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The 2019 Capital CIO of the Year[®] ORBIE[®] Awards is the premier technology executive recognition program in the Capital Area. The Capital CIO of the Year[®] ORBIE[®] Awards honors chief information officers who have demonstrated excellence in technology leadership. Winners will be announced on December 6th at the Falls Church Marriott Fairview Park.

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RECOGNIZING THE SUCCESS OF CIOs

When the first CIO of the Year ORBIE Awards were presented in 1998, something magical happened. Executives responsible for leading technology were recognized for something going RIGHT! CIOs were inspired to raise the bar and sharpen their leadership acumen.

Too often, CIOs and technology leaders are only noticed when something doesn't work. There's little appreciation and understanding of the technical complexity and sophistication required to deliver secure, available and scalable systems to support digital business.

The role of the CIO can be overwhelming. Transforming legacy processes to digital, securing the enterprise from end-to-end, and delivering customer experiences to compete and win in the digital economy requires courageous leadership.

The Capital CIO Leadership Association (CapitalCIO) is a peer-based approach to helping CIOs maximize their leadership effectiveness, create value, reduce risk and share success. By convening Capital Area's leading CIOs in environments and experiences where members own the program agenda, CIOs build meaningful professional relationships with colleagues facing similar challenges.

In any gathering of 20 CIOs, the answer is in the room. A project one CIO is about to undertake has recently been completed by a peer across the room. What was their experience? What

did they learn? What would they do differently? How might other CIOs benefit from sharing their experiences?

Peer-based leadership groups have incredible ROI when leaders share a common problem set. The vertical/industry and size/scale may be different, but similar approaches to effective leadership and problem solving are transferrable. There is little correlation between financial resources and quality of ideas. If this were true, financial institutions would own innovation. Every leader's perspective is valuable and contributes to the conversation - and everyone wins when leaders engage, share ideas, experiences and best practices.

For over twenty years, InspireCIO members have been motivated by success of their peers through the annual CIO of the Year ORBIE Awards - but this is just the tip of the iceberg. By joining CapitalCIO, technology executives take their leadership to the next level through year-round, member-led, non-commercial programs. The power of CIOs working together - across public and private business, government, education, healthcare and nonprofit organizations - creates enormous value for everyone.

Together, we are transforming our organizations with technology and enriching the Capital Area and our world. On behalf of CapitalCIO, I congratulate all nominees and finalists on their accomplishments and share our gratitude for the sponsors, underwriters and staff who have made the ORBIE Awards possible.



Sincerely,
ERICH WINDMULLER
CapitalCIO Chair
SVP & CIO, DXC Technology

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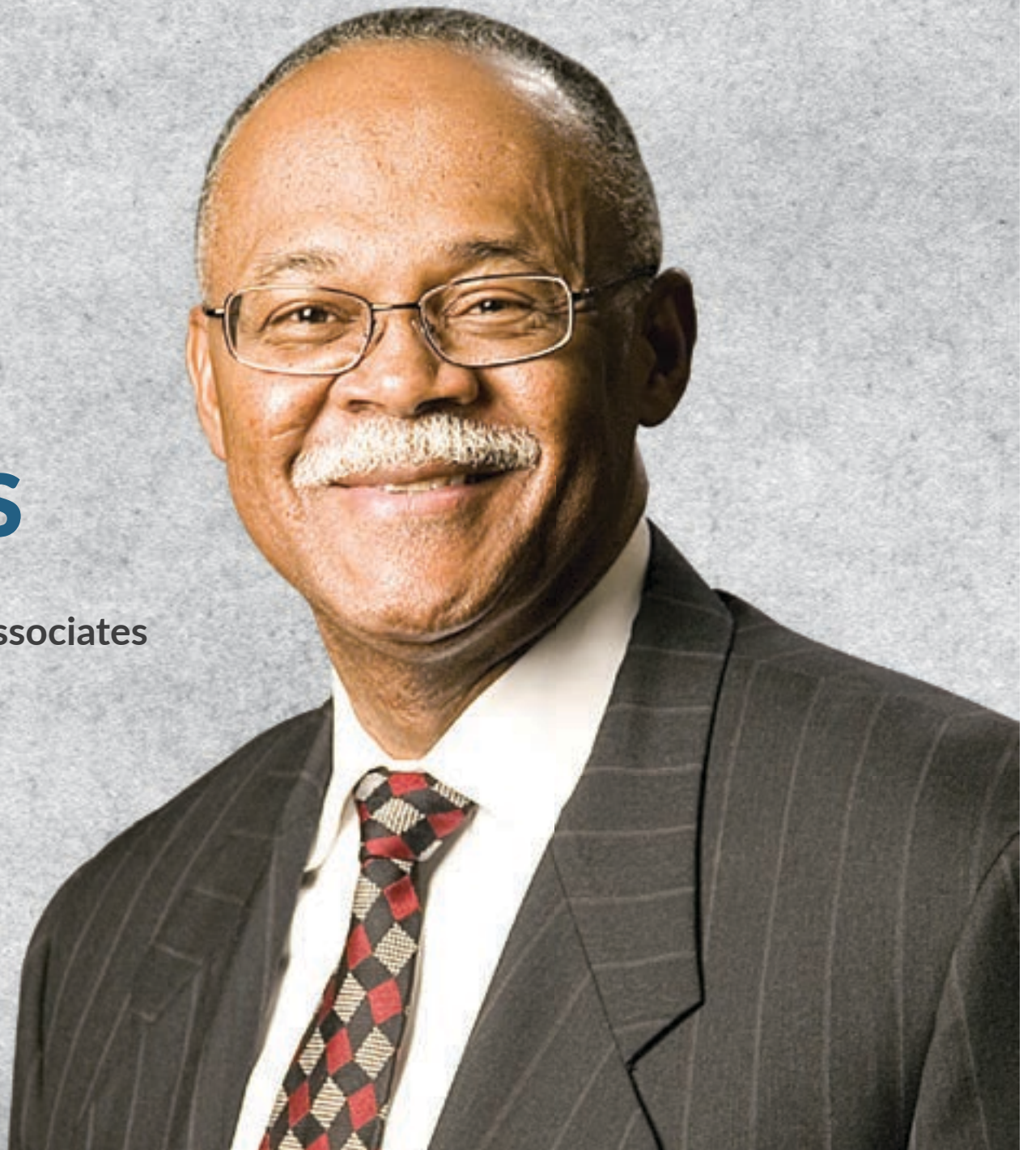


KEYNOTE SPEAKER

THE PATH TO ACHIEVING IMPACT

**JAMES
DALLAS**

President,
James Dallas & Associates



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As James Dallas puts it, he's not in retirement, he's in repurposement. Although his focus has shifted in the past six years, he's just as driven as ever to be an agent of change.

