

CIO OF THE YEAR AWARDS



**FROM OUR
CHAIR**

**20 years of
collaboration**

The power of CIOs working together is incredible. We are transforming our organizations and enriching our world.

B3



**KEYNOTE
SPEAKER**

**CIOs need to
eye the future**

Technology executives continue to grapple with issues such as cybersecurity, data and digital transformation. **B4**



**LEADERSHIP
AWARD**

**People, prep
and passion**

Southwest Airlines President Tom Nealon is this year's winner and he has some advice for you to live by as business leaders. **6**



DALLASCIO
LEADERSHIP ASSOCIATION

The annual Dallas CIO of the Year® ORBIE® Awards program honors chief information officers who have demonstrated excellence in technology leadership. Winners in the Super Global, Global, Large Enterprise, Enterprise, Corporate, Healthcare & Nonprofit categories will be announced February 22 at The OMNI Dallas Hotel.

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NEELU SETHI
Reddy Ice

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JAMES ZOCCOLI
Addus Homecare

CIO OF THE YEAR AWARDS

20 YEARS OF CIO SUCCESS

In 1998, when the first CIO of the Year® ORBIE® Award was presented, it was the products, not the people, who were at the center of attention. Laptop of the Year, Printer of the Year and PC Magazine's Editor's Choice awards were common, but it was a start-up called Intellinet that noticed the real heroes were Chief Information Officers (CIOs) who implemented these products, developed solutions and created business value for their organizations.

Roll the clock ahead twenty years, and today CIOs are at the center of business transformation for all organizations. Technology is the engine that drives innovation and growth in every industry and sector in our global economy. It is the leaders who facilitate change by tech-enabling their organizations who are the rock stars of business today.

The first CIO of the Year Awards was not only a trailblazer for recognizing the people leading transformation, but eventually led to creating GeorgiaCIO - a local, member-centric, professional organization dedicated to helping corporate technology leaders foster meaningful relationships, share best practices, solve problems and achieve their leadership potential.

In 2015, we launched BostonCIO and formed the Inspire CIO Leadership Network (InspireCIO), a national professional association for CIOs with local chapters in Georgia, Boston, Dallas, Chicago, Alabama, Charlotte, Houston, Minneapolis, Philadelphia, DC and soon to be New York & Bay Area. We are proud to serve CIOs in growing relationships, recognizing professional achievements and inspiring the next generation of technology leaders.

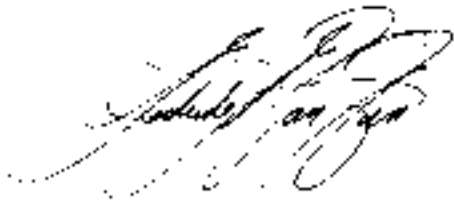


This year, nearly 150 nominations were received for the 2019 Dallas CIO ORBIE Awards, which will honor CIOs across seven categories for leadership effectiveness and business value created through innovative use of technology. Finalists and winners are selected through a rigorous, independent judging process led by prior ORBIE winners.

The power of CIOs working together & collaborating - across public and private business, government, education, healthcare and nonprofit organizations - is incredible. Together, we are making a difference transforming our organizations with technology and enriching North Texas and our world.

The CIOs honored this year are inspiring and challenge all of us to step up and lead well in our organizations. On behalf of DallasCIO, I congratulate all the finalists on their accomplishments and share our gratitude for the sponsors, underwriters and staff who make the 2019 Dallas CIO ORBIE Awards possible.

Sincerely,
Gertrude Van Horn
Chair, DallasCIO
CIO, NCH Corporation



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Congratulations to the Dallas CIO of the Year® ORBIE® Awards finalists.

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CIO OF THE YEAR AWARDS

KEYNOTE SPEAKER — BECKY BLALOCK

CIOs NEED SHARP

Becky Blalock has seen a lot in her more than 30 years of business experience, but she sees the job of chief information officer – a role she once held – as particularly challenging, even if some folks don't.

"I put it up there with the CEO and CFO – that's probably the top three jobs," said Blalock, who had the CIO position at energy-provider Southern Co. "There's so much uncertainty that you're having to deal with, about the change that's coming and the future."

