



# Diane Landen

## EDUCATION & CERTIFICATIONS

Associate's degree – Computer Science  
John Tyler Community College

## SPECIALTIES & EXPERTISE

- Project-based IT project management
- Business relationship management
- Business process analysis and documentation
- Requirements Elicitation & Documentation
- IT governance and intake process design
- Technology modernization planning
- Vendor selection and implementation oversight
- Training development and user adoption support
- Process improvement and workflow optimization
- Project Portfolio Management

## SUMMARY

Experienced IT consultant with over 25 years of experience supporting local government organizations in aligning technology solutions with business needs. Ability to bridge business and technology by translating operational needs into structured, scalable, and secure solutions. Experienced in full lifecycle project delivery, process re-engineering, requirements documentation, and stakeholder facilitation.

## EXPERIENCE

- Served as the manager of the Business Relationship Management group in Chesterfield County for seven years. Established the group in 2015. Developed and implemented a formal IT business relationship model serving executive-level departments. Facilitated strategic technology planning sessions to identify modernization opportunities and operational efficiencies. Conducted business process assessments and recommended automation and system improvements. Designed and implemented the county's IT project intake and governance process.
- Served as the Business Relationship Manager and trusted advisor for the Community Development departments and the Public Safety departments. Led requirements gathering and documentation for enterprise system procurements.
- Directed development of Requests for Proposal (RFPs) and vendor evaluation processes. Managed full lifecycle implementation of large records management systems including Juvenile Detention RMS, Jail Management System, and Civil Papers Rewrite.
- Facilitated cross-functional workshops to document workflows and identify process optimization opportunities.