It was 2006 when Dallas first contemplated retirement. He had racked up decades of experience in business operations roles and CIO positions, and he was stepping down as vice president and CIO at Georgia-Pacific Corp. Then he got a call from a friend in recruitment who encouraged him to join Medtronic, a global medical technology company in Minnesota.

"Their mission – alleviating pain, restoring health and extending life – just resonated with me," Dallas recalls. He was especially interested in Medtronic's pacemakers and devices for treating and monitoring diabetes. "Heart attacks have run through my dad's side of the family, and diabetes Type 2 has run through my mother's side of the family."

By 2013, his own health issues prompted another career change. As senior vice president of quality, operations and IT at Medtronic, Dallas had been traveling around the world. In fact, he was in India, wondering why he wasn't feeling well, when he learned that blood clots had formed in his lungs. He immediately flew home and went to the emergency room.

"I just remember having all these wires, all these electrodes connected to me," he said. "God gave me more time,

and I wondered what I would do with it."

He decided to retire from Medtronic and return to his hometown of Atlanta to volunteer with the local food bank and Grady Memorial Hospital, which had been segregated when Dallas was born there. (He now serves on the hospital's board.) It wasn't long before he starting fielding calls from people he had worked with, asking for advice on implementing big changes.

In response, he created J. Dallas & Associates to help businesses, educational institutions, nonprofits and government agencies achieve transformational change and improve executive leadership.

"Some studies say that 75 percent of change initiatives don't meet their mark," Dallas said. "Two things people value the most are significance and security. You get security by being knowledgeable about what you're doing. Then here comes a new system or process, and you suddenly went from being an expert to ground zero. Especially from a middle manager perspective, you can imagine how that affects someone's significance and security."

Survival is the top priority for any organism, he added, so it's no surprise that people can fear transformational change – especially if they're worried about being sidelined or let go.

"You have to work with people and be totally transparent with them about how they're going to be successful," Dallas explained. "I address fears of job loss

head on. But the jobs that remain, we're going to upgrade, and here's the training we're going to offer people so you're employable instead of just employed."

In 2015, two years after launching his own company, Dallas did something he'd never expected to do – he published a book. He had done a presentation at one point, and an author who happened to be in the audience approached him afterward and volunteered to ghost-write his book. The result was "Mastering the Challenges of Leading Change: Inspire the People and Succeed Where Others Fail."

Looking back on his professional accomplishments, Dallas is most proud of three honors that he received. One is the annual leadership award that Medtronic set up in his name when he left the company. Dallas presented it to the 2019 winner in November. The second accolade was the Global CIO of the Year Award, given to Dallas in Georgia in 2005. The third was a lifetime IT achievement award that he received in 2014 from his peers.

"Your peers are the ones who know the most about you and what it takes to get your job done," he said. "To me, you're only as good as people say you are, not as good as you say you are."

(Speaking of which, what Dallas may be too humble to mention is that he has been named one of the most powerful black men in corporate America several times in his career by Black Enterprise and Savoy magazines.)

From a personal standpoint, Dallas is most proud of his family. He and his wife, Celest, have been married for 38 years. They have three grown daughters, one of whom oversees marketing, business development and training for Dallas' consultancy. He and Celest also have two grandchildren.

"I am the most blessed man in the world," he said.

Although he was 10 years old when his father died, Dallas' mother still lives in Atlanta. During the summer, he mows her lawn every other week.

Reflecting on his success, he knows his life easily could have turned out differently. Dallas was one of five children ultimately raised by a single mother. He went to six different elementary schools and four different high schools.

"We were constantly moving," Dallas says. "We were one step ahead of the landlord."

He credits his parents and grandmother with instilling in him optimism and determination.

"My grandmother always said, 'Always look up.' If you just look at the plane you're on, you'll see all the ugliness and only what's in front of you," he said. "If you take a step up – being willing to take advice from people who are smarter than you – you'll see how things are beginning to trend. Always position yourself so that when that door of opportunity opens, you're ready to walk through it."



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CIO LEADERSHIP AWARD

SECRETS OF SUCCESS FROM A CIO LEADER

**CAROL
ZIERHOFFER**

*Retired SVP & Global CIO,
Bechtel Corporation*



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Years ago, Carol Zierhoffer participated in a leadership exercise in which the rest of her team had to choose a word to describe her. To this day, she's proud that they picked "relentless."

"I don't quit," she explains. "I never give up."

Zierhoffer, who recently retired as the senior vice president and global CIO for Bechtel Corp., had grown up as the daughter of public school teachers who couldn't afford to own their own home until she was in college. She and her sister and brothers each paid for their own college educations. Zierhoffer remembers juggling two or three jobs during the summers and working part-time during each semester.

"I knew I could do it -- to find a way when there didn't always seem to be one," she says. "People did help me along the way, not financially but with opportunities, because they saw my work ethic and drive. I'm proud to be relentless in what I do and for those I can pay it forward to and help."

Relentlessness is just one of many impressive traits and habits that Zierhoffer displayed during several decades as a CIO.

Cindy Hoots worked for Zierhoffer at ITT before becoming global vice president for technology at Unilever in London. She recalls Zierhoffer as a collaborator with a knack for translating complex business issues into a coherent strategy and tangible results.

"I learned a lot from her about how to be a balanced leader," Hoots says. "A lot of times CIOs are very technical. They

forget about the commercial aspect and the business-value creation that we need to be focused on. I learned from her to think of yourself as a business leader and then a technologist."