Blalock will be giving the keynote address at the Dallas CIO of the Year ORBIE Awards on Feb. 22. It's an event that recognizes the executives in that role who have demonstrated excellence in technology leadership.

CIOs need a sharp eye on the future as they continue to grapple with issues such as cybersecurity, data and digital transformation, she said. At the same time, they need to employ strong leadership skills as business strategists.

"CIOs today have to be thinking 10 years down the road," she said. "You've got to build the infrastructure now."

Blalock herself didn't have a big focus on tech early on. She majored in marketing, and went to work at the Southern Co., spending her earlier years as a financial analyst, according to a LinkedIn profile. She did well and began to take on other roles. Management would see potential, and she went to a leadership program at Harvard in the 1990s. She was then named as assistant to the CEO.

It was after that she would get the role of regional CIO.

"I think I'm very flexible and adaptable," she said.



EYE ON FUTURE

Indeed, after that position she would take on positions around much different parts of the company, including public relations along with community and economic development.

To tackle new leadership positions, she was careful to listen to folks to help her understand exactly what needs to be done. That included talking to the executives she supports and the people who report to her, along with vendors. After a conversation with a person who had worked with her through different posts, she realized she didn't have to be the subject-matter expert to be a good leader.

"You don't execute it yourself," she said. "You figure out what needs to be done, and then you rally the troops to go make it happen. And if you're so mired down in the details, micro-managing everything, it is never going to get done."

Her background as regional CIO would come back to help her when the top CIO job came open – and she beat out other candidates to get the role in 2002.

“I think it’s very hard to be something you’ve never seen. For the longest time, women didn’t see other women go into IT. As much progress as you think we’ve made, we haven’t.”

BECKY BLALOCK

Since leaving her post roughly nine years later, she’s stayed busy. She’s managing partner of Advisory Capital LLC, sits on boards and has written a book, DARE Straight Talk on Confidence, Courage, and Career for Women in Charge.

Lee Crump, group vice president and

CIO of pest-control company Rollins Inc., has known Blalock for about nine years. Crump said she possesses great expertise, emphasizing the importance of communicating and building good relationships.

“She is especially good at helping IT leaders be better leaders -- and stressing the importance at the CIO level of good interpersonal and communication skills vs. just good technical skills and knowledge,” Crump said in an emailed response to questions.

When Blalock is judging folks in the industry, she wants to see CIOs who do more than “keep the lights on.” They need to be a leader in the community and the company. They also need to be able to grow talent under them.

Women, in particular, face challenges in the field.

“I think it’s very hard to be something you’ve never seen,” she said. “For the longest time, women didn’t see other women go into IT. As much progress as you think we’ve made, we haven’t.”

– Brian Womack



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DIGITAL TRANSFORMATION	Strategy Execution Acceleration	DEVOPS	Adoption Measurement Optimization	QUALITY	Tech Debt removal Automation Performance
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CIO OF THE YEAR AWARDS

LEADERSHIP AWARD — SOUTHWEST AIRLINES PRESIDENT TOM NEALON

PEOPLE, PREPARATION &

Always work hard, be prepared, and be nice to people.

That's advice Southwest Airlines President Tom Nealon, winner of this year's Dallas CIO Leadership Award, received from his dad. It's advice that he has followed and passed along to others through the years.

Nealon credits much of his success to that advice, along with his competitive spirit and a slate of talented role models he has worked for and with, including Southwest CEO Gary Kelly, Southwest founder and former CEO Herb Kelleher, former Southwest president Colleen Barrett, former JCPenney CEO Mike Ullman, and Charlie Feld, a former chief information officer at Frito-Lay and founder of The Feld Group.

"I've had great role models throughout my career," Nealon said. "I'm pretty competitive and I always want to be on the winning team. My competitiveness has never been directed at my peers and teammates but at the external competitor that we're working to beat. At Southwest we're serious when we say that we'll outwork, outsmart, and out hustle the competition."

The airline industry is more competitive than it's ever been, but Southwest has been scrappy from its inception back in 1971, Nealon said.

"We're used to competing," he said. "We compete hard, and we compete to win."

