

NORMAN A. MOORADIAN, Ph.D.

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www.ethicalcomputing.net

ROLES / KNOWLEDGE AREAS

Business Analyst, Educator, Author | Information Governance, Data Ethics, Content Services

PROFESSIONAL CAPABILITIES

- Design enterprise software solutions that incorporate information governance, compliance, records management and data ethics objectives.
- Write diverse types of materials, including training, technical, sales, marketing, and academic.
- Develop and deliver original educational content for multiple delivery modalities (classroom, online)
- Communicate to and write for diverse audiences on ethical/legal, technical, and sales/business topics.
- Perform ethics assessments of technical solutions and information practices.
- Lead technical teams (developers, solution engineers, project managers) in implementing solutions.

POSITIONS SUMMARY

Sr. Solutions Engagement Consultant

Enterprise Content Management, BIS
Konica Minolta Business Solutions, USA
May 2013 – Present

Vice President Information Management and Compliance

CookArthur Inc.
January 1996 - May 2013

Lecturer in Records Management Ethics

San Jose State University, School of Information
May 2017 - Present

Lecturer in Business Ethics

CSU Pomona
September 2005 – December 2009

Assistant Professor

University of Puerto Rico, Mayaguez
September 1994 – December 1995

EDUCATION SUMMARY

Ph.D. / Philosophy

The Ohio State University

M.A. / Philosophy

The Ohio State University

B.A. / Honors in Philosophy

Pitzer College, Member of the Claremont Colleges

Legal Studies, Graduate Courses

University of Illinois, Springfield

PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENTS

Sr. Solutions Analyst (May 2013 – Present)

Enterprise Content Management, BIS, Konica Minolta Business Solutions, USA

Disciplines and Roles

- Business Analysis
 - Information Architecture / Taxonomy Development
 - Instructional design and training materials development; training delivery
 - Technical Documentation
 - System Configuration and Implementation
 - Local Government SME
 - Information Governance
 - Sales and Marketing Support
 - Project Management
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- **Educational Services:** Developed training strategy and created training materials for custom solutions encompassing information management and business process automation components. Created and delivered custom user manuals for client solutions; created administrative training materials; creating training plans for internal and client facing uses; Wrote book length functional overview of enterprise content services solution. Delivered training onsite and via remote meeting tools.
 - **Business Analysis:** Played key role in the creation of standardized documentation and methodology for national team; created analytic tools for business analysis tasks; played key role in designing knowledge repository for standard templates and project documents;
 - Created content for knowledge repository in the form of templates for sales and implementation discovery; scopes of work; technical documentation; was lead analyst in major, strategic accounts;
 - **Product Development & Marketing:** Took lead role in product development program for point solutions; defined requirements for repeatable legislative management solution; configured prototype / base solution; created training documentation and sales demonstration script; assisted with marketing and pricing strategy; directly supported sales through sales cycle; Created content for corporate marketing campaigns for privacy assessment offering, and trusted systems implementations.
 - **Business Development:** Helped secure multiple high value major accounts totaling multi-million dollars; Transitioned client base to KMBS ECM organization, leading outreach efforts, contract development, account management, and technical support. Successfully migrated clients to new ECM platform, playing a critical role at all stages including sales, project management, business requirements development, system development and implementation, data migration, and training.

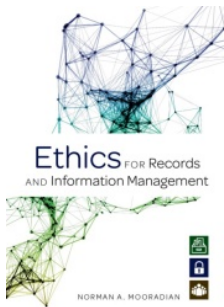
Lecturer in Records and Archive Ethics (May 2017 – Present)

San Jose State University, School of Information

- Created and delivered graduate level course on ethics for information professionals in records management, archives, and library sciences.
- Course was the first of its kind to bring applied ethics into the records field.
- Course was delivered fully online using leading learning management platform and tools.

