

Kurt W. Miles

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Summary

I serve as a Learning Strategy Consultant dealing with corporate learning and improvement programs. I have extensive experience with educational and training development programs. My areas of expertise include Instructional Systems Design, project management, computer and web-based technology, multimedia development, performance improvement, systems analysis, computer applications, test and evaluation and management tools.

Education

- Doctoral Study, Instructional Technology, Utah State University and University of Oklahoma. 41 Sem. Hours. 1989-1993.
- M.Ed., Instructional Technology (Instructional Systems Design), Utah State University, 1989.
- Graduate work in Counseling Psychology, 40 Qtr. hrs, University of Northern Colorado, 1976-77.
- BS, Psychology, Texas A&M University, 1975.

Experience

- **IBM Managing Consultant**, Public Sector, Human Capital Management, Global Business Services, IBM Global Services

I am currently the Functional Team Manager for the Army Learning Management System (ALMS), the Army's selected learning management system for all training in the future. The selected system is the SABA LMS, currently SABA 5.5. As manager of the functional team, I am responsible for the implementation and deployment of the system by identifying and resolving issues which are uncovered during the deployment (troubleshooting). I manage the Tier 2/3 Help Desk for the system. I have established a close professional working relationship with ALMS clients, and worked closely with GFEBs, ACCP and CHRA, for whom I coordinate and manage the bulk load of users, roles, audience types, organizations, locations and student historical training data (over 20 million records just for ACCP). As necessary, I investigate system or user problems, edit records, and input data. I lead and coordinate a multi-discipline, cross-project team to identify, prioritize, and resolve system issues as they arise resulting in a rapid resolution of numerous technical issues. (Jan 2010 – Present)

Team member of Content migration team for Army content, responsible for migrating existing content from the old LMS to the new ALMS system. (Nov 2009 – Jan 2010)

- **IBM Managing Consultant**, IBM Learning and Knowledge, Global Business Services, IBM Global Services

Co-Lead for the Learning & Knowledge virtual worlds core team, responsible for moving training from platform instruction to virtual worlds training, with my primary focus in both Second Life and secondary focus in Active Worlds.

Served as a Learning Design Coordinator (LDC) responsible for coordinating all Learning and Knowledge assets supporting internal CRM training, as well as being a member of the Component Model core team.

Instructor for Professional Development Enablement group, instructing experienced consultants who have been promoted in their new responsibilities as well as training University New Hires in their responsibilities as new consultants. (July 2007 – Nov 2009)

- **IBM Managing Consultant**, Financial Services Sector, Human Capital Management, Business Consulting Solutions, IBM Global Services

Serve as Project/Engagement Manager for projects as assigned. Responsible for development of scope of effort and Statement of Work preparation. Work in Project Manager role as necessary to support client projects. Responsible for Learning Strategy Analysis and Design efforts for IBM clients. Responsible for WBT development team and technical processing conducted during development. Responsible for performance measurement and improvement analyses. Responsible for managing and executing ROSA engagements. Serve as performance consultant and analyst, either as a team member or as a team lead. (August 2000 – July 2007)