Southwest has an expansive network, serving 85 domestic and 15 international cities. The airline plans to add four Hawaii destinations later this year.

Southwest, known for its low fares, is able to offer prices that other airlines can't because the company has always focused intensely on keeping its costs low, Nealon said.

Nealon's father worked with IBM for 35 years, so he grew up around technology and innovation.

"That was exciting to me," he said. "I knew that I'd learn a lot about both technology and the business in a business-facing technology role, and that's pretty much what I did during my time at Frito-Lay and in my roles at JCPenney and my early days at Southwest."

Any airline, including Southwest, is a complex business with a lot of business process and technology work, as well as a direct line into the customer's experience, Nealon said. That blends a lot of the things that he feels strongly about into his role at Southwest, and he loves it, Nealon said.

He also praised Southwest's people and "incredible culture" that create the unique form of hospitality and customer service that the airline is known for.

Nealon started his professional career at Frito-Lay, where he was a vice president and chief information



PASSION KEYS TO SUCCESS

officer and worked with Feld. He later joined The Feld Group as CIO. Nealon has also worked as CIO of Southwest and as group executive vice president for JCPenney, where his responsibilities included information technology, JCP.com, corporate strategy, digital ventures, and customer and strategic insights.

In February 2016, Nealon was named Southwest Airline's executive vice president of strategy and innovation. He was elevated to president in January 2017.

Nealon said having a passion for what he does keeps him at the top of his game.

"You have to believe in the purpose of your work, and you have to be passionate," Nealon said. "I'm just a part of a team – a really good team – and we all have a role to play and we count on one another. That's pretty good motivation to stay sharp."

What was your first job? Oh wow, I've had a lot of jobs. I think I've had a job since I was 13. My first job was as a morning paper route. It was a 4:30 am start time, and it was a lot of work for

"You have to believe in the purpose of your work, and you have to be passionate. I'm just a part of a team – a really good team – and we all have a role to play and we count on one another. That's pretty good motivation to stay sharp."

TOM NEALON

not much money. But it seemed like a lot to me then. It paid for my first ten speed bike, so it was worth it.

What do you enjoy most about your career? I've always worked with great people that were really talented and just fun to work with. I love the camaraderie and shared purpose and vision that we're driving towards.

How would you rate Southwest Airlines as a company for young executives and why? Southwest is the most special and unique place that I've worked in my 35-year career. The culture is based on the Golden Rule, and we take it seriously. It's not an empty statement. I think that creates a great environment for people to learn, and be vulnerable, and fully develop as a person. I think that's really important. So that's the environment, and people are given incredible opportunities to broaden their experience and expertise beyond their specific discipline. Part of that is very intentional and part of that is simply inherent in the type of work that we do, which is extremely cross-functional.

– Bill Hethcock

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HAMMAD AZZAM

CIO — BBVA New Digital Business

Hammad Azzam is a computer engineer, a published author and a researcher. Before BBVA he worked at Barclays, BT, and Verizon building high scale ordering, billing, network activation, service fulfillment and digital platforms.

SUCCESS STORY

"In the last two years, I had the privilege to design and implement what is arguably the most complex and important feat of engineering in the company: A global mobile banking platform developed by means of a coordinated effort involving multidisciplinary teams from Spain, United States and Mexico. Glomo will give the 11 countries of the BBVA footprint the ability to build mobile banking features using the same code base."



CHANDRA DHANDAPANI

Chief Digital & Technology Officer — CBRE

Chandra Dhandapani is CBRE's most senior global technology leader, with responsibility for all aspects of the company's technology and digital enablement, including serving clients and CBRE professionals.

SUCCESS STORY

Realizing the benefits of leveraging technology as a key enabler of its business. Chandra has developed a solid technology investment strategy: Build, to create differentiation; Buy: to create speed to market; and Partner: with technology companies and investment firms to provide leverage.



SCOTT LINDBLOM

SVP and CIO — Michaels Stores

Scott Lindblom has worked in retail technology for more than 20 years supporting and leading retail brands such as Michaels, Ross Stores and Best Buy in implementing value driven technology solutions.

SUCCESS STORY

"The transformation of the department from one that was viewed as under delivering to a department that is leading the company forward. Our CEO routinely talks about the improvement of IT's performance and how IT's support, delivery and execution is at the top of the company."