That mindset also stuck with Andrew Campbell, who reported to Zierhoffer at Xerox before joining Terex in Connecticut as CIO. In addition, one of Terex's corporate values, servant leadership, reminded him of Zierhoffer.

"She was dedicated to helping others be successful," Campbell says. "She had empathy and made sure to look through your eyes at your challenges. She's a very passionate person, and she extends that to the people who work for her."

While Zierhoffer was with Bechtel, which generated between \$25 billion and \$37 billion in annual revenues, she led the Global Information Systems & Technology organization responsible for all aspects of information technology and the deployment of technology solutions into Bechtel's business lines and projects worldwide. Zierhoff and her team are credited with driving revenue growth, competitiveness and operational efficiencies, among other achievements.

Prior to joining Bechtel, Zierhoffer had been vice president and global CIO for three different major companies -- Xerox Corp., ITT Corp. and Northrop Grumman. She currently serves as an independent director for Vizient Inc. and chairs the governance committee for A Little Compassion, a nonprofit whose mission is to create work experience and employment for young adults.

What did you enjoy most about your two decades as a CIO? What has been

very exciting for me is working for great companies with great values and great people doing things that really matter. These companies do things that no one else can. Northrop Grumman and ITT built products that ranged from undersea to outer space that make our country and our world safer. At Bechtel we've delivered some of the largest and most complex megaprojects that the world has ever seen. But at the end of the day, the thing that I have loved the most is the great people I worked with, that I learned from, and I hope I've had just a small part in helping or shaping their careers.

Which leaders have influenced you the most? I had the opportunity to hear Gen. Norman Schwarzkopf speak a couple of times. He said, "When placed in command, take charge" -- so simple but so profound -- and "Leadership is a potent combination of strategy and character. But if you have to be without one, be without strategy." I was similarly influenced by Colin Powell's views on leadership -- about learning from trial and error, earning the trust of those you lead and never neglecting the details. When everyone else's minds are dull or distracted, the leader must be doubly vigilant. I love the concept Jim Collins used with the mirror and the window -- and I'm paraphrasing -- "When things go well, look through the window and find people to recognize and thank. When things don't go well, look in the mirror. Take responsibility and learn from it."

How would you describe your leadership style? Very collaborative but with very high standards for myself

and my team, with a relentless focus on results. I believe in disciplined processes, paying attention to the details and keeping our eye on the mission -- why are we here and what are we trying to get done to support the business? I will gather input from all and encourage all to speak up, but I do know the buck stops with me. I have always viewed my role as making my team successful, and then that reflects up on me.

What do you consider your greatest career achievements? I am most proud of the great people I have had the pleasure of working with, mentoring and helping to break through in their careers. It's all about the people.

What advice would you give the next generation of IT leaders? Don't be just an IT leader; be a business leader. You need to know what drives value in your company -- how does the economic engine really work? Big data and analytics are huge opportunities for IT organizations to bring business value with insights that weren't possible in the past.

How can today's leaders invest in future IT leaders? As you climb that ladder, reach back and pull some great people with you. Leadership is about "followship" -- be the kind of leader others want to follow. Be passionate about what you do and surround yourself with the best people with the right attitude and ethics. Be humble. And as Gen. Schwarzkopf said, never, ever, ever sacrifice your integrity, your ethics, your reputation.

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TIM DICKSON

VP, Digital Business Platform,
Laureate Education

BIO: During his 20+ years of experience as an IT executive at Motorola, Dell, IBM, HP, and Laureate, Tim has successfully leveraged innovative and emerging technologies to drive improvements and deliver real business value across the enterprise.

Tim's leadership approach to driving digital transformation is through customer insights, strategic partnerships, technology innovation, and enterprise-wide front and back office operations, to add value through extensive business and customer exposure. His synergistic ability to collaborate across the organization and empower teams to excel has gained buy-in of senior leadership and has helped drive transformative change.

Tim was recruited to Laureate to drive digital transformation in the education space through people leadership, change management, and customer engagement. Reporting to Global CIO, Tim provides strategic leadership to global team of 225+ supporting critical digital customer-facing and corporate systems across a network of 65 international university institutions.

Within the first 100 days at Laureate, Tim has positioned IT as a leading edge, forward thinking organization by creating an infrastructure for growth and driving digital transformation across the entire matriculation platform, from enrollment through graduation.

In addition to being a grower of organizations through IT innovation, Tim is a strong developer of people, and thrive on motivating individuals and global teams to deliver peak performance by recognition and celebrating their accomplishments. The most rewarding aspect of his role is getting feedback from team members that I contributed to their success by enabling them to deliver faster by leveraging their energy and unbridled enthusiasm, challenging the status quo, and painting a vision of possibilities.

SUCCESS STORY: "My greatest success in my current role is how I have been able to transform an IT organization from an internal-facing cost center to an internal and external go-to-market function and bring an external customer mindset to an organization that benefits internal programs. I have been able to do this through thinking like a next generation CIO in a digital era, developing digital leaders of the future (IT leaders who aspire to do more for the company), running my organization like a digital business unit, and inspiring team members to truly allow them believe they can do the impossible."



DAVE DUVALL

EVP - Global Head of IT,
Discovery, Inc.

BIO: As Head of Global IT at Discovery Communications, Dave Duvall leads global Information Security, IT Infrastructure, Workforce Technology, Business Systems, and Distribution Technology. As a technologist and engineer by background, he provides strategic direction to drive innovation in a rapidly evolving technology landscape.

A sixteen-year Discovery veteran, Duvall has wide-ranging experience in global technology platform design, configuration and management in a multi-national setting. The team has recently delivered on the enterprise transformation resulting from Discovery's acquisition of Scripps Networks Interactive in 2018, driving a complete corporate integration of the company core systems (Employee Tools, HR, Finance and Revenue Systems) in the first year of combined operations. Prior major efforts include Discovery's enterprise cloud transformation (SaaS and IaaS), migration of broadcast playout to the public cloud, and a massive IP-based WAN and tech design to support the 2018 Winter Olympics broadcast on Eurosport.

Duvall holds a degree in Information Systems, with a minor in Computer Science from UMBC and is based at Discovery's NoVa Tech Hub in Sterling, Virginia.

