
PKV Profile

PKV MANAGEMENT CONSULTING

PKV IS A SPECIALIST, MANAGEMENT AND TECHNOLOGY CONSULTING ORGANIZATION WITH OFFICES IN FLORIDA AND THE UNITED KINGDOM.

PKV PRINCIPALS HAVE EXTENSIVE EXPERIENCE IN:

- State and Local Government
- Web- and e-Government Services
- International Organizations
- Professional Associations
- Biosecurity, Risk Management and Communications
- Healthcare and Pharmaceuticals
- Agriculture and Consumer Affairs
- Environmental Safety and Regulation.

PKV consulting teams typically combine domain experts with highly experienced information technology consultants and engineers. Teams use well-tested methods for the capture, design and implementation of systems, with the overriding business objective of ensuring the best, most productive fit between organizations and their technologies.

PKV specializes in developing and implementing solutions to challenges typical of complex, tightly regulated business environments. These challenges often come from periods of rapid, organic, organizational, growth, change or outsourcing.

PKV likes to see projects through “end-to-end”, which means it knows not only how to start engagements, but also to bring them to a successful conclusion, by means of good project and risk management.

PKV operates in a number of world languages, including English, French, German, Spanish and Arabic.

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PKV SPECIAL SKILLS

PKV OFFERS SPECIAL SKILLS IN knowledge management techniques and tools that enable enhanced organizational performance and increased customer satisfaction.

PKV CLIENTS

PKV CLIENTS include state federal and international government departments and agencies, advanced research institutions and large corporations.

PKV CURRENT PROJECTS

PKV CURRENT PROJECTS address needs such as:

- “E”-government
- Permitting
- Tax collection
- Emergency preparedness and risk communications
- Regulatory document management
- Human resource management.

Of these, most have an on-line or “e” component.

PKV STRENGTHS

PKV’s strengths lie in its integrity, independence, experience and in the operational quality of its results. For the PKV client, these results mean reliability, responsiveness and good value.

The Changing Business Environment

For many years, the impact of information and communications technologies has been predicted to revolutionize business. PKV believes that only now are the true effects of the new technologies really being identified. In some ways, the only certainty we face is that nothing is now certain.

Public and private organizations are currently confronted with:

- 1) rapidly changing and often unpredictable customer needs
- 2) complex and sensitive regulatory and policy demands
- 3) strong fiscal constraints and pressures to do more with less
- 4) new organizational opportunities, driven by technical and scientific advance
- 5) increased dependency on “at risk” organizational core knowledge held by aging core staff
- 6) increasingly high turn-over in middle and lower tier positions.

Recent PKV Projects

Recent successful PKV project implementations include: environmental permitting; documenting “at risk” phosphate industry mining, manufacturing, and remediation processes; deploying global standards in animal health; and distributed use of key documents in finance and accounting.

Methodology

The PKV methodology includes three main steps:

- ✚ Analysis
- ✚ Specification
- ✚ Realization.

Analysis: PKV identifies the opportunities and needs, applying “value audit” skills to the organization’s mission, culture and work processes. PKV stimulates and evaluates the client’s own expertise and then applies its own. PKV listens — hence “audit” — then suggests.

Specification: a plan for change is created with the client, outlining the proposed solutions, under the rubric “organizational technology”.

Realization: the plan is executed. Performance criteria for measuring its progress and impact are defined and implemented, as part of the overall engagement.

PKV Origins

PKV was created out of the Leadership Technologies Group of the Florida Center for Public Management at Florida State University (FSU) when PKV’s principals, with FSU support, took the Group private.