RAJESH NAGARAJAN

CIO — Celanese

Rajesh Nagarajan is a visionary and goal-oriented senior IT and supply chain leader. He specializes in process improvements, cost savings and improved productivity.

SUCCESS STORY

"I believe in the power of technology to enable critical business capabilities. When I came into the CIO role, I quickly established a long-term IT strategy in engagement with the board. My goal was to deliver an improved cyber security posture while revitalizing IT to meet increasing expectations. In swift fashion, I was able to revitalize IT from a source of risk to a competitive advantage and position IT to further influence growth plans."



MARIO SKERTCHLY

VP of IT — Saputo Dairy Products

Mario Skertchly has 25 years of consistent achievement in top level management roles. Skertchly has experience in IT strategy, business transformation, implementation, acquisitions and mergers.

SUCCESS STORY

"Establishing a trusted, credible strategic relationships across the business. The reason that is key is that those relationships are the foundation upon which we can successfully harmonize processes and deploy the new solutions. We believe that this is a transformation led by the business and enabled by IT and that is the way we conduct ourselves."





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CIO of the
Year Awards
finalists!**

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SUNIL DUDI

CIO & VP of IT — Forterra

Sunil Dudi has been instrumental in putting together an IT M&A playbook to enable multiple acquisitions and divestitures at Forterra. He was promoted to the CIO & VP of IT role in June 2017.

SUCCESS STORY

"Improvement in our user satisfaction through collaborative and cohesive IT work environment. We have had a lot of change early this year by design. I led the team through the change and provided timely communication and direction to navigate through the tough time. The team has rallied behind the new approach centered around attitude, effort and skill."



MICHELLE JOHNSON

SVP & CIO — Freeman

Michelle Johnson joined Freeman in 2009. As the first IT leader responsible for all AV companies at Freeman, she oversaw application development, infrastructure, digital products and hotel network services.

SUCCESS STORY

"Seeing our multiyear planning efforts coming to fruition across people, processes and technologies. We have just scratched the surface, but we are doing it versus only planning for it. The 'it' is new solutions that have been/are being deployed and being built in ways we have never designed, developed and deployed before. These are directly improving employee efficiency, quality and our customers' experience."



SHERIF MITYAS

Chief Experience Officer & CIO — TGI FRIDAYS

Sherif Mityas has more than 20 years of experience in the retail and hospitality industries. Before TGI Fridays, Mityas was managing partner for JS Consulting and CEO of Hollywood Video/Movie Gallery.

SUCCESS STORY

"I am most proud of the teams and organization that we have created at TGI Fridays. We no longer operate as just the IT or Marketing or Operations department, but as integrated 'guest-first' teams that come together and accomplish amazing things on behalf of our brand and consumers. An organization that doesn't think of IT as a separate function, but as an integrated and equal strategic partner."



BARRY SHURKEY

CIO — NTT DATA Services

Barry Shurkey was recently recognized as the Corporate CIO Tech Titan. Since joining NTT in 2013, Shurkey led the transition following the 2016 Dell Services acquisition of 30,000 employees.

SUCCESS STORY

"Having the opportunity to lead the IT integration for the \$3.1 Billion acquisition of Dell Services into NTT DATA Services has been my most personal and professional impact and success. This integration has truly transformed our company. And as with any significant effort, what has made the accomplishment satisfying was the opportunity to work alongside such amazing and talented team members."



MARY MORRISON VON AHNEN

SVP and CIO — Fossil

Mary Morrison Von Ahnen has worked for Fossil for more than 16 years in many business areas. Prior to working at Fossil, Mary spent four years in business consulting with Arthur Andersen, specializing in IT and organizational change management projects.

SUCCESS STORY

"I have been able to be a more effective partner in our outsourcing arrangement. Our entire organization (operations and projects) is completely outsourced, and the processes and teamwork between Fossil Group and the outsourcer was not in a place that was productive. Upping the performance of the outsourcer and doing our part in this relationship has changed the game in supporting our business."