SUCCESS STORY: "I am most proud of the success of our team during Discovery's transformation as a result of acquiring Scripps Networks Interactive in 2018. In less than 12 months post-close, the combined company has a single security, collaboration, corporate, and sales system landscape that is supporting our business every day. At the same time, our team was able to deliver numerous industry-first solutions related to cloud media processing and playout and technology operations. Food Network Kitchen, Eurosport Player and GolfTV are some of our newest consumer apps that have taken full advantage of these best-in-class services to support their launches."



JOHN GEORGE

SVP & CIO, ICF

BIO: John M. George is currently Senior Vice President and CIO at ICF. He manages a global team of IT Professionals leading ICF's Information Technology digital transformation initiatives. In addition to his corporate role, Mr. George leads ICF's Business Process Outsourcing (BPO), and Managed Services businesses. He has extensive experience in the private and public sector. Prior to ICF, John served as Chief Information and Innovation at Vangent, Inc., leading the initial implementation and evolution of technology used in customer-facing and internal systems. He has also held several technical and management positions at AT&T Solutions and Oracle. His government experience includes serving as chief engineer for the Information Network Program Office at the U.S. Department of the Navy Headquarters and extensive experience at the Naval Air Systems Command and Naval Air Warfare Center.

John sits on the Fairfax County Information Technology Policy Advisory Committee and is a member of the Mary Baldwin University Cyber Security Advisory board. He is a former member of the Council of Electronic Revenue Communication Advancement (CERCA). He is a recipient of the Mid-Atlantic Technology Council's CIO/CTO of the year award and led his team to being named in Information Week's top 500 Relentless Innovators. He received a B.S. in Electrical Engineering from Virginia Polytechnic Institute and State University.

Outside of work, John holds a fourth-degree, Master Blackbelt in Tae Kwon Do, volunteers in the local swim league, is a former leader in the Boy Scouts of America where he is still a merit badge counselor. He resides in Reston, VA with his wife Patti, and three children.

SUCCESS STORY: "I take immense pride in my team's digital transformation of ICF's information technology services designed to support our growth strategy. This has enabled the integration of 11 acquisitions combining vastly different skills, cultures and backgrounds. We've implemented unprecedented levels of IT service automation designed for our rapidly changing employee demographic and their desire for immediate access to information and systems. To support our modern workforce, we've also implemented a global collaboration environment that allows virtual communities to securely interact on preferred devices and modalities. And we've enabled the transformation of the back office to support ICF's future growth."



CRAIG WILLIAMS

CIO, Ciena

BIO: Mr. Craig Williams joined Ciena in 2016 from LinkedIn and brings over 25 years of experience spanning broad-based design leadership, implementations and support of new and emerging technologies in multiple industries; generating business value in complex and varied environments including High-Tech, Department of Defense (DoD), Commercial and Academic industries.

In Craig's role at Ciena, he is responsible for leading Ciena's Information Technology organization, enabling the business through technology services, information technology strategy, delivery of next generation solutions, process improvement and advanced data and analytics. Craig is responsible for enterprise architecture, information security, governance, applications & solutions delivery, technology-enabled collaboration and worldwide systems operations supporting the company.

Craig holds a Bachelor of Administration (B.B.A.), Computer Information Systems from James Madison University and a Masters of Science from Johns Hopkins University in Information & Telecommunication Systems.

SUCCESS STORY: "The greatest success I've had at Ciena is leading a paradigm shift in our company's culture. I'm willing to do whatever it takes to empower our employees to be successful - sometimes that means being directly involved, sometimes it means getting out of their way and sometimes it means a little bit of both. Ultimately, it's us rolling up our sleeves to contribute to the bottom line. We're seen as change agents - a resource that can be called upon to help drive shareholder value. As the Ciena IT team always says - IT's all about Ciena!"



CRAIG YOUNG

CIO, SWIFT

BIO: Craig Young took up his position as Chief Information Officer in February 2015. Prior to this he served as SWIFT's Chief Technology Officer, responsible for developing the company's long term technology vision and strategy. Craig has more than 20 years of industry experience including executive leadership of large scale, complex, global organisations.

He joined SWIFT from Verizon Corporation, where most recently he held the position of Senior Vice President and Chief Information Officer, responsible for all supporting systems and technical strategy for its residential, enterprise and wholesale network provisioning, inventory, surveillance, construction and engineering globally. He also served as Vice President of Consumer Commerce for Verizon Wireless where he spearheaded the company's omni-channel strategy. Craig was also responsible for building and implementing strategic relationships and systems that support their cable partnerships, Precision Marketing team and Softpay payment platform, which was later sold to Google and is now Google Pay.

As SWIFT's CIO, Craig leads our Information Technology group which brings together SWIFT's technology transformation and product development our API's and messaging solutions. This division is responsible for the delivery of all architecture, applications development and networking technology across our community ecosystem.

The Information Technology group is also responsible for ensuring best in class cyber, logical and physical security solutions in addition to driving infrastructure and technology evolution to ensure that SWIFT's global network works securely, efficiently and effectively.

SUCCESS STORY: "IT leadership is not just about picking the right next technology. That's important. But in my view, the CIO also has to drive a culture of innovation - a mind-set that persists and permeates across the entire organization. That is both focused on meeting customer needs and open to all ideas for doing so. I have relentlessly championed that culture at SWIFT, and I am most proud of what we have achieved over the past four years. Through open innovation, we have compressed our development timelines from years to months. And today this is how we fuel growth for our company. "



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ROB GIANNETTA
SVP & CIO, Peraton Inc.

BIO: Rob is Senior Vice President and Chief Information Officer of Peraton, a global national security services company headquartered in Herndon, VA. In this role, he's responsible for envisioning and leading a multiyear strategy to enable operational excellence, organic growth and customer success in support of Peraton's strategy. He reports to President and CEO Stu Shea and partners with Sector and Functional leadership to operationalize transformational technology, drive business process efficiency, deliver differentiating solutions and maintain effective and compliant information security and governance.

