

CIO Summit 2010 - Delegates

Below is the list of delegates from CIO Summit 2010 (November). Want to hear what our previous delegates have to say? View our delegate testimonials to get the real story.

- [Alan Douville](#), CIO, North America, Whirlpool, North America
- [Andrew T. Madejczyk](#), VP, Global Technology Operations and Acting CISO, Sterling Infosystems, Inc.
- [Art King](#), Global Infrastructure Architecture, Nike Inc.
- [Bob Hornberg](#), VP IT/ CIO, Mesa Airlines - Mesa Air Group
- [Bob Thomas](#), Senior Director - Financial Systems, The Children's Place
- [Chris Gillespie](#), CIO, Prestige Brands, Inc.
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- Darwin MacKew, VP & CIO, Igloo Products
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- Haden Land, VP, CTO, Lockheed Martin IS & GS Civil
- [Hob Hairston](#), VP of Business Technology, Mansfield Oil
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- [Michael Dymond](#), CIO, Citi Assurance Services
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- [Viji Muralidharan, Vice President for Information Services and CIO, Washington State University](#)



Alan Douville, CIO, North America, Whirlpool, North America

Alan Douville is VP and North America CIO of Whirlpool Corporation. Alan leads the Regional IT strategy for the global manufacturer of major home appliances with revenues of \$17 billion. He leads an organization IT professionals who are responsible for providing business applications and infrastructure capabilities.

Alan joined Whirlpool in January 2008, from Diageo PLC where he served as the SVP of IT, leading many global strategic programs. Alan led the company's worldwide SAP Consolidation Program, driving the company to a single global instance. Diageo is the world's leading premium drinks business with an outstanding collection of beverage alcohol brands across spirits, wine and beer categories.

Prior to Diageo, Alan was VP for IT for Alliant Foodservice, a 6 Billion Dollar privately held corporation. There he led an IT organization in implementing various business solutions to meet customer needs. He was instrumental in delivering business capabilities which enabled Alliant's integrated supply chain system across 60 National Locations.

Prior to Alliant, Alan was a Global Financial Director for Compaq Computer Corporation, where he led SAP Programs and global financial consolidation efforts. Alan has led a global task force against warranty fraud in the high tech industry helping set many of the controls still used today.

Alan is a member of Beta Gamma Sigma Fraternity, Business Management Forum.

Alan received an MBA from University of Maine and a bachelor's degree in Electrical Engineering from the University of Maine.

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Andrew T. Madejczyk, VP, Global Technology Operations and Acting CISO, Sterling Infosystems, Inc.

Andrew T. Madejczyk is Vice President of Global Technology Operations for Sterling Infosystems Inc.. A global firm based in New York City, Sterling is a leading provider of employment and background screening services for many Fortune 500 companies. Andrew is a 20-plus-year technology and engineering veteran whose prior engagements have traversed various industry sectors including Financial Services,

Aerospace/Government and Healthcare. His experience includes Sig Sigma quality practices that result from years spent as an industrial/systems engineer in the aerospace community as well as studies with Villanova University. Andrew has been a longtime member of ISACA, IEEE, ISSA and in recent years, the New York CTO Club and the CSO Breakfast Club. You can reach Mr. Madejczyk through linkedin <http://www.linkedin.com/in/madejczyk>

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Art King, Global Infrastructure Architecture, Nike Inc.

Mr. King is a computer systems and networking professional with experience in large project, technical, and leadership that spans from Global 2000 to Startup environments. Mr. King is currently a lead in Global Infrastructure Architecture for Nike Inc. where he is actively leading architectural engineering for global IT Infrastructure covering 4,000+ sites across 49 countries. Prior to Nike, he led the build out of two North American engineering (Pre-Sales and Post-Sales), two Multinational engineering consulting organizations, and the team that designed, built, and operated the networking infrastructure for a public utility in the Pacific Northwest.

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Bob Hornberg, VP IT/ CIO, Mesa Airlines - Mesa Air Group

Bob Hornberg joined Mesa in July 1998 as Director of Information Services. Bob attended Rochester Community College and Arizona State University. He has held various positions in Information Technology with Western Pacific Airlines and America West Airlines before joining Mesa Air Group. He was promoted to Vice President and CIO in September 2000.

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Bob Thomas, Senior Director - Financial Systems, The Children's Place

Bob is a Sr. Director of Financial Systems at The Children's Place and has lead the development and deployment of financial systems over the past 10 years. In an effort to be more responsive to business needs, Bob has recently taken a lead role in developing a cross-functional PMO that will include e-commerce, core merchandise, and CRM initiatives.

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Chris Gillespie, CIO, Prestige Brands, Inc.

Currently the CIO at Prestige Brands, Inc. Chris Gillespie has over 25 years experience in information technology. Beginning with General Motors and Electronic Data Systems, Chris has managed a broad range of technologies and systems. Leaving EDS in 1998, Chris was SVP of Network Services at Dime Savings Bank managing the infrastructure of the bank. After Dime, Chris consulted and landed at National Retail Services as CIO then later as COO. In 2007, Chris became the CIO of Prestige Brands, Inc. an international

consumer package goods company.