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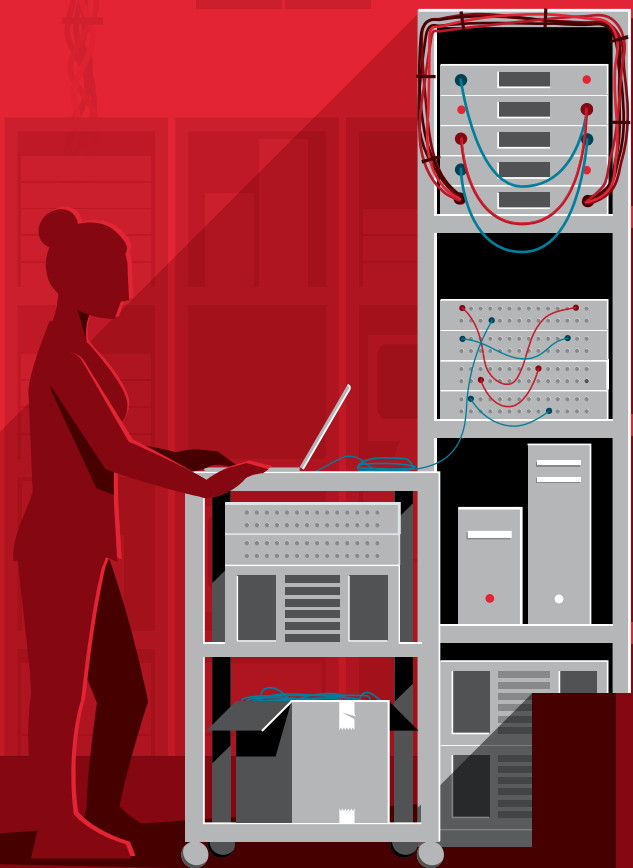
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ANDREW BROCK

EVP, CIO — Associa

Andrew Brock leads Associa’s global information technology organization. Additionally, he oversees strategic planning and analysis, acquisition integration, systems implementation, real estate, security and the project management office. He also holds seats on the investment and acquisition committees.

SUCCESS STORY

“We have led a complete transformation of the technology organization. We radically reduced costs, while significantly improving system performance, reliability, credibility, and user satisfaction. We have successfully transformed the technology organization from a cost center into a revenue center. We did it all while setting record employee morale scores and user satisfaction rates.”



JASON CHANCELLOR

CIO — Brinks Home Security

Jason Chancellor joined Brinks Home Security in July 2016, bringing with him over 15 years of enterprise IT experience. Chancellor brings to the team a strong focus on lean development, cloud computing and other modern practices and methodologies that ensure the

SUCCESS STORY

“Building a team and culture which values continuous improvement as the foundation for everything we do. Self-reflection, research and experimentation allow us not only to be a better partner to the business but also to be more engaged and passionate about our jobs. The outcomes of this culture are seen in the successes we achieve, the business value we create and most importantly the learnings and improvements we take from our failures.”



BRENT CHAPMAN

CIO, CISO — Round Point Mortgage Servicing

Brent Chapman is a progressive technology executive with 17 years of experience. Chapman is the senior leader responsible for technology strategy and operations. Chapman has an MBA from Oakland University and a bachelor’s degree in marketing and political science from Carthage College.

SUCCESS STORY

“The IT team exists to enable the business to be successful and it is very rewarding to make a real impact on RoundPoint consumers by making their life easier through the optimization of technology. We also use technology to improve the day-to-day jobs of RoundPointers through partnership, relationships and showing value to gain the trust of the business. As we say at RoundPoint, ‘ALL IN, ALL WIN!’”



CLINT OSTEEN

Director of IT — Granite

Clint Osteen joined Granite in 2004 and is responsible for directing all of Granite’s information services and telecommunications. Prior to joining Granite, Osteen spent 10 years in consulting with Kenneth Leventhal, Ernst & Young and RealFoundations.

SUCCESS STORY

“Putting together an incredibly strong team of both employees and managed services. My team is considered by the organization to be highly effective and most importantly scalable as our business has evolved over the last 25-plus years. Because of our success with managed services our operations teams have adopted a similar strategy allowing them to focus on being more nimble and scalable as they service our customers/tenants.”



