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FOCUS AREA: SOFTWARE DEVELOPMENT

In an effort to streamline communication and knowledge sharing among support and consulting staff, Mr. Dunagan proposed, developed and deployed a highly efficient knowledgebase proxy. The system was built using .NET WinForms and web services to merge several real-time sources of staff, customer, ticketing and license data. Overall the 10,000+ lines of solution code delivered a 95% reduction in data retrieval times and supported much needed offline capability and synchronization for a mobile workforce.

Mr. Dunagan remained actively engaged in the design and development of dozens of utilities built to address in-flight customer needs, a number of which were packaged with documentation before being published to the K2 community for general consumption. Notable examples include:

- **Start Processes on Schedule** *(recently added in 4.5 release 1230)*
A scheduling utility for automatically starting specific processes based on system time.
- **Create SmartObjects from Deployed Process**
Used the SourceCode.Authoring APIs to automatically discover patterns of data and generate SmartObjects to externalize that data outside of the process itself.
- **Gently Retry Errors**
Continually retries process instances in an error state to account for systems that have fallen behind in normal processing without creating unnecessary system load or bottlenecks.

FOCUS AREA: APPLICATION FRAMEWORK DEVELOPMENT

Mr. Dunagan developed a framework and API for automating the deployment of K2 artifacts across multiple environments towards continuous integration which led to the development and popular use of a related utility wrapper. Downloaded hundreds of times, customers, partners and staff reported savings of up to 1 week during system deployment, migration and disaster recovery with the utility. Further, the framework was quickly adopted by more than one large government contractor to enable continuous integration of K2 solutions.

With time the utility was promoted as the standard toolkit for K2 platform developers and system administrators using the product in distributed environments. After 1 year of continued enhancements across over thousands of lines of code and over a dozen K2 processes and SmartObjects, the framework underlying the utility was adopted permanently into the core K2 platform.

FOCUS AREA: SECURITY & INFRASTRUCTURE

Mr. Dunagan developed a deep sense of security and infrastructure over the course of 15 years of systems administration activity beginning with the research, design and configuration of data centers and hosting services in the mid 1990's.

He is considered by staff, partners and customers to be a leading authority on Kerberos-related configuration issues on the Microsoft platform based on experiences drawn from production-level incidents among dozens of Fortune 500 companies. He also prides himself on creating and distributing tools and knowledge among his peers, once having contributed to .NET platform-specific workarounds for shortcomings in its Kerberos implementation.

Mr. Dunagan is also experienced in the highest levels of technical negotiation, having once liaised with Microsoft Services Partner Advantage regarding a critical security issue that led to database corruption in certain cases of the Sharepoint account management lifecycle. The discussions required delicate coordination among key technical resources and management personnel within Microsoft and K2 over the course of 10 months.

FOCUS AREA: DEVELOPER COMMUNITY & BLOGS

Over the course of his four year tenure with K2, Mr. Dunagan published over 20 articles and supporting project code across multiple blogs to the benefit of the K2 community and the accolades of his peers and managers. In particular, and following the release of K2 blackpearl, he published three articles which covered 90% of the most commonly used K2 APIs including those for managing worklists, processes and SmartObjects.

Mr. Dunagan actively supported thousands of K2 community members across multiple channels including forums, instant messenger and telephone while acting as a consultant and technical account manager. He is also recognized as a major contributor to several internal mailing lists dedicated to K2 product design, development and testing.

Mr. Dunagan continues to publish articles and support the K2 community regularly.