PKV Project Summaries

Florida Department of Agriculture & Consumer Services

Division of Administration

e-Commerce Suitability Assessment and e-Gov Implementation (2002- Current):

THE DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES (FDACS) SOUGHT GUIDANCE TO QUICKLY, COST-EFFECTIVELY, AND SUCCESSFULLY IMPLEMENT A ONE-STOP, WEB-BASED "STORE FRONT APPLICATION PROCESS" FOR ITS MANY PERMITS, LICENSES, REGISTRATIONS, AND SIMILAR "PERMISSIONS". The Department's first step was to examine its permissions to determine which ones would be the best candidates for web-based processing. PKV Management Consulting, Inc. (PKV) was contracted to conduct an e-commerce suitability assessment. Thirty permissions from nine Divisions scored moderately to highly suitable for web-based processing. Each permission varied in its level of urgency, potential benefit, its Division's readiness to implement, and the expected cost to develop. A two-year (fiscal) implementation plan is underway calling for four phases of e-commerce implementation with a first set of permissions going online in August 2003, the second set expected in February 2004, the third set in July 2004 and the fourth set in August 2004. The implementation plan runs parallel with building the electronic payment infrastructure.

Florida Department of Health

Office of Communications and Program Marketing

Communication Strategy Plan for the Smallpox Vaccination Program (2002- 2003):

THE DEPARTMENT OF HEALTH SOUGHT GUIDANCE ON WRITING A COMMUNICATIONS STRATEGY PLAN FOR THE DEPARTMENT'S SMALLPOX VACCINATION PROGRAM. The plan will be used as a component of the Department's comprehensive smallpox vaccination plan that is submitted to the Centers for Disease Control and Prevention (CDC). PKV consulted with other partners for expertise in other professional disciplines to successfully address all of the communication needs of the Department as they related to this program. A second project was undertaken to support the risk communications planning for the second stage of the Operation Vaccinate Florida program.

South Florida Water Management District

Water Resources Management

OSPREY Application Enhancement and Maintenance Services (2002- Current):

THE SOUTH FLORIDA WATER MANAGEMENT DISTRICT HAS HIRED PKV TO PROVIDE APPLICATION PROGRAMMING, TESTING AND DOCUMENTATION SERVICES. These services will result in specified enhancements to the SFWMD OSPREY application, a web based application that allows district customers to apply online for water Consumptive Use

Permits. In addition, SFWMD has retained PKV to provide OSPREY application maintenance for a 12 month period. PKV will perform edits and additions to application flow, screen layout, data capture and application functionality as well as any other application modifications as requested by the District's designee.

Florida State Technology Office

MyFL/OSPREY: Enterprise Permitting Initiative (2001-2002)

FLORIDA'S ONLINE SUBMISSIONS FOR PERMITTING, REGISTRATION, CERTIFICATION AND LICENSING ARE POISED FOR A BIG STEP FORWARD. MyFL/OSPREY will increase customer service for the public and improve productivity for public agencies at state, local and regional levels. MyFL/OSPREY will strengthen Florida's economic development efforts by leveraging information technology to cut red tape while putting the expertise of the State's most knowledgeable public servants online for the public.

Going well beyond the typical "electronic filing cabinet" of application forms and written instructions for printing, filling in, and sending in the forms, MyFL/OSPREY guides the applicant through the regulatory maze by asking only the questions necessary for the proposed activity. The customer focuses on what she wants to do rather than having to understand how the regulatory programs are arranged and how the agencies are structured. The agencies, in turn, electronically receive more complete and reliable information that can be directed to the person best able to handle the request with minimal delay. With minimal disruption MyFL/OSPREY integrates with the information systems and work processes currently in use by public agencies. It won't matter to the user where they enter the system as they will have access to all its capabilities (among participating agencies) regardless of the point of entry.

The MyFL/OSPREY project has transformed a departmental system originally designed for environmental regulation to an enterprise solution capable of seamlessly supporting state, local, and regional agencies. Beyond convenience, MyFL/OSPREY is an enterprise-level portal for applicants and potential applicants to access up-to-date information and receive expert guidance about what is required (if anything) regardless of the location or jurisdiction where the activity is proposed. MyFL/OSPREY extends well beyond the capabilities of any other system known to be in use. MyFL/OSPREY will grow over the next few years into a full enterprise solution encompassing all levels of government in Florida.