NEELU SETHI

CIO — Reddy Ice

Neelu Sethi is responsible for IT strategies and operational management of IT applications and infrastructure at the largest manufacturer of packaged ice products in the United States, distributing approximately 1.8 million tons of ice annually to 82,000 customer locations.

SUCCESS STORY

“My biggest success has been at both professional & personal fronts: First, I was instrumental at Reddy Ice in turning around a very difficult situation of failed ERP implementation and was able to drive transformational change by digitizing its core. Second, I transformed from being a Chief Information Officer to Chief Integration Officer who can weave organization’s integration fabric by bringing a creative mix of courage, strategy, execution, results, business acumen, technology, engineering and storytelling skills.”



LARGE ENTERPRISE FINALISTS

Over \$600 million annual revenue

LARRY FREED

VP and CIO — Overhead Door

Larry Freed’s significant background in building products is now being used in his latest role with Overhead Door Corporation where he is responsible for all aspects of IT.

SUCCESS STORY

“The establishment and sustainment of an IT organization that is making a difference to the overall performance of the company. Finding, retaining and motivating people with the requisite skills and competencies to drive an unbelievably complex, broad and comprehensive digital transformation is very exciting and fulfilling.”



JEFFREY KOK

CIO — Mill Creek Residential

Jeffrey Kok has been with Mill Creek since December 2015 and has developed a robust team to drive innovation and automation across development, acquisitions, construction and property management.

SUCCESS STORY

“It has been an honor and a privilege be able to develop a team from the ground up. My team is filled with great minds, passionate team members, and engaging personalities. Each day, it is humbling to walk the halls and see the people working alongside you to get the job done well and with excellence.”



JOAN KUEHL

CIO — Elevate

Joan Kuehl leads all technology functions for the company including product development, engineering and operations, and data and analytics. Kuehl holds a bachelor’s degree in computer science from West Virginia University.

SUCCESS STORY

“I’m most excited about our ongoing transformation success in IT at Elevate. With the partnership of Elevate’s executive team and the support of a very talented technology leadership team, we are transforming all aspects of IT to enable the company’s current objectives and prepare for our future business and long-term growth goals.”



DAN REYERO

SVP IT/CIO — PLH Group

Dan Reyero brings more than 30 years of management and technology consulting experience in the integrated energy, electric power, pipeline construction, manufacturing, health care and retail industries.

SUCCESS STORY

“Taking 11 distinct companies from an entrepreneurial standalone business to having a foundation of a Hybrid Cloud environment with network and systems required to operate in a new business model within 1.5 years. This was a complete transformation of the Business Unit’s operating knowledge and reduced the impact Estimate to Complete accounting brought to bear.”



TAREK N. TIMOL

SVP & CIO — Hallmark Financial Services

Tarek N. Timol has more than 15 years of experience in managing the complex IT and application development requirements of financial and insurance operations.

SUCCESS STORY

“The greatest accomplishment to date in my current role revolves around changing the overall culture and performance of the IT and Operations organization. Historically siloed, I’ve been able to promote a culture of collaboration and delivery. Getting everyone focused on adhering to the IT/Operations mission statement of being Best in Class Service Delivery, Making Technology a Competitive Advantage, and Treating Our Data as an Asset, is truly my biggest accomplishment.”



CORPORATE FINALISTS

Up to \$200 million annual revenue

ROBERTO ARROCHA

CIO — Davaco

Roberto Arrocha is an experienced technology executive and advisory board member with a track record of promoting transformation, profitability and agility in high-growth organizations, inspiring management teams to expand their vision of the possible.

SUCCESS STORY

"Without a doubt, attracting, retaining and growing world-class talent. Engaging them to rally around the right ideas and facilitating making those ideas possible. We have created a culture of innovation that has become a key differentiator for the company ... a small group of talented individuals with big ideas and the vision and leadership to carry them forward can have a significant impact on transforming a growing business."



JAMIE FROST

VP, Head of IT — Revolution Retail Systems

Jamie Frost has 25 years of IT leadership across multiple industries (banking and finance, consumer packaged goods, and manufacturing). Frost has enjoyed the challenges of building IT organizations from the ground up over the past 12 years.

