

ARIZONA CIO OF THE YEAR
ORBIE
AWARDS

The 2021 Arizona CIO of the Year® ORBIE® Awards program honors chief information officers who have demonstrated excellence in technology leadership. Winners in the Global, Large Enterprise, Enterprise, Corporate & Nonprofit, Public Sector and Education categories will be announced on **April 23** at the virtual CIO ORBIE Awards.



KEYNOTE SPEAKER

Experienced CIO and management consultant James Dallas offers his advice and best practices for CIOs whose jobs are changing amid these challenging times.

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James Dallas

CHAIR LETTER

The CIO of PetSmart applauds the efforts of Arizona CIOs in how they pivoted to meet the new work-from-home era.

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LEADERSHIP AWARD

Meet Deanna Wise, who moved up quickly in the ranks of several firms before joining Banner Health as CIO.

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CONGRATULATIONS 2021 ARIZONA CIO AWARDS NOMINEES

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Valleywise Health

DAVID THOMPSON
American Express Global Business Travel

JIM UPCHURCH
P.F. Chang's Chinese Bistro

LAURA WALSH
Carlisle Companies

DORIEN WEIJTS
Blue Yonder

STEVE WEST
Arizona Department of Transportation

ROBERT WILLIAMS
Microchip Technology

EDWARD WINFIELD
Maricopa County

CHRIS YEAROUT
Meritage Homes

BLAINE YOUNG
Tucson Unified School District

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ARIZONA CIO

2021 CIO OF THE YEAR

LETTER FROM THE CHAIR

Pandemic elevates CIOs' strategic role in 2021

Since March 2020, chief information officers everywhere have supported the largest work-from-home experiment in the history of the world. Thanks to these innovative technology leaders, most organizations have managed to continue operating through this pandemic disruption.

Technology has enabled our new virtual lives; provided access to entertainment, food, and products delivered to our homes; and connected us with colleagues, friends and loved ones. Technology has helped us adapt, adjust, and survive our new abnormal. Without the leadership, planning, and foresight of CIOs, conducting business would be impossible under these circumstances.

ArizonaCIO brings together leading CIOs of Phoenix's largest organizations to help CIOs maximize their leadership effectiveness, create value, reduce risk and share success. Through member-led, noncommercial programs, CIOs build meaningful professional relation-



Mike Goodwin is chief information officer of PetSmart

ships with colleagues facing similar challenges, solving problems and avoiding pitfalls.

Throughout this crisis, ArizonaCIO members have collaborated locally and nationally with CIOs from across

industries. In any gathering of CIOs, the answer is in the room. The challenge one CIO is facing has likely been solved by another CIO. What was their experience? What did they learn? What would they do differently? How could other CIOs benefit from sharing their experiences?

There is no textbook for how to be a great CIO. The best way to sharpen your leadership acumen is to join a peer leadership network with other leaders working on solving similar challenges. The industries and size may be different, but winning approaches to effective leadership and problem solving are transferable. 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 20 years, InspireCIO has been inspiring CIO success through the annual CIO of the Year ORBIE Awards – but this is just the tip of the iceberg. By joining

ArizonaCIO, technology executives take their leadership to the next level through year-round, member-led programs and interaction. The power of CIOs working together – across public and private business, government, education, health care and nonprofit organizations – creates enormous value for everyone.

Together, we are transforming our organizations with technology and enriching our region and our world. On behalf of ArizonaCIO, congratulations to the nominees and finalists on their accomplishments and thank you to the sponsors, underwriters and staff who make the ORBIE Awards possible.

Sincerely,

Mike Goodwin
2021 Chair, ArizonaCIO
SVP & CIO – PetSmart

Advancing Healthcare Technology With Integrity

Congratulations to Kelly Summers, CIO of Valleywise Health on being a finalist in the Annual CIO Awards!

Valleywise Health is proud to announce that our Chief Information Officer, Kelly Summers, has been nominated as an Enterprise finalist for Arizona's CIO of the Year ORBIE Awards!

Nominees were selected based on admirable qualities like innovation, leadership, business value creation and community involvement — all of which Kelly Summers exemplifies on a daily basis.

Kelly, your Valleywise Health family appreciates all your efforts to keep us on the cutting edge of IT within the healthcare sector. We look forward to watching you continue to lead Maricopa County's public health programs toward technological excellence in the years to come.

