

## Joel Alleyne

*President, Alleyne Inc.*

*Chairman and Senior Vice President, Abraxas International*

*President, Alleyne Inc.*

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Mr. Alleyne recently completed a seven year term working on contract as the National Chief Information and Knowledge Officer (CIO/CKO) for the law firm Borden Ladner Gervais LLP. Prior to this he was Chairman and CEO, GSA Consulting Group Inc. He was also a partner with BDO Management Consulting and the National Director of Computer Services for BDO Ward Mallette, a public accounting firm. Mr. Alleyne has held consulting positions with Touche Ross & Partners and Quasar Systems Ltd., and systems development positions with IBM Canada Laboratories where he was involved in the development of software products for the banking industry.

Joel is Practitioner in Residence with the Knowledge Media Design Institute at the University of Toronto. Joel is involved with teaching and curriculum development, as an adjunct instructor, with the Faculty of Information and Faculty of Medicine at the University of Toronto School of Graduate Studies. He is currently pursuing a PhD in knowledge management / health informatics. He is a faculty member with the Kaiteur Institute for Knowledge Management. In 2003 he was appointed to the Entovation 100 Global Knowledge Leadership Map which includes several global thought leaders and practitioners in the field who play a role in shaping the new knowledge based economy.

On the services side, Mr. Alleyne has accumulated considerable experience participating in or managing a variety of projects, most of them in the information systems field. He has served a number of industries, including: insurance, financial services; health care; professional services; and, all levels of government. He has served clients in the Americas and in Europe.

Mr. Alleyne has worked with management in several organizations. His work has included work with Senior Executives on Business and Organizational Strategy / Architecture, Enterprise Architecture (EA), Business Model Design as well as Strategic Information and Technology Planning. Joel has broad experience across the entire systems development life-cycle – from strategic planning to systems design, development, integration and implementation.

### **BUSINESS EXPERIENCE:**

Joel brings strong breadth in all of the mandatory areas for this job specification; he also brings technical depth required to lead technical projects. More specifically, he:

- has worked with Insurance and Finance industry for over 34 years; and
- has experience in EA, IT Strategy, Business Strategy, Organizational Architecture and Transformation, Standards development and deployment, IT Governance, Business Model Design, Enterprise Content Management, Information Management, Knowledge Management, and Electronic Commerce.

Insurance / Financial Industries: Joel has worked extensively in the finance and insurance sectors as follows:

- Retail banking (since 1977 – while at IBM, and subsequently with offshore banking at Deloitte and Credit Unions at BDO)
- Investment banking / brokerage (since 1982);
- Insurance industry since 1990 (primarily life and health).

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**Selected Professional Experience:**

As Chief Information and Knowledge Officer with Borden Ladner Gervais LLP, Canada's third largest law firm, Joel was responsible for all information technology and knowledge management initiatives and programs – from planning, through design and development to implementation and including the development and management of EA frameworks and models.

**Finance and Insurance Industry Experience:**

- Strategy development for a number of insurance organizations – including Business Model Design, Enterprise Architectures (at the division level) and Solution Architectures
- For a group of insurance companies, the development of Solution and Technical Architectures for an industry claims portal
- Process reviews and Business Process Architectures for a large non-profit insurance organization; health and life insurance organizations; and public health insurers
- Architecture and strategy for a major multi-insurance project – examining the role of electronic claims and data interchange between providers and insurers
- The design of several claims networks for insurance organizations (technical and solution architectures)
- Worked with several organizations in establishing frameworks for counter-fraud efforts
- Assisting a large retail brokerage firm / investment bank in the design and development of a money market system, an options system and the evaluation of various strategic data processing and service bureau alternatives
- Performed a capacity planning review of a large MVS installation at a major insurance company;
- Creation of process models, user requirements, hardware and software selection for an international bank;
- Assistance with the development of requirements and tendering activities for a third party claims adjudication organization
- Management of various insurance industry associations (the Association for Claims Exchange; the Health Industry Electronic Commerce Association; and, the Canadian Health Care Anti-fraud Association) including the development of strategies and operational oversight
- The development of electronic commerce integration strategies for a large insurance company
- Management of several initiatives to implement real time adjudication for medical, pharmaceutical, and dental claims systems
- Application, technical, information / data architectures and development of systems for insurance claims adjudication and benefits administration
- A major (three year) initiative to design and development of Flexible Benefits Administration software;
- engagement direction for several claims systems projects for both private and public sector insurance organizations including the development of health, pharmacy, dental claims systems; as well as administration systems;

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In addition to his employment history, he has acted in management and leadership capacities for a number of organizations including:

- Executive Director, Association for Claims Exchange 1989 - 2005
- Executive Director, Health Industry Electronic Commerce Association 2003 - ongoing
- Executive Director, the Canadian Health Care Anti-fraud Association 2000 - ongoing
- General Manager, CareNET Services Inc. 1990 - 1996
- Managing Director, Health Industry, Cebra Inc. (a subsidiary of the Bank of Montreal) 1996 - 1998

#### EDUCATION:

**B.Sc.** Computer Science for Data Management, University of Toronto (1977)

**M.I.St.** Masters of Information Studies, Faculty of Information Studies, University of Toronto (2005)

**PhD (student)** Information and Knowledge Management / Health Informatics, Faculty of Information, University of Toronto

In addition to these academic qualifications, Joel has passed his Certified Management Consultant (CMC) exams in 1983, by examination with the Institute of Certified Management Consultants of Canada.

#### Past and Current Affiliations

- Information Technology Association of Canada (Ontario) – Board Member and Past Chair, Health Committee
- CIHI National e-Claims Standards (NeCST) Steering Committee Member
- Infoway Standards Collaborative – Transition Team Member; Vice-chair for SCWG 3 (e-claims standards)
- Institute of Management Consultants of Ontario
- Canadian Pharmacy Association - Electronic Claims Standards, Technical Advisory Committee
- Canadian Dental Association - Electronic Claims Standards Working Committee
- Canadian Standards Association - Advisory Committee on Standards for Insurance Claims Processing
- Canadian Standards Association / Canadian General Standards Board, Joint Technical Committee on Electronic Data Interchange (past member and past Chairman)
- Association for Creative Change and Organizational Renewal (member and lecturer)