SUCCESS STORY

"I am most proud of the relationship I have with my business constituents and external technology partners. When I stepped into this role, there was a general lack of confidence in IT that was leading to business partners looking elsewhere for solutions. I can say with all confidence that when there is need for technology, our internal business leaders look internally first and provide the support needed to deliver successful results."



JOAN HOLMAN

CIO — Clark Hill PLC

Joan Holman has been in the legal industry since 2013. Holman is responsible for all strategic and operational aspects of information technology and the legal library for the firm. Clark Hill is a multidisciplinary international law firm with over 650 attorneys.

SUCCESS STORY

"It's been bringing two firms together (Clark Hill and Strasburger & Price), creating one IT group that is supporting the entire firm and ensuring the combination of our firms enhances our client relationships. It was done while we continued to support day-to-day operations. The magic was bringing together the team with focus on our shared goals and our clients."



BOB RAYES

CIO — Corgan

Bob Rayes has more than two decades of experience leading change. Rayes has been involved in all aspects technology including system design, software development, process improvement and cloud-based implementations. He holds an MBA from Lawrence Technical University.

SUCCESS STORY

"Becoming a strategic partner to Corgan is a personal source of great pride. This is evident through exceptional customer service, enhanced credibility, and technology systems that are geared for the future. Our team improved customer service by being highly responsive and approachable. IT has repositioned the firm for the future with a focus on integrated cloud-based solutions."



STEVE REYNOLDS

CIO — Onyx

Steve Reynolds has a 20-plus year career record of aligning people, processes and technology to deliver results for companies ranging from startups to global market leaders in diverse industries. Reynolds has an MBA from Chancellor University.

SUCCESS STORY

"I introduced a global initiative focused on alignment of people, process and technology across 3 diverse cultures that resulted from 2 major acquisitions in Norway and Spain. I named the program OneOnyx. To date, it has resulted in: significant organizational alignment changes across several global processes; major updates in operational processes and more. Productivity has increased and annual company cost savings to date exceed \$3M."



MAKING [DIGITAL DISRUPTION] HAPPEN.



ANDREW BROCK
EVP & CIO, ASSOCIA

CONGRATULATIONS, ANDREW!

From revamping Associa's technology suite to launching its new digital services division, Andrew has been instrumental in spearheading new business lines and initiatives that will transform our organization and lead the communities we serve into the future. From the entire Associa family, congratulations on your nomination for Dallas CIO of the Year®, Andrew!

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HEALTHCARE FINALISTS

Hospitals and healthcare organizations

MATTHEW CHAMBERS

CIO — Baylor Scott & White Health

Matthew Chambers is responsible for designing and deploying the next generation of clinical architecture to enable BSWH to meet the triple aim of increased access, lower per-capita costs and improved population health.

SUCCESS STORY

"The most impactful success we've had for the organization is the implementing a single, integrated electronic health record system. Since 2013, 500-plus clinics and 40-plus hospitals have experienced greatly improved clinical outcomes, provider productivity, revenue collection and streamlined workflows due to this project. Achieving Stage 7 of the HIMSS Adoption Model, placing us in the top 4% of facilities nationwide is icing on the cake."



LESLIE (LES) A. CLONCH JR.

VP & CIO — Scottish Rite Hospital for Children

Leslie (Les) A. Clonch Jr. is leading the organization's effort to increase its use of electronic health records to improve patient treatment and better measure the quality, value and outcome of patient care.

SUCCESS STORY

"The greatest experience and reward has been the opportunity to develop and guide a highly cohesive, capable and responsive IT organization comprised of colleagues with diverse backgrounds, skills and experiences, and work alongside them to successfully deliver the technologies and services that strengthen our mission of giving children back their childhood."



GEORGE S. CONKLIN

SVP for Information Management — CHRISTUS Health

George S. Conklin is responsible for the delivery of information management and communications systems across four states, two countries and more than 300 locations.

SUCCESS STORY

"The development of a sustainable IT architecture that morphs easily as we continue to develop as an organization. This development occurs at the same time we absorb a smaller proportion of revenues. Cost and value are successfully and positively balanced. This success comes because of the very capable and intelligent group of people with whom I work."