Florida Department of Environmental Protection

Office of General Counsel

Formal Enforcement Document System (FEDS) (1999-2001)

IN FEBRUARY 2000, PKV PROVIDED AN ANALYSIS OF THE NEEDS AND OPPORTUNITIES FOR THE OFFICE OF GENERAL COUNSEL TO TAKE ADVANTAGE OF INFORMATION TECHNOLOGY TO STRENGTHEN THE DEPARTMENT'S ENVIRONMENTAL CIVIL ENFORCEMENT PROGRAM. A report

and demonstration system workshop helped convey the potential value an electronic document management system could provide in support of performance-based permitting and associated reasonable assurance requirements. The FEDS (Formal Enforcement Document System) system will 1) improve the management of OGC's enforcement case documentation, 2) improve District office access to case information for litigated cases, 3) improve status tracking and event scheduling communication between OGC and the district offices for litigated cases, as well as 4) support the proposed performance-based permitting initiative. PKV assessed the required functionality for the system, prepared detailed system specifications, will coordinate vendor selection and provide oversight for system implementation.

Florida Institute of Phosphate Research

MiLo Knowledge System (1999 - current):

THIS PROJECT CAPTURES "AT RISK" KNOWLEDGE REGARDING THE PHOSPHATE INDUSTRY AND PRESENTS IT IN A MULTIMEDIA KNOWLEDGE BASE SYSTEM CALLED **MiLo**. Mike Lloyd, Research Director for Chemical Processing at FIPR, is the domain expert for the knowledge system and guides the work of the research team. Principal Investigators are Woody Price and Julian Hilton. The initial research project produced a pilot knowledge system demonstrating the feasibility of capturing, organizing and effectively presenting Mike's considerable expertise for use by FIPR staff. The second project produced a prototype knowledge system demonstrating the ability to extend the system to include supplemental expertise from other experts and deepen the cybernetic model for organizing and presenting the knowledge base content. The project is consolidating the developments already under way while starting to broaden the community of expert contributors and community of users. In addition, the research team has begun examining additional functions, such as computer mapping, for possible inclusion in **MiLo**.

Florida Department of Environmental Protection

Bureau of Information Systems

OSPREY (One Stop Permit Registry) (1997-2001):

DEP WAS RECEIVING MANY COMPLAINTS FROM POTENTIAL PERMIT APPLICANTS WHO WERE DISSATISFIED WITH THE LEVEL OF SERVICE AND INFORMATION THEY RECEIVED FROM DEP. We were hired to conduct a survey of users who had contacted DEP for permitting information. Based on these results, we developed a web-based knowledge system that provides detailed permitting information customized according to user input. Subsequently, PKV added an e-commerce function to the system allowing users to complete and submit permit applications online and pay application fees with their credit cards. The State Technology Office has designated OSPREY as the enterprise solution for all state permitting online.

Division of Law Enforcement
Information Systems Design & Development (2000-2001)

SEEKING IMPROVED COMMUNICATION, CUSTOMER SERVICE, PRODUCTIVITY AND DATA RELIABILITY THE DIVISION UNDERTOOK A COMPREHENSIVE INFORMATION SYSTEM ANALYSIS AND DESIGN PROJECT. The project was designed to further enhance the Division's efforts to manage by results. PKV facilitated agreement as to the goals or desired results (outcomes) of its programs and the measures to be used to assess accomplishment of the outcomes. The project provided documentation for the procurement of information systems compatible with DLE programs and procedures. The documentation will help ensure the systems can meet DLE's performance measurement requirements while providing for a unified database to support management of the Division. The project provided for the needs of the Division to collaborate with other organizational units and agencies. Further, the project considered the opportunities for support to the Division potentially available from other organizational units, such as the Department's Bureau of Information Services (BIS).

Management Information and Performance Measurement System (1999):

TO ACCOMMODATE THE DIVISION'S NEED FOR EXPERTISE AND COORDINATION, PKV DEVELOPED A MANAGEMENT INFORMATION AND PERFORMANCE MEASUREMENT SYSTEM AND PROVIDED ASSISTANCE WITH STATE STRATEGIC PLANNING AND PERFORMANCE-BASED BUDGETING REQUIREMENTS. Prepared models of Outcome (Desired Results), Outputs (Products/Services) and Key Processes to depict relationships and measurement tiers needed to monitor performance. Prepared database of measures in format conducive to management assessment of the success of its operations in accomplishing desired Outcomes. Assisted with preparation of written measurement documentation relating Data Collection Methodology, Reporting and Verification Systems and recommendations for data collection and reporting improvements.