- **IBM Certified Senior I/T Specialist (Instructional Design)**, Learning Services, IBM Global Services
Responsible as lead designer for courseware projects developed within the practice, in addition to having project managed major development projects with staffing from 4-15 personnel, and ranging from \$450K – \$1.4M.. Responsible for the management of design and development of customized multi-media training for a variety of clients. In conjunction with client subject matter experts and using proprietary IBM technology, develop specifically targeted instructional materials for custom applications and situations.
- **Instructional Design Director** for National Education Training Group (NETG)
Responsible for all instructional design policy, processes, standards and quality of all multimedia courseware developed at NETG. Developed instructional design standards for product development and trained developers to use those standards in the product development process. Primary trainer for outsource development partners in India. Responsibilities include the development of advanced Instructional Design implementations and the training of outsource and strategic partners. Departmental reorganization in Jan 97 added responsibility for user interface design/usability for courseware, Internet and software products. Past duties included interim responsibility for the Product Test Center (18 months). Established product test procedures, reducing Product Test Center turnaround times from 1-3 weeks to 2-3 days. Managed a staff of 5 plus a variable number of contractors. Member of operational team responsible for Product Development business process re-engineering effort. Responsible for creating and managing the Graduate Student Intern Program in Instructional Design. (Nov 1993 – July 1997)
- **Principal Scientist (Instructional Systems Design Specialist)** for Applied Science Associates, Inc.
Designed, wrote and produced computer based training (CBT) with interactive videodisc courseware for the Federal Aviation Administration (FAA) full performance level air traffic controllers refresher training. Developed and wrote proposal for the implementation of a total quality management organizational structure to be used by the multimedia courseware development teams. Team leader for CBT development style guide. Coordinated production, researched, wrote and directed a presentation/training video. Produced multiple management plans for proposed CBI courses. Designed CBT lessons on Weather Coordinator training and the Automated Surface Observing System. Prototyped the electronic classroom interface. Worked as the ASA multimedia consultant to Delta Air Lines assisting in the design and development of Delta's multimedia-based training program for the recurrent training of the flight attendants. Worked with the FAA National CBI office to develop the Computer Managed Information (CMI) component of the field CBI program. (1991-1993).
- **Test and Evaluation Specialist** for Simms Industries
Provided independent quality assurance (QA) verification for the C-17 Aircrew Training System courseware developed by McDonnell Douglas Training Systems, Inc. (MDTS). Audited courseware for contract conformance and quality of work. Conducted internal employee training on microcomputer computer programs. Designed, conducted, analyzed and reported studies of manpower/resource utilization for MDTS. Analyzed and interpreted survey and questionnaire results for other subjects. (1990-1991)
- **Computer Services Consultant**, Utah State University.
Daily contact with users of the university mainframe and microcomputer labs at all levels of expertise, providing assistance in using applications and hardware, in software design and in debugging programs. (1988-1990)

- **MIS Manager** for the Utah Assistive Technology Program, Developmental Center for Handicapped Persons, Utah State University (Research Assistant).
Designed, wrote and implemented multiple database programs under dBase III+ and FoxBase. Set up, operated and maintained office computer systems (Apple MacIntosh and IBM/compatible), interactive videodisc system, and telecommunications. (1989-1990)
- **Designed and implemented training and certification programs** for 25 explosive material handlers and 8 hazardous waste incinerator operators at Dugway Proving Ground. Both programs were designed based on the needs and task analysis conducted on the current state of training. The programs were designed and implemented to bring the organization into compliance with federal and state EPA regulations. (1987-1988)
- **United States Army Officer** for 12½ years. Personnel, Training and Project Management. (1976-1988)
Test Directorate Deputy Operations Officer. Responsible for coordinating all land, personnel and equipment for 15-25 daily test operations conducted at Dugway Proving Ground.
Test Project Officer for Test and Evaluation Command, responsible for coordinating all land, personnel, and test equipment used during testing. Responsible for management of time, money and resources. Responsible for design, conduct, evaluation and reporting of test programs for artillery, mortar and smoke munitions. Assistant Test Project Officer for Hazards testing for the EPA. Alternate Test Project Officer for classified tests for United States Government.
Battalion S3 (Operations and Training Staff Officer). Responsible for development and supervision of group-wide training and evaluation programs dealing with daily and emergency operational requirements of an organization with responsibilities spread over much of Northern Germany and all of the Netherlands.
Unit Commander (Warhead Support (NATO)), Responsible for all day-to-day operations of an 82-man organization responsible for technical and advisory support to a German Artillery Regiment. Day-to-day operations included training, personnel actions, supply and logistics, intelligence and security.
Battalion S2 (Security and Intelligence Staff Officer), Responsible for evaluating and advising the commander on threats to security. Designed and presented training on classified materials and procedures and security requirements. (Germany)
Branch Chief and Senior Instructor (Special Weapons Branch, US Army Artillery School), Responsible for delivering, monitoring and maintaining the quality of instruction delivered by the Branch. Assisted in the development of new procedures and military doctrine. Responsible for development of new curricular materials, and updating current material as subject matter changed. Received training in task analysis and instructional design.
Liaison Officer to Turkish First Army (Istanbul, Turkey).
Battalion S1/Adjutant (Personnel Officer).
Fire Support Team Chief.