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Craig Jacobsen, Assistant VP, Information Systems, Intermountain Healthcare

I'm Craig Jacobsen and I'm an Assistant Vice President, Information Technology at Intermountain Healthcare. I have spent my entire career (26 years) at Intermountain. I have responsibility for some of Intermountain's business and clinical systems, including the analysis, development, implementation and support functions. We have both vendor and internally-developed systems in our organization. I also have a specific responsibility for IT in our employed Medical Group, which includes over 750 physicians and 120 clinics.

I earned my B.A. in Marketing in 1983 and an MBA in 1984, both from the University of Utah.

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David Downing, COO & SVP Technology and Operations, First National Bank of Nebraska

David Downing is responsible for the First National Technology and Operations Group at First National Bank of Nebraska. In this capacity, Downing has shaped First National Bank into a best-in-class organization in terms of efficiency and innovation.

Downing joined First National from JP Morgan Chase, where he led the successful integration and transformation of that company's Centralized Operations Group. While at Chase, he also increased productivity and growth while eliminating redundant processes and costs. Prior to joining JP Morgan Chase, David spent 15 years in operations at US Bank.

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Hob Hairston, VP of Business Technology, Mansfield Oil

Hob Hairston is the VP of Business Technology at Mansfield Oil and is responsible for all technology functions, including infrastructure, B2B solutions, and enterprise systems. In this position, he is also tasked with aligning the business and technology strategy, driving lean technology initiatives, and blurring the line between the technology team and business units.

Hob is a 15 year veteran of the downstream oil & gas technology community, having worked for global consulting firms and software startup companies. He has extensive experience in designing and delivering downstream supply chain solutions for companies such as Citgo, Shell, Chevron, Wal-Mart, and UPS. As the chief product architect for a software company, Hob led the design and delivery of one of the industry's first SaaS supply chain offerings. He received his MBA from the University of Houston in 2005.

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Hugh Miller, CTO, City of San Antonio, Texas

Hugh Miller joined the City of San Antonio in July, 2004, after tenure at Priceline.com and the San Antonio Water System. He has spent most of his career in information technology leadership in several places throughout the country. Serving as the Chief Technology Officer and Director of the Information Technology Services Department (ITSD), Mr. Miller is responsible for providing information technology (IT) services to all City of San Antonio departments on a daily basis. ITSD also provides leadership, vision and support for all technology functions throughout the City organization.

In addition, Mr. Miller is accountable for a large technology operation which provides technical business services for over 400 City locations with over 2000 pieces network equipment, 300 virtual and physical servers, approximately 7,500 personal computers, more than 7,000 phones, over 450TB of SAN storage and over 800 database instances. The department also provides wireless services including 5,300 radios, 2,000 wireless data terminals and 1,700 cellular phones. His IT department oversees the large SAP system and staff, all Public Safety and Court systems along with all City business systems. Mr. Miller oversees 240 IT employees who deliver all of the technology services necessary to run the City of San Antonio.

Mr. Miller has overseen the redesigning and rebuilding of all the voice and data networks, most of the business systems, redundant datacenters and the IT service catalog. He worked with the City's energy company to build a fiber optic wide area network spanning throughout San Antonio. Additionally, he and his staff helped the Library department deploy an award winning public wireless network that runs in all of the library branches and have deployed wireless throughout most City offices and the Riverwalk. He has helped ITSD begin implementing best practices through the utilization of Information Technology Infrastructure Library and by building a service-based technology organization. Mr. Miller has been involved in renegotiating several of the technology contracts for the City and has saved the organization a substantial amount of money through these negotiations.

On December 10, 2007, Hugh's hard work and leadership was honored by being selected as one of Computerworld's Premier 100 IT Leaders for 2008. Computerworld's Premier 100 IT Leaders Awards Program honors executives who show exemplary technology leadership in resolving pressing business problems. Mr. Miller sits on several organizations' advisory boards and has been asked to speak at many conferences throughout the US.

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Jackie Barretta, CIO, Con-way Inc.

Jacquelyn A. Barretta is the senior vice president and chief information officer for Con way Inc., a \$4.7 billion transportation and logistics company with businesses in less-than-truckload motor carriage, truckload carriage, logistics, warehousing, supply chain management and trailer manufacturing.

Named to her current position in January 2005, Ms. Barretta has management responsibility for the company's information systems and technology infrastructure. She also provides strategic oversight for the direction, coordination and deployment of its information systems.

Ms. Barretta previously served as vice president of information systems for Con-Way Transportation Services, Inc. She was responsible for establishing the information

technology (IT) vision for Con-way and running a development organization to execute that vision.