Rob has more than 25 years of IT experience, having held multiple executive leadership roles inside and outside the aerospace and defense industry. Prior to Peraton he was a Partner with Causa Talent Source where he provided CIO advisory services to small to mid-market professional services firms. Earlier he was Vice President and CIO for USIS, LLC., and Vice President and Business Technology Officer at BAE Systems, Inc. He held several IT leadership positions as Sprint and Nextel as well. Rob began his career in the US Navy. As a veteran, he serves on the board of directors for Operation Homefront, a national non-profit helping to build strong, stable and secure military families so they can thrive in the communities they've worked so hard to protect.

Rob earned a Bachelor of Science in Business Administration from George Mason University and a Master of Science in Information Systems Technology from George Washington University. He's participated in numerous technical and leadership development programs including most recently at Oxford University.

SUCCESS STORY: "Peraton's new technology team was charged with building every facet of IT "from the ground up" to enable the successful spinoff from our parent company. This major challenge was made more daunting by the enormity of scope, compressed timeline, technical complexity, entanglement of the former businesses and potential impact to our employees and customers. The team responded in superlative fashion by establishing a next-generation, cloud-based infrastructure that securely connects more than 30 sites and enables 3600 employees' access to the data and services they need to execute their missions from any device, anywhere in the world."



KRISTIE GRINNELL
Global CIO & Chief Supply Chain Officer, General Dynamics Information Technology

BIO: Kristie Grinnell leads the company's information technology strategic plan in areas of enterprise, business application, data centers, wide-area networks, and customer service.

She also oversees supply chain management, including direct and indirect procurement and sourcing.

Kristie brings more than 15 years of senior leadership in the professional and IT service industries. Throughout her career she has led four major IT transformations, which feature changes to enterprise-wide technology, culture, skills and behaviors. Prior to joining General Dynamics IT, she served as both director of planning and governance and director of client delivery enablement at CSC. There, she oversaw execution of the company's IT plan and implementation of its client and knowledge management strategy. Prior to joining CSC, Kristie worked as chief of staff, CIO, and as global IT strategy executive at PricewaterhouseCoopers.

Kristie earned a bachelor's degree in mechanical engineering from the University of Pittsburgh and a master's degree in business administration from Cornell University's Johnson Graduate School of Management.

SUCCESS STORY: "While I have many accomplishments in IT transformations, I am most proud of GDIT women's network I founded and sponsor. "forWARD" (For Women's Advancement, Recognition, and Development) is changing the perception of women in IT and at GDIT. I began my career at GDIT as the only female in the C-Suite, and now over half are women. At our latest Women+Tech event, we hosted over 800 IT professionals, both live & virtually. During this event, one GDIT employee publicly commented during the keynote, "At GDIT, I no longer feel my gender is a boundary". I can't imagine a greater success."



JAMSHID KHAZENIE
CTO, Gannett / USA Today Network

BIO: Jamshid Khazenie has served as Chief Technology Officer for the USA Today Network / Gannett since 2015. Prior to that he was Gannett's Vice President of Digital Technology & Operations since 2014, with responsibility for strategy and development of core digital publishing, advertising, and audience data platforms, as well as the infrastructure and operations behind those platforms. Earlier in his career Jamshid served as Vice President of Digital Media Technologies at Turner, and led product and technology development at companies such as Orbitz, US News and PBS.

Jamshid's career spans digital startups as well as global public companies, with a common thread of continually envisioning and building the next generation of products in the digital media space, and powering the enterprise technologies that support those products.

SUCCESS STORY: "As a CTO I have always lived at the intersection of technology and business mission, and our mission at Gannett and the USA TODAY NETWORK has always been to enable our readers to become better informed about the world around them, and to help our communities Connect, Act, and Thrive. I take tremendous pride in the small contribution my role has allowed me to make to the continued mission of our journalism and community service. For me, it has never been about the bits and the bytes. It has always been about enriching lives."



BRIAN KIRKLAND
CTO, Choice Hotels International

BIO: Brian Kirkland is Chief Technology Officer for Choice Hotels International, Inc. (NYSE: CHH), one of the world's largest hotel companies. In this role, he oversees the company's Information Technology organization, and is responsible for leading overall IT strategy, infrastructure, development, all aligning with Choice's business objectives.

Mr. Kirkland joined Choice Hotels in 2015, where he led engineering development and operations at the company's Phoenix-based technology headquarters. Recently, Mr. Kirkland notably guided Choice's efforts to successfully design and launch the industry's first new global reservation system in 30 years, choiceEDGE.

Prior to joining Choice Hotels, Mr. Kirkland held key leadership positions at leading technology companies, GoDaddy and Media Temple (acquired by Go Daddy in 2013), most recently serving as vice president of engineering. There, Mr. Kirkland helped integrate the company's IT structure as well as directed engineering. Earlier in his career, he held various software development positions at Hewlett-Packard and Intel.

Mr. Kirkland earned his bachelor's degree in computer science and a master's degree in business administration from Arizona State University. He is currently a member of Arizona's Information Technology Authorization Committee (ITAC) and Arizona State University's Executive Council for the Department of Information Systems. He also serves on the Board of Governors for Hospitality Technology Next Generation (HTNG).

SUCCESS STORY: "My greatest success so far is leading choiceEDGE, the company's cloud-based global reservation system and distribution platform that handles more than \$9B in transactions annually, connecting over 200 million people to Choice's portfolio of more than 570,000 hotel rooms in over 40 countries. With this multi-million dollar project Choice became the first major hotel company to replace their central reservation system in over 30 years, and was the first to build a global reservation system purpose built for the cloud. In addition, choiceEDGE went live with zero downtime and no impact to our over 7,000 hotels."



SHAMIM MOHAMMAD
SVP and Chief Information & Technology Officer, CarMax

BIO: Shamim is the SVP and CITO of CarMax, the nation's largest retailer of used cars and one of the FORTUNE "100 Best Companies to Work For" for 15 consecutive years. Shamim is responsible for the strategic use of technology throughout CarMax by innovating customer-facing and associate enabling platforms.

Shamim has over 20 years of leadership experience in helping organizations drive competitive advantage through technology. Prior to joining CarMax in 2012, Shamim was the vice president of IT for BJ's Wholesale Club and held senior IT leadership positions for Blockbuster, TravelCLICK and Wyndham Hotels.