Ethics for Records and Information Management (2018)

American Library Association



- Wrote and published first book of its kind to provide an applied / professional ethics to records and information management.
- Highlights of the book include:
 - Description of the structure of ethics, outlining principles, moral rules, judgements, and exceptions;
 - Instruction in ethical reasoning, from meaning and logic to dilemmas and decision methods;
 - Explication of the ethical core of RIM, discussing key topics such as organizational context, the positive value of accountability, conflicts of interest, and confidentiality;
 - Explanation of important ethical concerns like copyright and intellectual property, whistleblowing, information leaks, disclosure, and privacy; and the relationship between RIM ethics and information governance

Vice President Information Management and Compliance (1996 - 2013)

CookArthur Inc.

- Created ECM division to provide software solutions using best of class products.
- Developed ECM solutions for a large local government client base.
- Incorporated records management capabilities and practices in ECM solutions.
- Developed training methods and materials and delivered training to client base. Training included system administrator training and end user training.
- Established best practices for solution design including taxonomic structures, security models, and automation methods.
- Created CookArthur GRC strategy and point compliance solutions.
- Led effort to migrate LibertyNET client base to the OnBase ECM platform. Developed migration methodologies including system design methods, process steps, quality control procedures, and data mapping strategies.
- Managed help desk and support/maintenance contracts.
- Developed product strategy and managed supplier relations.

Lecturer in Business Ethics (September 2005 – December 2009)

CSU Pomona

Taught classes on business and professional ethics for students in diverse fields such as business, information technology, communications, entertainment industry, and restaurant/hotel industry;

Assistant Professor September (1994 – December 1995)

University of Puerto Rico, Mayaguez

Taught classes in ethics, history of ideas, and conceptual analysis

Teaching Assistant/Doctoral Student (September 1986 – December 1992)

The Ohio State University

THOUGHT LEADERSHIP IN DATA ETHICS AND INFORMATION GOVERNANCE

Selected Publications: Books/Articles

Book

Ethics for Records and Information Management (August 2018, The American Library Association).

Articles

"AI, Records and Accountability", Forthcoming in joint publication of *Information Management Magazine* and ARMA Education Foundation.

"Closing the Gap between Policy and ECM Implementation Using Privacy by Design", *Information Management Magazine* (September/October 2014)

"The Importance of Privacy' Revisited", *Ethics and Information Technology* (September 2009).

"Keys for Securing Private Information in an EDMS," *Information Management Journal* (March/April 2008).

"Ethical and Philosophical Dimensions of Knowledge Management", published in the proceedings of the CEPE (Computer Ethics Philosophical Enquiry Conference July 2007).

"Tacit Knowledge: Philosophic Roots and Role in KM," *Journal of Knowledge Management* (November/December 2005).

"E-Records and the Technological Imperative," *Journal of Information Ethics* (Spring 2005).

Selected Published Book Reviews

Building Trustworthy Digital Repositories: Theory and Implementation. Ed. Philip Bantin. *The Information Management Journal* (November/December, 2016).

Ethics, Accountability, and Recordkeeping in a Dangerous World. Richard J. Cox. *The Information Management Journal* (January/February, 2010).

Creating Knowledge Based Organizations, Eds. Gupta and Sharma, *The Information Management Journal* (July/August 2004).

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SERVICE TO THE PROFESSION

AIIM

- Ask an Expert Webinar Series – Presenter (November 2018)
- Achieved AIIM Specialist certification
- Achieved CDIA Certification; participated as SME and contributor to second CDIA Certification
- Contributing member to the C27 committee. The committee created the AIIM/ANSI standard: ANSI/AIIM 25: 2012: Assessing Trusted Systems for Compliance with Industry Standards and Best Practices

ARMA International

- Board Member/Education and Programs Director, SCIE ARMA
- Received chapter member of the year award 2013.
- Presenter at multiple ARMA chapter meetings

ECM Standards Organization - PDF Consortium

Writing / editing member to multiple Trusted Systems working groups:

- WG1 – Trustworthy Storage
- WG1 – Trustworthy Storage\Blockchain group
- WG2 – Trustworthy ECM
- WG11 – Trustworthy Guidelines

International Association of Privacy Professionals

- Member

Society for Business Ethics

- Member
- Presenter at annual conference
- Peer reviewer