Transition Management Plan (1999):

THE 1999 LEGISLATURE CREATED THE FLORIDA FISH AND WILDLIFE COMMISSION, SIMULTANEOUSLY TRANSFERRING THE FLORIDA MARINE PATROL FROM THE DEP DIVISION OF LAW ENFORCEMENT TO THE NEWLY CREATED COMMISSION. The Division of Law Enforcement desired assistance in addressing issues related to this transfer and in development of an information technology plan for its remaining functions designed to combat environmental crime. PKV's assistance included development of a report describing issues affecting environmental law enforcement in Florida and a comprehensive checklist of items to be considered by the Transition team.

Hazardous Waste Regulation Section

Document Management System: Analysis, Design, & Implementation (1999)

THIS PROJECT INCLUDES DESIGN, SPECIFICATION, AND IMPLEMENTATION SUPPORT SERVICES FOR ELECTRONIC MANAGEMENT OF HAZARDOUS WASTE REGULATION DOCUMENTS. Document sets included in the project include compliance/enforcement, notification, and permitting.

Santa Clara County, Ca, Office of the County Executive

Office of Budget Analysis

Guidance in County Strategic Performance-Based Budgeting (2000-2002):

THE COUNTY OF SANTA CLARA SOUGHT GUIDANCE IN DEVELOPING AND IMPLEMENTING A COMPREHENSIVE STRATEGIC PERFORMANCE-BASED BUDGETING SYSTEM. Santa Clara is one of the largest counties in California and the host for Silicon Valley. At the request of the County's Board of Supervisors, under the oversight of the Finance & Government Operations Committee, the County's Administration had been working to develop and implement performance-based budgeting for Santa Clara County. Initial pilot efforts were presented in the County of Santa Clara Executive's FY 2001 Recommended Budget. Later, the County Executive's Office of Budget and Analysis engaged PKV to assist their performance-based budgeting development and implementation efforts.

PKV conducted a readiness assessment and prepared an action plan for performance-based budgeting. The current consulting work includes PKV in an aggressive program developing the County's performance-based budgeting system. The County of Santa Clara is applying the PKV model for performance-based budgeting relying on the model's intrinsic comprehensive strategic framework and adaptive methodology. PKV is providing a combination of training, direct consulting, and coaching while emphasizing the development of an effective management infrastructure to support performance-based budgeting, including system management procedures, knowledge systems, and information management tools. PKV is working with the County to build capacity and expertise within their organization to assume direct responsibility for the conduct of the performance-based budgeting system. The 2002 work included building performance management models for the Information Services Department. Although this Department had done extensive work preparing Service Level Agreements and Key Result Areas, the PKV model assisted in recognizing strategic and program results that were needed for budget and management oversight.

Florida Department of Management Services

Division of State Group Insurance

Agency Strategic Plan Development (1999)

THE DSGI DESIRED GUIDANCE IN THEIR STRATEGIC PLANNING PROCESS TO HELP ENSURE SUCCESS IN ITS DEVELOPMENT AND IMPLEMENTATION. Specifically, our consulting services were designed to result in the recognition and communication of the Director's vision, utilization of sound methodology and practices throughout the process; identification of key performance measures; identification and provision of informal training needs; effective verbal and written communication; development of a time-oriented, implementation plan for the strategic planning process; facilitation of the Division's identification and compilation of its strengths, weaknesses, opportunities, and threats; development of a model depicting the policy and program level outcomes of the Division and the products and services it produces to accomplish these outcomes; and,

development of strategies to address the Division's strengths, weaknesses, opportunities, and threats and the trends and conditions of its environment. The interviewing technique and technology employed was extremely efficient in extracting a large amount of information from Division management with minimal time investment on their part, and synthesizing and organizing the information for communication and validation purposes.