An executive with more than 20 years of experience in computer systems development and implementation, Ms. Barretta was a member of the Con-way IT department since the early stages of its creation. She joined the company in 1996 as a systems analyst responsible for several major systems development efforts and was instrumental in the formation of the department and its infrastructure. She was promoted to director of information systems in 1997 and received the vice president title in 2000.

Before joining Con-way, Ms. Barretta served as a development manager at PacifiCorp Inc. responsible for the implementation of a customer service system that included all customer maintenance, billing and collections functions. Prior to that, she was senior consultant with Deloitte Haskins & Sells. In that capacity, she implemented computer systems for the U.S. Air Force, Los Angeles County and several major Northwest utilities.

Ms. Barretta is based at the company's administrative and technology headquarters in Portland, Ore. She is a native of Meadville, Pa., holds a bachelor's degree in computer science from the University of North Carolina at Charlotte, a Master's degree from Marylhurst University in Oregon and is a member of the CIO Executive Board. She also serves on the advisory boards of Teradata, CXO Media's CIO Executive Council, and the Oregon CIO Summit.

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Jay Politi, SVP Operations, Liberty National Life Insurance Co (Torchmark)

Mr. Politi has over 20 years experience in management with a focus in sales, marketing and finance in supply chain, retail and financial services organizations. He is an active member in, both, the Neuro Leadership Institute and International Leadership Association which is breaking new ground in our ability to transform human and workplace performance and he is a Harvard Business School graduate of the Program for Leadership Development (PLD).

For the last 5 years he has worked for Torchmark Corp subsidiaries working his way up from Agent, Unit Manager, Branch Manager to Senior Vice President at a record setting pace. Today, as the Senior Vice President for Liberty National Life Insurance Company, he supervises 4 Field Vice Presidents, 15 Regional Vice Presidents and oversees daily operation of the field force with nearly 5,000 agents and over 500 managers in more than 200 offices nationwide with annual revenue of over \$400M (U.S.). He created the sales activity models and implemented a virtual training program used by agents nationwide as well as a structured promotion program that induces employees to reach for the next level which, by their attaining their individual goals, allows the company to achieve its goals.

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Jeff Buda, Executive Director of IT Business Technology, WellStar Health System

Jeff Buda is currently responsible for all non-clinical applications, including revenue cycle, development of business intelligence model, web development and ERP implementation at Wellstar Health System. Previously, he was the VP of System Initiatives at Mercy Health System, where he was responsible for implementing key strategic plan initiatives, and focused on developing service line infrastructure for oncology and cardiovascular services, including the development of metrics, scorecards and staffing models. He graduated from

the University of California, Santa Barbara in 1985. Jeff also spent three years as CIO at Mercy Health System prior to becoming VP of System Initiatives.

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John Powers, VP, Information Systems, CAREGROUP - Beth Israel Deaconess Medical Center

John Powers has held the position of VP, Information Systems & Chief Administrative Information Officer at Beth Israel Deaconess Medical Center since 1998. In this position, he manages the computing, networking and telecommunications infrastructure at BIDMC including support to other CareGroup Healthcare locations. Health Information Management at BIDMC also reports to Powers. Beth Israel Deaconess is a 591 bed, academic medical center and a major teaching hospital of Harvard University. The annual budget of \$1.2 billion supports 40,000 inpatient discharges and 450,000 ambulatory visits. CareGroup is the parent company and includes BIDMC, New England Baptist, Mt Auburn, and several physician practice groups. Prior to this, Powers was CIO for Deaconess Hospital.

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Karun Kapur, Executive Director-Service and Delivery, Southern California Office of the BIO Kaiser Permanente

Karun Kapur is the Executive Director for Service and Delivery with the SCAL Business Information Office at Kaiser Permanente. In this role, Karun is responsible for the delivery of information technology strategies and operations for the Southern California Region which includes 13 medical centers, 145 medical office buildings, 6,400 physicians and 56,000 employees. Karun has over 15 years of health care experience, centered on medical center operations, clinical systems, project management, finance and strategic planning.

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Kevin Apperson, CIO, Allegis Group

Kevin Apperson has served as CIO of Allegis Group since January 2001. He has national responsibility for all IT architecture, planning, strategy, development, budgets and operations. His Information Services teams support all Allegis Group business units with over 10,000 users, 250 offices, 90,000 contractors and 11,000 customers. Prior to becoming CIO, Kevin helped lead the Allegis Group IS organization in the development of their first major web applications for sales and recruiting, the implementation of the PeopleSoft ERP, and the Y2K conversion. Since becoming CIO, he has helped lead the implementation of the IS Management System and the IS Governance management processes, as well as leading the effort to redesign critical back office processes and systems with the PeopleSoft 8 upgrade project. In addition, he has lead the IS organization through a reorganization around IT services. This successful reorganization has lead to greater visibility of IS services and costs, and increased delivery of critical projects on time and on budget.

