR technology as a quickly emerging technology that could afford users the ability to have virtual workspaces. In these 3-D workspaces users could view information in ways impossible in 2-D. Using 3-D scatter charts, cone trees, and time slabs to name a few, the user could get an entirely new view of information. In some cases even

identifying trends in the data that would otherwise go unnoticed. The system we built was used to test different 3D interfaces.

*Contributions:*

As a member of the skunkworks I had the opportunity to participate in the brain-storming and design sessions for the knowledge master project. As the CTO of the skunkworks, I planed the next phase of this project. We were to build a VR Interface into a healthcare simulation.

**Other Accomplishments**

Throughout my professional career at KPMG, I have been involved in several extracurricular projects. Two of these activities lead to world class level awards.

**Input device of the year award(1995)**

This award comes from a product that I jointly developed. The Choicestick™ was an innovative product that allowed consumers to use joysticks from console game systems on their Macintosh home computer. It was a challenging project from both a hardware and software point of view. I was the software/interface engineer and therefore designed the user interface and wrote the code. The company is still in business and doing well. ([www.kernel.com](http://www.kernel.com)). In the review the product was called “A world class solution to the Macintosh joystick problem”

**National Information Infrastructure Award(1996)**

This award comes from some volunteer work I did with the National Adoption Center. Allan Frank was on the board of directors and invited me to assist with an interactive web site design for the center. My task was to design and implement the search engine and integrate it with their backend database. I also assisted with some of the more technical aspects of their site.