The PKV Team

BENJAMIN E. (WOODY) PRICE, JR., PRESIDENT, is an experienced manager, researcher, planner, and consultant. Woody brings to his leadership of PKV nearly three decades of service in local, regional, state and academic agencies. Graduating from Florida State University in 1971, he has focused on information and knowledge management in complex inter-organizational environments. His special expertise lies in assessing and enhancing the way information management affects the performance of organizations. Recent projects include an enterprise-level e-government permitting system for the Florida State Technology Office and Department of Environmental Protection (FDEP); a knowledge system for supervisory discipline assistance in FDEP; a knowledge system, **MiLo**, for the Florida Institute of Phosphate Research to protect and refurbish specialized expertise for chemical processing in the fertilizer industry; and concept design of a knowledge system for performance management in Santa Clara County, CA. Woody co-authored with Dr. Richard Feiock "Development Management: "Growth Management and Economic Development" that appeared in *The Florida Public Policy Management System: Growth and Reform*, Dr. R. Chakerian, editor (1994). He is a member of the Academy of Management and American Institute of Certified Planners.

JULIAN HILTON, BA MA D.PHIL, INTERNATIONAL CONSULTANT, has a significant leadership record in early stage development and implementation of new programs for established organizations, and of founding new enterprises. He has expertise in the healthcare and wider life-science sectors, with special interests in management systems, risk analysis and communications, biosecurity and strategic planning. Professor Hilton consults in Europe and the United States with clients that currently include the European Commission, the United Nations, the Food and Agriculture Organization (FAO) (Rome), the World Health Organization, Meril, Bristol-Myers Squibb, and the British Leather Technology Center. He was appointed in 1984 an Expert of the European Commission in artificial intelligence and expert systems. He has recently (2001-2002) led the successful introduction of voluntary certification for clinical investigators for the Association of Clinical Research Professionals. He is Principal Investigator on the MiLo project with the Florida Institute for Phosphate Research. He has successfully managed a number of major international projects. He lectures and publishes widely, including seminal papers on the development of multimedia and object-oriented systems. Before embarking on a business career in 1991, he held university chairs in UK and Austria. In 1992 he was honored with the Entrepreneur of the Year award by the Anglo-Dutch chamber of commerce.

REID VANNOY, DIRECTOR OF BUSINESS SYSTEMS SOLUTIONS, has 20 years experience in planning and organizational management in the public sector. His management consulting work has focused primarily in the area of operational improvement through information technology. His specialties include workflow modeling and re-design, information technology specification and acquisition support services, as well as productivity and quality benchmarking. Recent projects include online permitting for the Florida Department of Environmental Protection (FDEP), business process redesign for the Hazardous Waste program in FDEP, technology needs assessment for the Florida Geological Survey library, and a feasibility assessment for a business process redesign for the compliance and enforcement section of the Office of General Counsel in FDEP. He received his Bachelor's degree in Urban and Regional Planning from Miami University, Oxford, Ohio in 1980. He received a Masters degree in Public Administration from FSU in 1992. He is a member of the American Institute of Certified Planners and the Association for Information and Image Management.

PHILIP SHOEMAKER, SENIOR MANAGEMENT SYSTEMS CONSULTANT, has 14 years experience in business process analysis, software design, development, and implementation. During this period he has used a wide variety of technology ranging from mainframe to cutting edge web based client server implementations. Many implementations used innovative data processing techniques beyond the traditional mainstream techniques. These innovative techniques served to set the standard in on-going development within the organizations where they were applied. Philip has extensive experience with state government and environmental data systems with a specialty in large-scale Oracle DBMS implementations across wide area networks and web based interfaces. Philip received his B.S. in Management Information Systems with a Minor in Computer Science from Florida State University in 1989.