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Larry Bonfante, CIO, US Tennis Association

Larry has held executive leadership positions over the past 27 years in the Financial, Pharmaceutical, Not for Profit, Consulting, and Sports and Entertainment industries. He has received numerous industry accolades including being named as one of Computerworld's Premier 100 IT Leaders in 2009. As Chief Information Officer at the United States Tennis Association, Larry's team is responsible for all information technology related services supporting the US Open, the most highly attended annual sporting event in the world. Larry has served as a mentor and executive coach for many IT leaders in various industries. He serves as President of the Westchester-Fairfield chapter of SIM and is a founding member of the CIO Executive Council. Larry has been a guest lecturer for the Masters Degree programs at Columbia University, NYU, and Polytechnic Institute. He is an accomplished public speaker who has presented at many industry conferences and writes a monthly leadership column and blog for CIO Insight magazine.

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Marc Grzeskowiak, VP Technology, 1800Flowers.com (BloomNet, Inc)

Marc Grzeskowiak is Vice President of Technology for BloomNet, a 1800Flowers.com company. He is responsible for the Technology line of business, leading software product development and managing technology operations.

Mr. Grzeskowiak joined 1800Flowers.com in 2005 as Director of Application Development. Over a 4 year period, Mr. Grzeskowiak excelled in various Director positions encompassing all functional areas from order capture through fulfillment and back office operations. This success ultimately lead to his current position when in 2009 he was named Vice President of Technology for BloomNet. Prior to 1800Flowers.com and BloomNet, Mr. Grzeskowiak experienced a rapid rise through the ranks as a technologist designing and building custom solutions for clients in an array of industries from retail, food and beverage, music and entertainment, and financial services.

Mr. Grzeskowiak holds a Bachelor of Science degree in Management from Boston College.

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Michael Dymond, CIO, Citi Assurance Services

Michael Dymond is Chief Information Officer for Citi Assurance Services (previously AHL Group), a citigroup company. Mr. Dymond has over 30 years of experience in Information Technology all within the financial services sector for finance and insurance. Responsibilities at Citi Assurance Services include site leader for all technology functions, member of the Business Risk and Compliance Committee, and board member for multiple Citi Assurance Services insurance companies. Prior to joining the AHL Group in 2004, Mr. Dymond was Vice President of Information Systems for AmeriCredit Corp., Vice President of Financial Business Systems with Associates First Capital Corporation, and held various programming positions for Colonial Insurance Company of California and the Automobile Club of Southern California. He received his B.B.A. in Finance from California State University at Fullerton and holds a degree in Data Processing and Programming from Mt. San Antonio College.

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Michael O'Dell, CIO, Pacific Coast Building Products

Mike O'Dell has earned a reputation as a results-oriented leader due to his ability to move beyond the concept of IT "alignment" with business to instead making IT goals and deliverables an integral, seamless part of business operations and strategies.

Since he joined Pacific Coast Companies in 2000, Mike has consolidated legacy systems and implemented a single SAP ERP solution across the organization's 9 companies and 94 locations. Mike has applied the leadership skills he gained in the Marines with his engineer's mind to build a skilled, highly-motivated team of IT professionals that methodically implement solutions for Pacific Coast that were recently estimated by company CFOs to provide a fourfold annual return on investment.

Prior to joining PCCI, Mike was the Director of Information Systems at Wacker Silicones Corporation where he had authority over the North American Silicones Division SAP/R3 implementation project and coordinator of information system standards between America and Europe. He has also been a Chemical Process Engineer, Research Chemist, and Quality Engineer.

Mike earned his Electrical Engineering degree while in the Marines and did graduate work in Computer Science. He is an active member of the Americas' SAP Users' Group (ASUG) CIO/CTO Executive Exchange from its inception and joined the ASUG board in 2006 as a Director at Large focused on the Influence and Benchmarking programs. He became the Chairperson in 2008.

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Micki Nelson, CIO, MWH Global

Micki Nelson is Chief Information Officer of MWH Global, headquartered in Broomfield, Colorado. She provides strategic technical direction for the people, processes and tools to ensure MWH is utilizing leading edge technology for both the internal organization and its clients.

Ms. Nelson is proud to help expand the IT capabilities of the MWH organization so that the Company can best achieve project success to ensure a better world for future generations. She helps foster the global commitment to invest in MWH people and technologies to warrant an efficient and effective workplace.

Since joining the company in 2000, Ms. Nelson has been instrumental in the improved operational efficiencies of the information technology operation of MWH. As IT Director for the Americas region, she was initially tasked with bringing all IT operations in-house, subsequently combining the IT function into a global operation. Prior to MWH she was Senior IT Program Manager for Earth Tech, Information Services Manager for Auto-trol Technology Corp., and Manager of Engineering Information Services for Martin Marietta Corp.

Ms. Nelson was honoured with the CSIA Oechsle Slunaker Award in 2009 to acknowledge her support for educational opportunities within the technology industry. She is a member of the CSIA Board of Directors and is Co-chair of their Women in Technology Committee for 2010. In addition, she is an active member of the Design Technology Officer Exchange

and sits on their Board of Directors.