Professional Associations

- Member, Association for Educational Communications and Technology (AECT), 1988-2000. Industrial Training and Education Division (ITED), Division of Instructional Design (DID), Past-President of Division of Interactive Systems and Computers (DISC). 1995 Chair of Division Council, and Division Council Representative on AECT Assembly Steering Committee. Chair of Policy, Procedure and Bylaws Committee for DISC.
- American Defense Preparedness Association (ADPA), 1992.

Accomplishments

- Presenter at 13th and 14th Interservice/Industry Training Systems Education Conference (IITSC) (1991, 1992), nominee for best presentation award (1991).
- Presenter at 1990, 1991, 1992, and 1993 AECT Conventions.
- Recipient of US Army Incentive Award for Cost Reduction and Savings.

Additional Information

- 12.5 years experience as Active US Army Officer, retired US Army Reserve Officer
- Graduate of US Army Command and General Staff College
- **I have held a TS/SBI/SCI clearance in the US Army and Army Reserve.**
- US Patent #6,039,575: Interactive Learning System with Pretest

Major Conference Presentations:

Illinois AECT (2009):

“Real Learners in Virtual Worlds”

AimTech User Conference (1995):

“A Conceptual Approach to Building CBT: Applying Instructional Design Principles to Building Good Computer Based Training.”

AECT Conference (1993):

"Skills for TQM and Instructional Systems Design: A Partnership", with Donald W. McGill

Panel Discussant - "Improving Instructional Systems Design Process," with Donald W. McGill, Tish Cavaleri and Peter Peterson

14th Interservice/Industry Training Systems and Education Conference (1992):

"Cost/Benefit Analysis as an Instructional Design Consideration," with Edwin R. Griffith

AECT Conference (1992):

"A Generic Model for the Rapid Estimation of CBT Development Time, Update"

"A Manpower/Resource Estimation Job Aid for Computer- and Instructor-Based Training Development"

13th Interservice/Industry Training Systems Conference (1991):

"A Generic Model for the Rapid Estimation of CBT Development Time"

AECT Conference (1991):

"Implementing TQM in a Integrated IBT/CBT/CBT-IVD Developmental Environment"

AECT Conference (1990):

"Modifications to LCSII LogoWriter to Enable it to Run on an Apple II+ Computer"

Publications:

L'Allier, J. J. & Miles, K. W. (1996). *The Skill Builder philosophy*. Naperville, IL: NETG.

L'Allier, J. J., Miles, K. W., & Welsh, S. H. (1995). *The NETG mastery test strategy*. Naperville, IL: NETG.

Miles, K. W. & Griffith, E. R. (Apr/May 1993). Developing an hour of CBT: The quick and dirty estimate. *CBT Directions*. Boston, MA: Ziff Institute.

Miles, K. W. & Griffith, E. R. (1992). Cost/Benefit Analysis as an Instructional Design Consideration. Proceedings of the 14th Interservice/Industry Training Systems and Education Conference, pp 465-473.

Miles, K. W. (ISD/Producer). (1992). *FAA UNIX CBI: Ready for Takeoff!* [Videotape]. Oklahoma City: Federal Aviation Administration.

Miles, K.W. (1991) A Generic Model for the Rapid Estimation of CBT Development Time. Proceedings of the 13th Interservice/Industry Training Systems Conference, unk.

Miles, K. W. (ISD), Griffith, E. R. (ISD), Stein, R. (Programmer Analyst) & Mayo-Wells, D.(Programmer Analyst). (1991). *Controller Awareness and Resource Management Training* [CBT/IVD Courseware]. Oklahoma City: Federal Aviation Administration.

Griffith, E. R. (ISD), Miles, K. W. (ISD), Stein, R. (Programmer Analyst) & Mayo-Wells, D.(Programmer Analyst). (1991). *Lost Aircraft Orientation* [CBT/IVD Courseware]. Oklahoma City: Federal Aviation Administration.