MALIKA MOUSSAID, PH.D., INTERNATIONAL MANAGEMENT CONSULTANT, has extensive experience in project management and high-level research projects involving the capture and transmission of expert professional knowledge. In 1991 she founded the School of Computing and Management Studies, Fes, the first such school for managers in Morocco. 1993, she was appointed Vice Dean at the University of Meknes. With the support of the Moroccan government she joined the Aleff Group in 1996, and in 1998 became the Group CEO. She has recently completed three international knowledge-base system projects: 1) **AVIS TAIEX**: List A and List B animal diseases, commissioned by the European Commission; 2) **EMPRES (GEMP)**: Emergency Preparedness System for the Food and Agriculture Organization (FAO); 3) **FAIR**: Multimedia program on animal health issues in Hide quality for the leather industries, delivered in five languages, funded by the European Commission. She is fluent in Arabic, French and English. She has a BA from the University of Fes in Morocco, MA, DEA (Diplome d'Etudes Approfondies) and Doctorat es 3^{ème} Cycle, Sorbonne, Paris, where she also passed the Aggregation. In 1995 she was awarded a Ph.D. at the University of East Anglia, UK.

CHRISTINE MORGAN, MANAGER OF BUSINESS SERVICES, has 11 years experience in business management in the non-profit sector. Areas of expertise include accounting, operational planning, marketing, training, customer service, and membership. Her primary experience is with the YMCA of Greater Houston Area and the Florida Occupational Therapy Association. Major accomplishments include successfully designing and implementing processes to transition into a new YMCA facility while surpassing every goal set. She graduated from the University of West Florida with a Bachelor of Science in Business Management and is a member of the Tallahassee Society of Association Executives.

JAMES F. MCMICHAEL, PH.D., SENIOR OD CONSULTANT, has extensive business, academic, consulting and training experience. His primary professional interests include team building, strategic planning and thinking, organization design, and creative problem solving. Jim is an affiliate of the Center for Professional Development as well as a trainer in the Certified Public Manager program, both at The Florida State University. He was President of a financial management company and successful insurance executive. Public posts include being an early pioneer in the field of aging and retirement policy, development of the nation's first retirement plan for dairy farmers, and serving as the executive director of the Wisconsin State Commission on Aging. He has taught at Michigan State University, University of Wisconsin, Thomas College (Georgia), and FSU. Receiving his doctoral degree in political science from FSU, he authored *The Spiritual Side of Management: Who is Running This Show Anyway?* and *Capitalism, a Spiritual Perspective*.

KAYE KENDRICK, CPA, SENIOR PERFORMANCE MANAGEMENT CONSULTANT, has 20 years experience in accounting, auditing, and management in both the public and private sectors. Her consulting work during the last ten years has involved designing performance measurement systems for use in strategic or operational planning and performance-based program budgeting. Her prior experience included successfully building and managing an accounting practice, establishing and managing an inspector general function for a state agency, and managing governmental financial audits. Her consulting has included work for the County of Santa Clara, California; the Florida Department of Environmental Protection; the Florida Division of State Group Insurance; the Florida Department of Labor; and, the Florida State Library. She graduated from Florida State University in 1981, Cum Laude, with a degree in Accounting, and is a Certified Public Accountant, Certified Internal Auditor and Certified Public Manager.

BARBARA J. FRENCH, PH. D., SENIOR OD CONSULTANT, has extensive experience with government, business and academia with expertise in futures planning/visioning, leadership and management assessment/development, organizational assessment/development, organizational learning and systems strategies, team building and facilitation, and total quality management. Her consulting clients include the Florida Departments of Agriculture, Health and Rehabilitative Services, Highway Safety and Motor Vehicles, and others. She also served as a human resources manager for the United States Postal Service. She received her doctorate in public administration from Florida State University (1994) and has published numerous articles.

PAUL A. ROWELL, SENIOR MANAGEMENT SYSTEMS CONSULTANT, has almost 25 years experience as a lawyer and a senior manager in both the public and private sectors. His diverse experiences as a lawyer include practice in labor and employment, civil rights, administrative law, public sector construction, public procurement and contracts. He has managed programs with combined budgets of \$194 million and in excess of 400 employees. He is also a trained mediator. He has taught extensively. His current projects include work on Florida's enterprise permitting solutions and the continued development of a knowledge system for supervisory discipline assistance. He is a graduate of the University of North Carolina at Chapel Hill and the University of Florida College of Law.