Beyond her role at MWH, Ms. Nelson is an active volunteer, providing support to the elderly and teenagers in her community. She supports the Colorado chapter of Jobs for Americas Graduates (JAG) and is a member of the JAG Colorado Board of Directors. She has a passion for young people, and is committed to helping them recognize their potential to ultimately become more than they might think they can.

Ms. Nelson holds a bachelor's in technology management from Regis University. She has a daughter and two stepsons, and currently lives in Arvada, Colorado with her husband.

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Mike Harkins, SVP/CIO, Technology AEGON - Transamerica

He brings vision and leadership for developing and implementing IT initiatives that advance operational efficiencies, improve company-wide decision-making and communication, increase revenues, drive cost efficiencies, and strengthen financial reporting and controls. He also leads the company in planning and implementing scalable systems to support business operations.

Mike Harkins started with Transamerica LTC Division in June 2006. Prior to joining our team, Mike was a Vice President at Cambridge. He began his career in Information Technology with IBM and also spent several years with KPMG.

Mike received his Bachelor of Science in Business and Public Administration from the University of Texas at Dallas and graduated Cum Laude. He holds a Certification in the Governance of Enterprise Information Technology (CGEIT) from the Information Systems Audit and Control Association (ISACA). He is a member of the Project Management Institute, American Management Association, and Beta Gamma Sigma which is an international honor society that recognizes outstanding academic achievements of students enrolled in collegiate business programs that are accredited by AACSB (Association to Advance Collegiate Schools of Business International).

Mike serves on the advisory council for the University of Texas at Arlington's College of Business. He is a licensed pastor for the International Church of the FourSquare Gospel and he and his wife recently planted a church in their home. He serves on the board of directors for Mercy House, a not-for-profit organization dedicated to helping single pregnant women.

Mike and his wife, Brenda, have eight children and five grandchildren. Most of his free time is spent with his family and staying involved with church activities.

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Nagesh Anupindi, Senior Director, Management Information Systems, Frontier Airlines

Nagesh V. Anupindi, Ph.D., is a Senior Director in Information Technology for Frontier Airlines. He is currently involved in developing enterprise-wide IT strategy for transforming the core branded business and its operations. He focuses on aligning Enterprise Architecture, Data Integrity, Information Backbone, and Business Performance

Management for transparency across Customer Experience and Operations.

His past experience includes serving as the Chief Architect at Xcel Energy and Principal at Qwest Communications. He is a winner of Thomas Edison Award 2006. He received a Doctorate in Computer Engineering from University of Rhode Island and Graduated from Indian Institute of Technology. He can be reached via at nagesh.com.

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Naveen Zutshi, VP, Enterprise Infrastructure Information Technology, Gap, Inc.

Naveen Zutshi is an accomplished IT leader with expertise in Application Development, Infrastructure, and IT Operations. He joined Gap Inc. in Sept 2010 as VP of Enterprise Infrastructure IT and is responsible for Infrastructure, IT Operations, and Security & Compliance. While serving in Infrastructure leadership roles at Cisco, Naveen was responsible for Enterprise Management and Identity Management solutions, as well as delivering a comprehensive IT Services Catalog and automated provisioning system for infrastructure services. At Cisco, Naveen was also responsible for implementing key CRM solutions globally. Prior to joining Cisco, Naveen held leadership positions in Supply Chain Management, Product Sourcing and Commerce strategy at Wal-Mart Corporation.

Most recently, Naveen joined Gap from Encover where he served as the VP of Technology and Operations. In this role, he was responsible for development of SaaS Service CRM products that reduce complexity of managing service contracts while enabling clients and their channel partners to increase service revenue. Also, responsible for all aspects of IT Operations including hosted data center, productivity applications, and IT functions. Under his technical leadership the company introduced new SaaS Service CRM products into the market place, moved data centers, and virtualized all production based services. Besides, the company achieved PCI and Safe Harbor compliance.

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Paul Eddy, CIO, Pharmacy Division, Walgreens

Paul Eddy is CIO Pharmacy and Divisional Vice President of Information Technology at Walgreens. In this role Mr. Eddy leads technology for the company's pharmacy business and initiatives, including Retail, Mail, Home Care, Specialty and Retail Clinical Services. Eddy previously was senior vice president technology strategy at PNC Financial Services. He also was senior vice president and CIO for Investments and Lending at National City Bank, from 2004 to 2009. Before joining National City Bank in 2004, he spent seven years with The Northern Trust Company in Chicago as a vice president and technology division manager. Eddy earned a bachelor of science degree in computer science in 1987 from the University of Iowa in Iowa City, Iowa.

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Rahul Goturi, VP CIO, Solutia

As the Vice President and CIO of Solutia Inc., Rahul is responsible for Solutia's global business information technology strategy, systems and ensuring IT initiatives are strongly aligned with business strategies around the world.