Shamim holds an undergraduate degree in computer science with concentration in accounting from Angelo State University. He has an MBA from Kellogg School of Management, Northwestern University. Shamim is a certified public accountant (CPA). He is currently serving on the boards of the Greater Richmond YMCA, Virginia Commonwealth University IS Advisory Committee, Richmond Technology Council, and CodeRVA. He has also held various board positions for National Kidney Foundation and Society for Information Management.

SUCCESS STORY: "My greatest accomplishment is CarMax's transformation to a highly innovative, fast-paced, technology savvy company - which required fundamental changes to how we think, behave and operate. We've built a product-centric culture where our technology teams are deeply embedded with the rest of the business and all work toward common goals. We're constantly testing and learning to deliver new experiences to both customers and associates. This transformation prepared us to re-disrupt the industry with the omnichannel car buying experience which puts customers in the driver's seat and empowers them to buy a car on their own terms."



CORPORATE FINALISTS

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PRAVEEN CHOPRA
CIO, The George Washington University, Medical Faculty Associates

BIO: Praveen Chopra is a change leader with a proven record of accomplishment of driving digital transformation. He has championed innovative, consumer-centric outcomes across the healthcare, retail, and consulting industries. Chopra has a knack for applying design thinking to synthesize user experience, analytics, and emerging technologies to create meaningful differentiation.

In his current role at GWMFA, Chopra oversees information services, technology, enterprise portfolio management, process excellence and information security. He coordinates processes related to the MFA's overarching strategic plan, leads the Achieving Quality and Outcomes strategy and plays an integral part on the Cultural Leadership Team. Specific initiatives related to improving access and overall patient experience include deploying online booking, launching a "reduce-the-clicks" campaign, completing a total telecommunication transformation and deploying mobile check-in and virtual care.

SUCCESS STORY: "My greatest success is creating a thriving culture, to foster a high performing and diverse team to positively touch lives through healing, education and discovery. Together, the MFA has made tremendous strides in improving health outcomes in the DC Metropolitan area. By believing in the power of frictionless access, we are able to launch innovative programs such mobile registration resulting in significant improvement in patient experience and revenue capture. Through the philosophy of an agile and disciplined portfolio management approach, we are able to continue to demonstrate clinical and operational excellence."



JANE DUNIGAN
CIO, Avendra

BIO: Jane Dunigan is the Chief Information Officer of Avendra, responsible for all aspects of technology including strategic planning, application development, and network and systems operations.

Jane came to Avendra from Applied Information Sciences, a technology consulting firm focused on building Microsoft-based business applications for Fortune 500 companies. Before joining Applied Information Sciences, she spent five years at Verizon in various technology management-related roles including application development, IT program and release management, IT training and IT recruiting, managing as many as 200 IT employees. She has also worked at Marriott and Accenture in various technical roles. Jane is a native of Washington, D.C., and graduated from Elon University with a Bachelor's of Science in Business Administration.

SUCCESS STORY: "My greatest success is the technology platform envisioned and implemented over the past 18 years at Avendra. The integrated and data-driven solutions we developed enable the unique business processes required to commercially offer Procurement Services to the hospitality industry. The functionality supports sales, customer and supplier management, sourcing and contract management, spend and allowance tracking and business intelligence and analytics. We have developed industry leading value-added services to ensure our customers are optimizing Avendra's programs and making strategic purchasing decisions based on the business and financial insights we are able to provide to them. In 2017, Aramark acquired Avendra for \$1.35B, a testament to the value of the underlying technology platform."



KARLA GILL
SVP and Chief Information & Innovation Officer, ICMA-RC

BIO: Ms. Gill is an innovative business technology executive with over 30 years of experience in corporate roles and as a management consultant. Since June 2015, Ms. Gill has been accountable for positioning ICMA-RC IT as a competitive differentiator in the marketplace and driving innovation in the midst of digital transformation. Her responsibilities include building a target operating model for high performance, establishing the corporation's technology vision, developing and executing business technology and transformation strategies that meet and anticipate the organization's need for market-leading digital capabilities, and providing executive sponsorship for the corporation's innovation strategies. Ms. Gill introduces emerging organizational capabilities and new methodologies; inspires leadership responsible for multi-channel customer-centric platforms; reliable enterprise and business unit core platforms; strong IT infrastructure and cloud strategy; and efficient technical operations and architecture, enterprise data management, security implementation, business intelligence, and best-fit technology pursuits.

After joining ICMA-RC in April 2014, Ms. Gill led the operational excellence strategic business initiative enabled by technology and was accountable for implementing a multi-year roadmap, mobilizing an initiative team for optimal performance, building process excellence and modern technology capability, delivering business value through modern technology ecosystems, developing a platform for future growth and innovation, and managing the largest technology investment in the corporation's history.

SUCCESS STORY: "My greatest accomplishment was leading the introduction, development, and results-oriented delivery of long-lasting organizational capabilities and new methodologies that enabled business process re-engineering, technology modernization, and drastically simplified customer experiences. These are now furthering customer centricity with more personalized experiences externally and effective digital knowledge and operational excellence internally. I share our ICMA-RC mission to serve those who serve others and am proud we now have high-tech offerings to complement and extend our services. Through reinventing our digital capabilities, ICMA-RC is not only able to stay relevant but thrive in an increasingly competitive landscape."



REID MCLAUGHLIN
CIO, 14 West, an Agora Company

BIO: Reid McLaughlin is the Chief Information Officer at 14 West, which is an administrative services business based out of Baltimore, Maryland. 14 West supports The Agora Companies - a conglomerate of over 40 media and marketing businesses around the world. Reid leads the Engineering, Back-End Platform, IT and Security departments that incorporate 14 West Technology Solutions... WesTech for short.

WesTech offers The Agora Companies a wide variety of customized technical and data solutions. Their expert teams build and support enterprise applications, provide day-to-day technical support, and work with their clients to explore, test and introduce new ideas in any support aspect including but not limited to: business analysis, endpoint systems engineering, on-premises enterprise hosting and cloud solutions.

