



WHAT WE DO

FiveSix Consulting provides accelerated problem solving based on your needs.

We understand complex environments. Multiple stakeholders, conflicting priorities, and regulatory requirements can make it difficult to be effective.

We can help you make a difference. From internal process improvement to leading large-scale collaborative initiatives across many departments, we translate business needs into sustainable solutions.

Our approach balances flexibility with proven techniques. Our methodology consists of four phases: **Discover, Analyze, Design, Solve.**

DISCOVER	ANALYZE	DESIGN	SOLVE
What do you want to achieve?	What changes are necessary?	What does the solution look like in your environment?	Are you getting the results that you want?
Who needs to be involved?	When should the solution be in place?	What needs to be done to make it happen?	Is the solution sustainable?
How will you know when things are better?	What are the options? Which is the right approach?		

WHO WE ARE

Tamara Austerlade

Tamara specializes in defining and leading large initiatives in complex stakeholder environments. Before co-founding FiveSix Consulting, she led high-profile efforts focused on organization development, strategic planning, and partnership building for the University of Washington's central information technology group. Prior to the University of Washington, Tamara led a variety of process improvement and software deployment projects at AT&T Wireless. Her areas of expertise include governance, strategic planning, program management, and process optimization.

Tamara has a Master's Certificate in Project Management and holds an IT Infrastructure Library (ITIL) Foundation Level Certificate. She has an MA in Foreign Affairs from the University of Virginia and a BA in Political Science from the University of California, Santa Barbara.

Greg Shymko

Greg has more than 10 years of experience translating technology into meaningful services as part of the central information technology organization at the University of Washington. Greg uses a mix of technical knowledge, a background in information science, and an ability to communicate ideas clearly to others to develop customer-focused solutions. Before co-founding FiveSix Consulting, he drove service design and delivery efforts at the University of Washington, the University of Illinois-Chicago, and Central Washington University. Greg's areas of expertise include systems integration, Microsoft SharePoint site administration, information management and resource planning, and customer outreach.

Greg holds a Master of Library and Information Science from the University of Washington, an MA in Political Science from the University of Illinois-Chicago, and a BS in Journalism from Northwestern University.

WHAT WE'VE DONE

Leave Request and Approval System

Analyzed processes, developed workflow, and implemented a leave request system prototype for a department at the University of Washington Medical Center. The system used SharePoint technologies to log decisions, notify approvers, and display approved leave in calendar form.

Standardized Request Tracking Project

Teamed with internal support groups and operations staff to design and implement a uniform process for capturing and tracking customer requests. The solution implemented Request Tracker, an open-source web-based ticket tracking application.

Incident Response Center Portal

Rapidly deployed a SharePoint-based customer communications portal and internal effort tracking and reporting system. Portal was used by the University of Washington Office of the Chief Information Security Officer to help manage response to a significant computer security compromise.

Lifecycle Process Framework

Led strategic effort to define the process phases, terms, and decision points for a product and services lifecycle framework. The framework addressed opportunity selection, project lifecycle, and service delivery for the University of Washington's central information technology organization.

Microsoft Collaborative Applications Initiative

Drove successful delivery of two new, high profile services – Exchange 2007 and Microsoft Office SharePoint Server – at the University of Washington. Established a partner-based governance model and a community support structure that balanced collaboration with organization objectives.

HOW WE WORK

FiveSix Consulting uses a project-based delivery model to ensure customer success. Our action-oriented approach produces well scoped deliverables in a time frame bounded in weeks, not months.

HOW TO CONTACT US

We look forward to working with you. Please contact us at:

FiveSix Consulting

206-326-1234

inquiries@fivesixconsulting.com