Rahul began his career as a consultant at Monsanto in 1996 and was hired on by Solutia, a Monsanto divestiture, in 1998. At Solutia, Rahul rose through positions of increasing responsibility, ultimately taking on his current role as the Vice President and CIO.

Rahul earned his Masters degree in Computer Science from the University of Missouri-Rolla and a Masters degree in Business Administration from the Olin school of Business at Washington University in St. Louis.

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Raj Ramasamy, Global CIO, Thales Group

Currently employed as the Vice President and Global CIO of Thales Group for Americas Region (North, Central, and South America), Raj Ramasamy has more than 30 years of IS and IT experience. His past employment included IBM, NCR, Nestle, Mattel Toys, and Irish Dairy Board. He has worked and lived in many parts of the world including Middle East (Bahrain and Sultanate of Oman), Australia/New Zealand, and Europe. He is US citizen and continuous resident of Southern California for the past 22 years. He holds a Masters Degree in Mathematics and an MBA from California State University.

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Richard Robinson, CIO, Lawrence Livermore National Laboratory

As LLNL's CIO, Robinson will be responsible for the leadership, management and financial oversight of all enterprise Information Technology (IT) activities, including unclassified networks and telecommunications, desktop lifecycle, enterprise applications, cyber security, and data center operations.

Robinson has extensive leadership experience in the management of diverse information technology and cyber-security programs in complex environments.

Robinson has held the position of the chief operations officer and director of IT Enterprise Operations in the Department of Technology for the City and County of San Francisco for the past four and a half years. In this position, his responsibilities included the day-to-day management of the Operations & Infrastructure Division of the Department that includes: Data Center Operations, Network Engineering, Systems Engineering, Security, Telecommunications and Enterprise Applications.

Robinson also served as the chair for the City of San Francisco's Architecture & Standards Subcommittee for the Committee on Information Technology (COIT).

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Richard Roseman, VP/CIO, News Corporation

Rich joined News Corporation as VP, CIO in May of 2006. Rich has responsibility for all corporate IT functions as well as global responsibility for data center consolidation, security, digital transformation and voice/data networks. Prior to joining New Corporation, Rich spent six years at News America Marketing as VP, Application Development with responsibility for all aspects of software design, development and support. Rich spent 16 years at NBC as Manager News Production Systems and later as Director of Olympic and

Sports Technology prior to joining News America Marketing.

Rich is a graduate of Syracuse University with a dual degree in Telecommunications Management and Operations Management. Rich and his family live in Stamford CT.

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Rick Arthur, VP & CIO, Allegheny Energy

Throughout Rick Arthur's 20-year career in the information technology industry, he has held a variety of roles as a business leader and technical leader helping a variety of Fortune 500 clients across multiple industries improve their business performance. Some of these clients include: General Motors, Hughes Space and Communications, Goodrich, Electrolux Home Products, the Department for Work and Pensions in the United Kingdom, Belk Department Stores, and Allegheny Energy.

The recipient of numerous awards, Arthur has been honored with impressive accolades, such as the "Service Excellence Diamond Award" and "Delivery Executive Inner Circle Award." Arthur's efforts while at Allegheny have focused on driving core operating principles such as business alignment, outcome based governance, and running IT like a business. Some of the key business initiatives supported by his team include Allegheny Energy's technology enablement of Act129 Energy Efficiency and Demand Response Program, SAP stabilization, customer information system modernization, improved outage management automation, and fuels automation.

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Rob McIsaac, Group Vice President and Chief Information Officer, First Citizens BancShares

Rob McIsaac is a Group Vice President and the Chief Information Officer for First Citizens BancShares. He joined First Citizens in April of 2007 to take on the responsibility of managing and developing the firm's e-Business and e-Commerce capabilities. In August of 2008, he assumed the role of CIO, responsible for all aspects of technology at FCB, headquartered in Raleigh, NC.

Prior to joining First Citizens, Rob McIsaac was the Senior Vice President and Chief Technology Officer for Park Avenue Securities, Guardian Life's retail broker dealer. In that role he has the responsibility for developing and implementing a broad technology strategy for the firm which will address both the back office processing for the firm and the integration of the broker-dealer with key partners in both the field and across Guardian Life. Rob was also the Divisional CIO for Guardian Life's retail investment businesses, which includes the variable annuity company (Guardian Insurance and Annuity Company), the Guardian Trust Company (GTC) and the mutual fund complex (Park Avenue Portfolio). He also had responsible for all field facing technology at Guardian Life.

Prior to joining Guardian, he was responsible for the development and management of an Internet Program Office for Prudential Financial's domestic retail business units. As Vice President, e-Business Development, he led the implementation of Pru Online, an innovative program which integrated both investment and insurance products into a unified experience that is now used to provide client, producer and call center access to information and transactions. In this role, he also was responsible for a series of initiatives focused on Internet security, wireless technology implementation and financial

planning. Rob also was responsible for Internet, intranet and extranet activities for Prudential Investments, including the integration with all distribution channels.