MICHAEL CASTRONOVO, BUSINESS PROCESS CONSULTANT, has over 10 years of experience in systems development and implementation. Mike has been able to help companies align business and technology by identifying business needs and providing cost effective solutions. His background and experience incorporates all phases of the systems life cycle and his diverse project experiences have led to a well-rounded skill set including strong technical, functional, and project management experience. Business process reengineering clients include ACRP (Association of Clinical Research Professionals), DC; BDO Stoy Hayward, London, England; ENTERGY, New Orleans, LA; and, for Clarus Corp. at MEAG Power, NCR, Norfolk Southern, Atlanta GA; and has consulted for software vendors such as PeopleSoft and Clarus Corp. Mike is Microsoft Certified in Visual Basic (MCP) and has technical skill with PeopleSoft and numerous other languages and systems on mainframe, midrange, server, and client platforms.

JOHN R. VAN WINGEN, PH.D., PERFORMANCE METRICS CONSULTANT, has more than 25 years public policy and information technology experience. Most recently he has worked extensively with healthcare data analysis in support of healthcare business planning, regulation, and litigation. With over 10 years experience in healthcare information systems, John has broad knowledge of the HMO industry, physician practice management systems, third party billing arrangements, and community health information systems. With more than 30 years IT experience with mainframe, mid-range and personal computers, he is capable with numerous programming languages, data base systems, and statistical packages. John has taught at the doctoral and undergraduate levels. John has a B.A. from Purdue University, and a M.A. and Ph.D. from the University of Missouri. Doctoral work at Florida State University in computer science focused on expert systems and artificial intelligence. Professional affiliations include the College of Healthcare Information Management Executives (CHIME), Association for Computing Machinery (ACM), and Institute of Electrical and Electronics Engineering (IEEE).

ALEFF Group Membership

PKV is the consulting arm of the, *AleffGroup* worldwide. *AleffGroup* is an international federation of privately held companies, founded in 1992.

Member Companies

AleffGroup member companies reflect the two principal strands of PKV expertise: domain knowledge and information and communications technologies.

Domain knowledge is strong in life-sciences in particular:

AFSIS – food quality, safety and production (a joint venture between Aleff Group and EBT Consultants, Athens, Greece)

AVIS College Ltd. – animal health and production

CATT – leather industries and tanneries (a joint venture between Aleff Group and British Leather Technology Centre, Northampton UK)

MiLo – a long-term collaboration with the Florida Institute of Phosphate Research for the phosphate and wider chemical processing industries

MiLoRAD –a collaboration with the Florida Institute of Phosphate Research for radiation safety in the manufacturing and process industries

Trimanos LLC – clinical research and healthcare.

Technology strengths are located in:

Aleff Group Inc. – work-flow, process and data-management tools, for administration, government and advanced research

AMC Infome diaries Inc. – web-based communities and expert-driven consulting services, with a financial services emphasis

Telos Aleff Ltd – CD, DVD, and web-based multimedia knowledge products, with ecommerce (web-based) delivery.

Collaborations with Centers of Scientific Excellence

AleffGroup has long-term partnerships with centers of excellence, including world reference laboratories and standards setting organizations. These include:

- British Leather Technology Centre, UK
- Florida Institute of Phosphate Research
- Food and Agriculture Organization, Rome
- The Institute of Animal Health, UK
- L'Office International des Epizooties, Paris
- University of Viterbo, Italy
- University of Florida, Gainesville
- Veterinary Laboratories Agency, UK

Public-Private Partnerships

Through long-term partnerships with a worldwide network of centers of scientific excellence, *AleffGroup* has ready access to experts of international standing, who join or advise Group project teams. Since its foundation in 1992, the Group has pioneered public-private collaborations with national governments, and with bodies such as the European Commission and the United Nations. The group has member companies and affiliates in the United Kingdom, United States, Greece, France, Australia, and Morocco.

Contract Rates

PKV Management Consulting, Inc. offers a discounted rate to governmental entities and is available through direct contracts or, optionally, via Florida State Term Contracts.

A Fee Schedule is available upon request.

References

References are available upon request