

## HELEN M. CHAMBERLAIN



### Professional Summary:

20+ years, Accessibility Subject Matter Expert, 20+ years Program/Project Management, 15+ years, Federal government Procurement and solicitation development, 20 years training development, 20+ years training provider, 25+ years in Information Technology & Life Cycle Management, 20+ years event management, 11 years HW and SW Configuration Management

### Knowledge and Skills:

Section 508/Accessibility Subject Matter Expert  
Program/Project Management  
Training Development  
Training Provider  
Procurement policy development  
Requirements Development  
Procurement Technical Evaluation  
Event Management

### Experience:

#### ***Section 508 Program Director, Training and Outreach Director*** **General Services Administration, Office of Government-wide Policy, Office of Information, Integrity & Access**

Managed a high-profile program for the implementation of Section 508 of the Rehabilitation Act (USC 794d) throughout the US Federal Government.

Responsible for creating a supportive environment for persons with disabilities who are employed by the US Federal Government and to aid members of the public with disabilities seeking information from the US Federal government.

Conceived and developed content for Section 508, Accessibility, and Procurement training courses. Provided training for large diverse groups.

Participated on the Section 508 Transition team when the Revised Section 508 Standard became final in January 2018.

Participated as a Subject Matter Expert (SME) in the development of the IT Accessibility Playbook. A roadmap for creating a successful Accessibility program.

SME for the refresh of the government wide procurement tool (Acquisition Requirements Tool (ART)). SME for the development of the Solicitation Review Tool (SRT)

Provided guidance to Federal agencies about the development and implementation of Section 508 programs and policy.

Managed a team of technical experts, contractors and government employees, in the development and maintenance of several software applications and websites to assist the Federal government with the implementation of Section 508.

Managed the Section 508 Training and Outreach program for Federal Government agencies. Managed and maintained the training content on Section508.gov. Provided training in the areas of procurement, the law, and awareness as it pertains to Section 508 to Federal agencies.

Conceived, organized, and hosted meetings and conferences that provided guidance and information on Section 508 implementation to all levels of government. I lead groups, moderate panels, and attend and speak at numerous conferences locally, nationally, and internationally.

Conceived, developed and lead the Federal Government Section 508 Coordinators group, a large diverse group representing Federal Government departments and agencies.

Developed program guidelines that provide guidance and assistance to Federal Government Section 508 Coordinators in the implementation a successful Section 508 program within their organization.

Coordinated and participated in the technical assessment and evaluation of products and services for Section 508 compliance (websites, telecommunications products, computers, etc.)

Coordinated with Government-wide groups, the Access Board, OMB, and other external agencies with regard to Section 508 related issues. Cochaired the Outreach subcommittee for the CIOC Accessibility Community of Practice.

PM for the contract vehicles for the development of software tools, analytics, metrics, and training.

Conceived and developed the tool for the bi annual Section 508 survey required by the Department of Justice. Provided analysis of the data from US Federal government agencies.

Participated on the Telecommunications and Electronic and Information Technology Advisory Committee (TEITAC) for the refresh of the Section 508 Standard. Participated in the review of the comments during the comment period and served on the AdHoc committee for the review of comments during the approval process.

### ***Program/Project Manager, Liaison***

#### **Office of Personal Management (OPM), Office of the Chief Information Officer (CIO)**

Managed the OPM Computer Security Awareness Program and developed and conducted Computer Security Awareness Training.

**Committee work:** CIO Council Security, Privacy, and Critical Infrastructure committee; IT Security Best Practices Working Group, Document Management working group for the implementation an IT Document Management system at OPM; CIO Council Federal IT Workforce Committee for the IT Workforce Challenge study to restructure the Computer Specialist job series; OPM representative on the Universal Access Working Group, which was involved in the implementation of Section 508; Provide external coordination with CIO Council Committees and other Federal workgroups.

### ***Software Configuration Manager, Department of the Army***

Managed and directed the development of a major US Army command and control system.

Managed and provided oversight in the design, development, engineering, testing, Configuration Management (CM), implementation, and training activities of several DOD contractors.

Coordinated contractor activities in the areas of development, testing, fielding, and maintaining the Army's Strategic and Theater Command and Control Systems (STCCS) worldwide. Developed, implemented, and maintained the CM Plan, policy and procedures for the STCCS PMO.

Directed and monitored contractor activities for Configuration Management and Quality Assurance.

Participated in Source Selection and Evaluation Boards (SSEB) for multi million dollar contract awards.

Planned, organized, and directed design reviews and engineering meetings, involving senior decision makers, development engineers, and the user community.

Developed, implemented, and maintained the CM Plan, policy, procedures, and automated CM tool for the STCCS PMO. Managed the SW control process, boards integration and release management efforts.

Acted as the Contracting Officers Representative (COR) for administration of the Global Command and Control System-Army (GCCS-A) Software Development Contract.

Served as the principal Army representative on numerous interagency working groups and committees.

### ***Hardware Configuration Manager***

#### **Military Traffic Management Command (MTMC)**

#### ***Computer Systems Analyst, Department of the Army***

Headquarters V Corps, DIRECTORATE OF ENGINEERING AND HOUSING (DEH),  
Department of the Army, Headquarters 5th Signal Command Worms GE

### **Training and Education**

Masters Certification, Project Management (GWU)  
Master's Certification, IT Project Management (GWU)  
Associates Certificate in Project Management (GWU)  
Contracting Officers Representative (COR) Certified  
Assistive Technology Applications Certificate Program (ATACP)  
USDA Graduate School  
Langevin Learning, Training Needs Analysis, How Adults Learn, Instructional Design  
Army Acquisition Corps Level III Certification  
Defense Systems Management College, Project and Acquisition Management  
Intermediate Systems Acquisition Course  
International Society of Configuration Management,  
Certified International Configuration Manager  
Certified International Software Configuration Manager  
United States Army Logistics Management College  
Configuration Management Techniques Certificate, IBM  
7 Sigma Facilitator Skills  
STAR Program

### **Memberships**

International Association of Acquisition Professionals (IAAP)  
Federal Government Distance Learning Association (FGDLA)