Before joining Prudential Investments, Rob was the Chief Information Officer for PennCorp Financial, a holding company specializing in the acquisition and integration of regional life insurance and annuity companies. Responsibilities at PennCorp encompassed all aspects of the technology environment, including data processing and application development units.

After earning an undergraduate degree in Economics from Montclair State University, he attended Seton Hall University where he received a Masters degree in Business Administration (MBA). He subsequently earned several industry-specific designations.

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Robert Galvin, CTO, New York City School Construction Authority

Robert Galvin is the Chief Technology Officer of the City of New York's School Construction Authority, an organization responsible for the design, construction and maintenance of over 1600 public schools supporting over 1.1 million K-12 students across the city's five boroughs.

Since joining the SCA in 2007, Robert implemented a comprehensive IT department reorganization to streamline service delivery processes, established an IT governance structure, and created a project management office (PMO).

Prior to entering the public sector, Robert provided corporate IT leadership in a number of industries including: manufacturing, healthcare, consumer products, consulting services, software design, engineering and commercial construction. As a Senior Management Consultant for Penta Technologies, a leading developer of construction enterprise software, Robert provided ERP implementation support and business process change guidance to AMEC, the world's third largest engineering services company.

Robert served as Director of IT for the international curtainwall company, Enclos Corp., renown for such projects as cladding the Petronas Towers in Kuala Lumpur, the Getty Center in Los Angeles and the Bloomberg Tower in New York.

Robert's work in the Consumer Products Division at 3M, earned him the company's IT Award for Excellence. While at Dow Corning, Robert helped create the corporation's first full text searchable Material Safety Data Sheet system.

Robert is a member of the New York Metro Society for Information Management and the New York City chapter of Project Management Institute. He holds a B.S. degree in Management Information Systems from Central Michigan University.

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Robin Arnold, Director Information Technology, AAA - Arizona

Respected and accomplished senior IT executive with a strong background in business technology and operations. A proven enterprise architect and full-lifecycle development leader with a solid background developing teams that far exceed expectations. Over 18 years experience consistently providing vision, focus and leadership through

unprecedented growth, mergers and acquisitions; while continuing to deliver highly successful solutions that shaped companies and an industry. Adept and agile at solving complex technical challenges and managing the people and processes involved, with proven expertise leveraging technology to deliver high-impact business solutions.

I most recently finished a notable career as the Vice President of Information Technology with Pitney Bowes Presort Services (formerly known as PSI Group Inc.). During my tenure spanning over 17 years, I developed numerous solutions and implemented dozens of key initiatives enabling the company to grow from a regional business to the dominant position nationally within their multi-billion dollar industry. I led the development of its enterprise-class IT department and all Information Technology functions and solutions that continue to be the foundation of the company's ongoing success.

I am skilled at building organizations, driving change and providing team leadership for the achievement of exceptional performance. My technical background is broad-based with an extensive understanding of information technology at all levels and a strong foundation in software engineering and database architecture. Additionally my innovation and leadership developing a company into a nationwide enterprise through rapid growth, mergers and acquisitions has provided me with a level of varied experience few may lay claim to.

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Scott Harrison, CIO, Delhaize America

Scott Harrison is the Chief Information Officer (CIO) for Delhaize America, where he works closely with Delhaize Group's U.S.-based companies - Food Lion LLC, Hannaford and Sweetbay - to ensure the fulfillment of the company's IT operational and strategic needs. He also oversees IT Shared Services, which includes Supply Chain Technology, Retail Technology, Corporate Systems, and IT Infrastructure for Delhaize's U.S. companies. He reports to Carol Herndon, CAO for Delhaize America.

Harrison is a veteran of the supermarket industry, beginning his career at Hannaford in 1982 with roles in retail, procurement and cost management. He joined Food Lion LLC in 2000 as Procurement Synergies Manager. He has also served as director of Supply Chain, vice president of Merchandising Services and vice president of Operations for both Southern and Central divisions.

A graduate of Thomas College in Waterville, Maine, Harrison currently lives in Davidson, N.C., with his wife and two children.

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Terry Morgan, Former Global CIO, Delhaize Group

Terry Morgan is Principal of Morgan Advisory Services, LLC (www.morganadv.com) following his recent retirement as Senior Vice President and Global Chief Information Officer from Delhaize Group, the Belgian parent company of Food Lion, Bloom, and Hannaford Brothers. Through Morgan Advisory Services, Morgan serves clients in the areas of strategic planning, shared services assessments, cost optimization, technology consulting, CIO services, and general management consulting.

As the Global CIO, Morgan oversaw technology operations and services for the \$29 billion international retailer. He was a senior advisor and full participant in the Delhaize Group

Executive Committee. Prior to the global role, Morgan was CIO and Senior Vice President of Technology and Efficiency for Food Lion, LLC, a chain of over 1,300 stores under five operating banners. He worked extensively across the global business areas in developing and implementing cost optimization programs to drive down expenses and improve profitability across the business.