JOHN RAGSDALE

CIO; EyeCare Services Partners

John Ragsdale has 24-plus years of experience providing technology leadership, vision, strategic planning and large-scale project experience for global, world-class organizations.

SUCCESS STORY

"Today each eye care practice has different EMRs, networks, emails and hardware. While the new infrastructure is being built now, my greatest accomplishment has been standing up the ESPmyServiceDesk as superior customer service is core to IT. With no central service desk and no ticketing system for the 60-plus sites/1100 users, in Feb. 2018 we stood up the 8-team model. To service the now 100-plus sites/1700 users, we answer the phone in 45 seconds and resolve tickets on the first call 85% of the time – that's an 80% service improvement!"



JAMES ZOCCOLI

EVP and CIO — Addus Homecare

James Zoccoli brings more than 30 years of leadership experience in IT and operations across multiple sectors of health care companies including homecare, hospice, and pharmaceuticals.

SUCCESS STORY

"When I arrived, the company was struggling to keep their costs in line and maintain their long history of impeccable care. This had a tremendous impact on Addus' market capitalization. Through the strategic implementation of technology and process, Addus' value has increased \$800 million in three years."





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	NOMINATIONS OPEN	CIO OF THE YEAR ORBIE AWARDS
ALABAMACIO	October 2018	May 2019
BAYAREACIO	March 2019	September 2019
BOSTONCIO	November 2018	June 2019
CAPITALCIO	June 2019	December 2019
CHARLOTTECIO	February 2019	September 2019
CHICAGOCIO	November 2018	May 2019
DALLASCIO	August 2018	February 2019
GEORGIACIO	April 2019	November 2019
HOUSTONCIO	September 2018	March 2019
NEWYORKCIO	May 2019	November 2019
PHILLYCIO	April 2019	October 2019
TWINCITIESCIO	October 2018	April 2019



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To nominate a deserving CIO, contact Cameron Tapley (cameront@inspirecio.com). For sponsorship opportunities, contact Bradley Hutson (bradleyh@inspirecio.com).

NONPROFIT FINALISTS

Government, education & not-for-profit organizations

NICOLE FONTAYNE-BÁRDOWELL

EVP & Chief Administrative Officer — DART

Nicole Fontayne-Bárdowell (EVP & Chief Administrative Officer; DART) has led the way in expanding the use of technology to enhance the customer experience and increase efficiency at DART. She joined DART with more than 17 years of experience as a CIO.

SUCCESS STORY

"Success is enabling DART to transform from a single provider model to the Mobility as a Service broker for the region through digital technologies in partnership with the CFO. It is multi-dimensional: providing the digital fare payment platform which enables riders to plan trips, pay fares, ride on DART and other modes through their entire journey."



LEISHA MEINE

CTO — City of Irving

Leisha Meine leads the management and oversight of most IT functions. Her background and professional credentials span more than 33 years of municipal and private sector experience.

SUCCESS STORY

Leisha has been an active member in the Texas Association of Government IT Managers since 2011. She periodically serves on various committees, recently as chair for the TAGITM Communications committee during the 2017-2018 year.



CHRIS NCHOPA-AYAFOR

CIO — Tarrant County

Chris Nchopa-Ayafor, as the county government's top technology executive, provides comprehensive strategic and tactical direction to enterprise IT directors, managers and 200-plus employees.

SUCCESS STORY

"The transformation and optimization of the Tarrant County Information Technology Department and unlocking the great potential of my staff. This was accomplished through restructuring to build managerial, technical and individual contributor career paths along with creating employee development plans and training focused around core, context and soft skills."



JIM WATKINS

CTO — VolunteerNow

Jim Watkins is currently involved in his 4th revolution of his professional career. Watkins retired from TI after 30 years in 2012, and in 2014 he joined VolunteerNow to lead the IT department.

SUCCESS STORY

"In 2017, VOLY.org mobilized over 135,000 volunteers who gave 1.5 million hours to over 3,000 nonprofit entities which drives a \$37 million dollar impact to our city. We have now licensed the software to 12 school districts, 2 municipalities and 3 volunteer centers across the United States. As of the end of November 2018, we have had over 200,000 people create an account in VOLY.org."



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ORBIE
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