Reid joined 14 West in May 2018 after working in a multitude of private and public companies. His current focus at 14 West has been a Digital and Agile transformation, allowing the technical departments to align with the business needs and to become nimble and well-equipped to adapt to their clients' requests.

SUCCESS STORY: "14 West is embracing Agile, a necessity for technical support businesses. The Technology Solutions teams have fully embraced this change in scope, where we were able to put it to the test with the recent onboarding of a new business in Japan. We were able to efficiently work together while taking the feedback from this new business in stride in order to provide a hybrid-cloud environment for modern payment processes and lightning-fast data flow. I started this transition in hopes of tracking accomplishments and having tangible results, and by adopting this DevOps mindset, this has turned into a reality."



CHARLES (DICKIE) OLIVER
CIO, ARC

BIO: Dickie Oliver is Vice-President & Chief Information Officer for Airline Reporting Corporation (ARC). For more than half a century, ARC has been a trusted provider of settlement services for the airline industry. ARC operates at high volume, settling more than \$90 billion in transactions between airline carriers and travel agencies each year. Because of its unique history, ARC has become the single record of truth for data collection of airline ticket transactions, covering approximately 60 percent of the world's passenger air tickets.

In this role, Dickie is responsible for all aspects of IT including setting ARC's information technology, cyber security and disaster recovery strategy. He is also modernizing ARC's data, and infrastructure while implementing a cloud strategy, which will accelerate and expand the company's settlement and data product deliveries. Thus ensuring ARC continues to provide world-class customer service and products to the airline industry.

Mr. Oliver came to ARC in October 2016 from Restaurant Supply Chains Solutions, A YUM! Brands Co-op, where he was VP of IT and was responsible for all aspects of IT including Business Supply Chain Technology, ERP, Infrastructure, PC Support, Security, and the Data Center. Prior to that, he spent 18+ years at YUM! Brands in various capacities including Vice President of Global Technology, Vice President of Shared Services and Vice President of Infrastructure. He began his career at DuPont / Westinghouse Savannah River Company as a senior systems analyst. Mr. Oliver also served as a consultant and project leader at PowerCerv Corporation.

Mr. Oliver is currently a board member for Volunteers of America in Louisville. He has presented at multiple IT conferences and won the Westinghouse Malcolm Baldrige award for IT excellence.

Mr. Oliver earned his BBA in Finance, his BBA in Management and his minor in Computer Science from Eastern Kentucky University in Richmond, KY. He lives in Louisville, KY along with his wife Linda and their three children: Kelsey, Ryan, and Kyle.

SUCCESS STORY: "As I reflect on my three years at ARC, I am most proud of how we have re-positioned ARC as a technology company that is challenging the status-quo, delivering new business value and is now viewed as a strategic industry enabler. Through our transformation efforts, the ARC team has not only re-imagined our capabilities and services but we have worked diligently to deliver those new capabilities to our customers. ARC is partnering with the Travel Industry to drive new, exciting and innovative distribution channels that solve real customer friction points. And this is just the beginning for ARC!"





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AMY DOHERTY
SVP & CIO, AARP

BIO: Amy Doherty serves as Senior Vice President & Chief Information Officer (CIO) at AARP. Amy started with AARP in December 2011, providing leadership to application portfolio management and Enterprise Resource Planning. Since joining AARP, she has worked in roles of increasing responsibility in Information Technology Services (ITS), most recently as Vice President of Customer Service & Solution Delivery.

As CIO, Amy leads an innovative and diverse team focused on enabling new technology solutions and services that help AARP members and people 50+ live their best lives. She is responsible for IT Strategy, Operations and Information Security and is leading the transformation of the IT organization from a “cost center” to a “value center,” while running IT like a business, strengthening AARP’s Information Security infrastructure and improving IT’s ability to execute. Amy is passionate about empowering women in technology leadership, creating a culture of learning & innovation and disrupting outdated mindsets about technology and older adults.

Prior to joining AARP, Amy held technical leadership roles in financial services and real estate industries at companies such as C&F Bank and later at American Financial Realty Trust. Amy served as CIO at each of these companies establishing clear strategies and developing tactical roadmaps that led to successful outcomes. She has been featured in CIO Magazine Forbes and Computerworld, and she was named to RealComm’s “35 to Watch” list. She is a graduate of the Pennsylvania State University with a MBA and BS degree.

SUCCESS STORY: "As part of AARP's digital transformation, we are designing a flexible, scalable and seamlessly integrated architecture that enables a real time, customer-centric omni-channel experience. We are driving the next wave of IT transformation by organizing into product teams and migrating to the cloud which will propel our speed-to-market, increase our agility, and improve solution efficiency across AARP. Our team has been named on Computerworld's list for Best Places to Work in IT for four consecutive years and received TMC's Techzone360 Tech Culture Award. I am proud of my IT team and our collective passion for the AARP mission to empower people to choose how they live as they age."



TONY HABASH
CIO & Chief Business Integration Officer,
American Psychological Association.

BIO: Dr. Tony F. Habash, is the Chief Information Officer and the Chief Business Integration Officer of the American Psychological Association, responsible for APA's information technology strategy, operations and publishing solutions.

He is also the Chief Business Integration Officer responsible for the digital strategy and services and for streamlining business processes across APA.

Before coming to APA in 2007, Habash spent 15 years with AARP as its director of IT strategy and planning, responsible for directing technology projects across the organization. Habash has been recognized in the information technology industry through several citations, including CIO 100 award, CIO Ones to Watch Award, CIO Decisions Mid-Market Leadership Award, CIO Enterprise Value Award, and IBM Beyond Computing Award.

Habash received his Doctor of Science degree in information management and information systems from George Washington University.

SUCCESS STORY: "My biggest accomplishment is helping the organization shift towards innovation, growth strategies, and tuned business processes to drive needed outcomes. I come to work excited about mobilizing the organization to expand its digital ambition and developing the strategies to make it happen. While we deploy technology, much of my work is about helping to shape the direction of the organization, developing talent, creating shared understanding and continuously deepening the integration of the enterprise. I see my role as refining how we execute across the organization to create the capacity to do more impactful work for society at large."