In addition to his combined 23 years within the Delhaize Group organizations, Morgan spent six years as a management consultant with Deloitte. His areas of focus at Deloitte were cost optimization, technology strategy, IT assessments, and business strategy.

Morgan has his BS in Accounting from the University of North Carolina at Chapel Hill and his MBA in Finance from the Fuqua School of Business. He is a Certified Management Accountant.

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Venky Rangachari, CTO, Wyndham Hotel Group

Venky Rangachari is tasked with leading Wyndham Hotel Group's technology efforts, working closely with the company's chief information officer to effectively align Wyndham Hotel Group's technology vision with its overall business strategy. Among his areas of responsibility are security and PCI compliance, IT environment readiness, global service delivery and support, infrastructure, engineering and data center and enterprise architecture.

A seasoned leader with extensive experience in hospitality and franchising, he joined the company in July 2009 after serving as chief information officer at StarCite, a global leader in meetings management solutions. While there, he developed the company's technology strategy, reduced operating expenses by 20 percent and implemented a company-wide learning management system that helped prepare employees for the company's next generation products.

Prior to joining StarCite, Rangachari was vice president of operations at Jacent Technologies, an on-demand solutions provider for the restaurant industry, where he managed the Web operations order management system for the Pizza Hut® and Quiznos® food chains.

In addition to the above roles, Rangachari has held various positions with Stratify, an Iron Mountain company and one of the world's largest electronic discovery service providers working with some of the highest grossing law firms in the U.S. and general counsel from Fortune 500 companies; Digiprise, a provider of customer relationship management and employee relationship management solutions for small to mid-size services companies; and Exodus Communications, an Internet hosting service and Internet service provider to dot-com businesses.

He is based in Wyndham Hotel Group's Parsippany, N.J. offices.

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Viji Muralidharan, Vice President for Information Services and CIO, Washington State University

Ms. Viji Murali is Vice President for Information Services and CIO at Washington State University. She is responsible for Academic and Administrative computing, Convergent Technologies (Telecommunications, Wired and wireless networks, VoIP, Video), Distance Learning Technologies and Strategic planning and policy development for the IT enterprise.

She was responsible for public broadcasting - Radio and TV with more than a dozen NPR radio stations as well as two TV PBS stations. Radio and TV have since transitioned to the Murrow College as of this year. She was previously Vice President for Information Technology and CIO at Western Michigan University (WMU) for eight years.

During her tenure at WMU major initiatives were launched for faculty such as the Laptop initiative, Teaching with Technology grants, and Internet2 grants. In January 2002 WMU became the largest public research university to be completely wireless. This implementation was profiled as one of the examples of best practices by Gartner Inc, EDUCAUSE and Cisco and Intel Ranked WMU as the #2 most "unwired" campus in the nation. In 2002/2003 WMU partnered with California state university at Monterey Bay (CSUMB) to obtain federal funding for two initiatives a) Research in wireless technologies b) Creation of a Wireless Institute. In 2004 WMU obtained funding for a federal grant for the College of Health and Human Services for "Wireless technologies in Health Care" initiative. Prior to WMU she was at the University of Arizona for twelve years leading the Systems, Help desk and Supercomputing teams. Early in her tenure there, she developed software to support research faculty use supercomputing systems as well a self service application for students, faculty and staff for email, accounts and class lists. A grant from Sun Microsystems in 1990 made it possible for her to start the first ever experimental student email systems on campus in 1990 which then became part of the mainstream services. One of the notable achievements before she left for WMU was UA making the top 500 list for supercomputer systems in the world. At Washington State University (WSU) where she is in her third year, Ms. Murali and her team have already accomplished many of goals set out initially. A super high speed connectivity for faculty (40GB) has been acquired that connects WSU with other national research networks such as NLR and IRON in Idaho and PWNGP in Seattle, in addition the urban campuses are now being connected to this fast fiber. The campus infrastructure has been upgraded to Wireless-N technologies. Work is underway to acquire and transition to a new Enterprise Student Information System. Anti-virus and anti-spam services are now in the cloud along with Student email services deployed in the Microsoft Cloud. The IT datacenter is undergoing virtualization and the greening of the computer labs has just begun.

She is active in a number of local and national organizations and has presented in many conferences as a keynote speaker and participated as a panelist. She was profiled in 2003 for her leadership in both the CIO and CXO magazines. In October 2005 she was given the "visionary award" for Excellence in Technology by the Governor of Michigan. In 2009 Computer World named her one of the premiere 100 IT Leaders.

She holds a B.S in Biology and Chemistry, an M.S in Organic Chemistry, four years of Graduate Research Experience in Organic Chemistry all from India and M.S. in Computer Science from the University of Arizona, Tucson.

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