RIZWAN JAN
VP & CIO, HJF

BIO: Rizwan A. Jan, CISSP, PCIP, CTPRP, is the Vice President, Chief Information Officer at The Henry M. Jackson Foundation (HJF) For the Advancement of Military Medicine.

Jan is a dynamic technology and security executive leading an extensive strategic digital transformation to simplify and modernize the technology architecture within HJF. He has developed an IT roadmap with a healthy investment strategy focusing on technology issues such as governance and policy, resource allocation, information technology protocols, and HJF’s technology organization.

Jan has held several leadership roles in the research and healthcare industry and has spent close to two decades in the planning, development, delivery and monitoring of technical solutions that address the needs of Fortune 500 companies and not-for-profit organizations. Most recently, as the Chief Information Security Officer for HJF, Jan erected a robust Global Information Security Office to protect HJF's information according to Federal cybersecurity regulations. The office ensures the stability and security of HJF's information assets and infrastructure.

Jan takes an active role in providing his professional perspective to industry challenges in community forums such as Gartner, a research and advisory company, (ISC)², an international nonprofit association for leading information security leaders and Information Systems Audit and Control Association (ISACA) CSX Working Group. He also serves on the Enterprise Mobility Advisory Board, IPQC Enterprise Digitalization Advisory Board, Mid-Atlantic CIO Forum, and the University of South Florida – MUMA College of Business Advisory Committee on Cybersecurity for Executive Education, and FBI Citizens Academy member.

SUCCESS STORY: "Africa is at the forefront of cutting-edge research and treatment for HIV, Ebola, cholera, malaria and the Zika virus. As such, my greatest success story centers on my transformation of HJF's digital operations in Tanzania and Kenya where I removed manual paper-based processes, decommissioned outdated technology, and implemented advanced cloud-based IT solutions to enable rural work sites to operate at peak capacity. Further, I ensured that HJF utilized the NIST Critical Security Framework as guidance for developing its organizational security standards and management practices to ensure confidentiality of HJF's medical research."



AL SHORT
VP & CIO, Washington Metropolitan Area Transit Authority

BIO: Al Short has been the Chief Information Officer for the Washington Metropolitan Area Transit Authority (WMATA) since July 2017, responsible for a department of over 500 professional staff and contractors supporting Information Technology functions running the gamut of applications including Enterprise Resource Planning (ERP), rail and bus vehicle maintenance systems, Computer Aided Dispatch / Record Management Systems (CAD/RMS) and rail operations control software. He supports infrastructure teams responsible for telephones, data centers, servers, fiber optic infrastructure and desktop systems.

Al's Information Technology career spans 30 years in such areas as large system software operations to commercial software development to international internet service providers to the public sector. He has deep experience in working closely with clients, product management, and marketing to effectively develop and maintain customer focused internet and business products.

Most recently, before joining Metro, he had an over nine year career at the Maryland Department of Transportation, serving most recently as the Cybersecurity Director. Prior to MDOT, Al had the opportunity to serve as CIO for the Maryland Motor Vehicle Administration from 2009-2015.

SUCCESS STORY: "I feel that we have started a journey of transition from that of an IT organization with whom you had to 'check the box for review' to becoming a valued business partner. That we are there to facilitate and enhance the objectives and goals of individual areas and provide services that not only meet their needs but surprise and delight them with innovative, thoughtful and cost effective solutions...that we are there to help!"



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ROGER STONE

Director, White House I.T., White House, Executive Office of the President

BIO: Roger L. Stone is a Deputy Assistant to the President and the Director of White House Information Technology (D/WHIT). He joined the Trump Administration in October 2018, when he was appointed by the President to fill his current position. He is the senior official responsible for the information resources and information systems provided to the President, Vice President, and the Executive Office of the President, and provides strategic oversight and policy guidance for the White House Information Technology (IT) enterprise. Mr. Stone ensures that Presidential IT services are delivered securely, consistently, and efficiently across the White House IT enterprise through validation of operational and technical requirements, coordination of fiscal expenditures, and guidance of IT procurement initiatives.

SUCCESS STORY: "We have initiated a comprehensive, multi-phase strategic plan to leverage innovation, and modernize the Presidential Information Technology Community (PITC) IT enterprise including: establishment of an alpha contracting environment to enable efficient, integrated procurement of IT services and leverage economies of scale; establishment of a hybrid on-prem/cloud-based computing environment leveraging commercial SaaS, IaaS, and zero trust network security; establishment of a Joint Program Office to implement the ITIL service delivery concept from requirements development to life-cycle modernization and investment; and finally, publishing policies to promote and enhance service delivery, integration, efficiency, and effectiveness across the entire White House IT enterprise."



MICHAEL TILKIN

CIO, American College of Radiology

BIO: Mr. Tilkin is the Chief Information Officer (CIO) and the Executive Vice President for Technology at the American College of Radiology. In that capacity, he leads IT and informatics initiatives that support the broad ACR portfolio including Quality and Safety, Clinical Research, Education, Membership, and Economics. He is responsible for operational and data solutions that form the backbone for all of the ACR program areas, five facilities and two data centers, an imaging core lab, and an advanced radiology education center. Other large national programs include the systems to support imaging accreditation, national data registries, and an integrated national clinical trial network that spans both imaging facilities and research partners across the world. Mr. Tilkin is responsible for the ACR Data Science Institute, a division of the ACR dedicated to promoting the research, development, and adoption of technologies such as artificial intelligence.

Mr. Tilkin oversees over 100 full-time staff and manages collaborations with a wide array of technology vendors and industry partners. Mr. Tilkin participates in standards initiatives across imaging and supports a technology platform that ranges from image exchange to decision support and involves some of the latest advances in imaging informatics.

SUCCESS STORY: "Upon joining the organization, one of my primary goals was to change the role of IT from a support function to a strategic differentiator. We invested in our staff, our technology, and the processes necessary for us to evolve. We also invested heavily in the relationships with our stakeholders. We created a synergy with volunteer leadership that would allow us to become innovators in areas such as AI and clinical informatics. Together, these efforts have transformed the role of IT in our organization and helped us become a strategic business partner."





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