Visit valleywisehealth.org for more information about Valleywise Health and learn more about Kelly's award at orbie.org/awards/arizona/2021.



LEADERSHIP AWARD

Passion for health care led Deanna Wise to role driving change, efficiencies in complex system

Banner Health's CIO has open-door policy for colleagues

BY SARA EDWARDS | CONTRIBUTING WRITER

Banner Health CIO Deanna Wise started her career in life insurance, but quickly found that she was more passionate about the health care industry and wanted to work with clinicians.

Before becoming a CIO herself, Wise also worked in programming and developing for a company in Indiana that had a CIO who was going retire, which piqued her interest in pursuing this kind of career. She soon packed her bags and moved to Arizona after landing her first CIO job with the Maricopa Integrated Health System.

"One of the best things someone ever said to me was that sometimes we're nervous that we think we're not ready for that next step," she said. "The Maricopa Integrated Health System didn't have a CIO at the time, so I had the opportunity to sit with the team and other executives and understand where we were going as a company."

She quickly moved up in the ranks, working with other health care providers like Vanguard Health Systems and Abrazo Health Care. Prior to her CIO position at Banner, Wise was at Dignity

"Health care was something I was really passionate about and I could relate to it because we all leverage in health care."

Health where she served as CIO for seven years and played a key role in Dignity Health's Horizon 2020 goal of competing in a reformed health care system to include clinical IT.

"Health care was something I was really passionate about and I could relate to it because we all leverage in health care," Wise said. "Banner is a wonderful organization with the vast majority of our facilities located here in the Phoenix market."

Wise was recently chosen by her peers this year to receive the Leadership Award from ArizonaCIO ORBIE Awards.

"It's about showing our success and recognition especially in a year where it was challenging for all of us," Wise said. "It was hard in every single industry and we were all pushed to work from home. So, to have my peers recognize me at this time is really amazing, but it's also really recognizing my team."

Wise said anyone looking to become a CIO should understand all key areas of the business and the technology available to help it become successful. Wise has a computer science degree and is a project management professional certi-

fied member of the Professional Management Institute.

Wise prides herself on always having an open-door policy and being available to those who need her. She said she loves the people aspect of her job and helping people grow themselves and their careers.

"We all have a reason that motivates us, and for me it is seeing people around me excel and realizing how far they can go," she said. "I want to keep mentoring people to be that CIO, whether it's here or at another organization, I want to help people grow."

One of Wise's goals as a CIO for 2021 is to make health care more accessible to patients.

"My passion and goal for my role as the CIO is 'How can I make Banner the easiest place to have your health care done and get your results back the quickest?'" she said. "Today you can select an airline you want to fly on and decide whether you want to fly a one-stop or direct flight at a certain time, so when we're scheduling health appointments for ourselves, it should be that easy."

Banner Health CIO Deanna Wise is the Leadership award recipient in the 2021 ArizonaCIO ORBIE Awards.

2021 CIO OF THE YEAR

KEYNOTE SPEAKER

‘Adept at managing risk’

James Dallas says CIOs have to stay ahead of ‘threat landscape’

BY NANCY SHENKER | CONTRIBUTING WRITER

As president of James Dallas & Associates, James Dallas consults with and speaks to companies and organizations about managing change and executive leadership development in a digital world.

An accomplished senior executive with extensive experience as an agent of change in large domestic and international companies, he successfully implemented more than 10 transformations and turnarounds, 30 acquisition integrations, five operations/quality shared services centers of excellence and three innovation centers.

James has over 30 years of experience in general management/business operations roles as well as chief information officer positions at companies including Medtronic Inc. and Georgia-Pacific.

He serves on the boards of for-profit and nonprofit organizations. He has written a book titled “Mastering the Art of Change: Overcome The Obstacles, Inspire The People, and Succeed Where Others Fail” and has been featured in Fortune.com.

Because of this vast leadership experience, James Dallas was selected as the ArizonaCIO of the Year ORBIE Awards keynote speaker.

He spoke to the Business Journal to provide a few of his insights into the future of the CIO role.

This Q&A was edited for style, clarity and brevity.

How is the CIO role evolving? The CIO used to just be a professional who managed technology. The new CIO needs to be adept at managing risk – strategic and competitive risk, reputation risk and cyber-risk. Cyber-risk can also impact a company’s reputation.

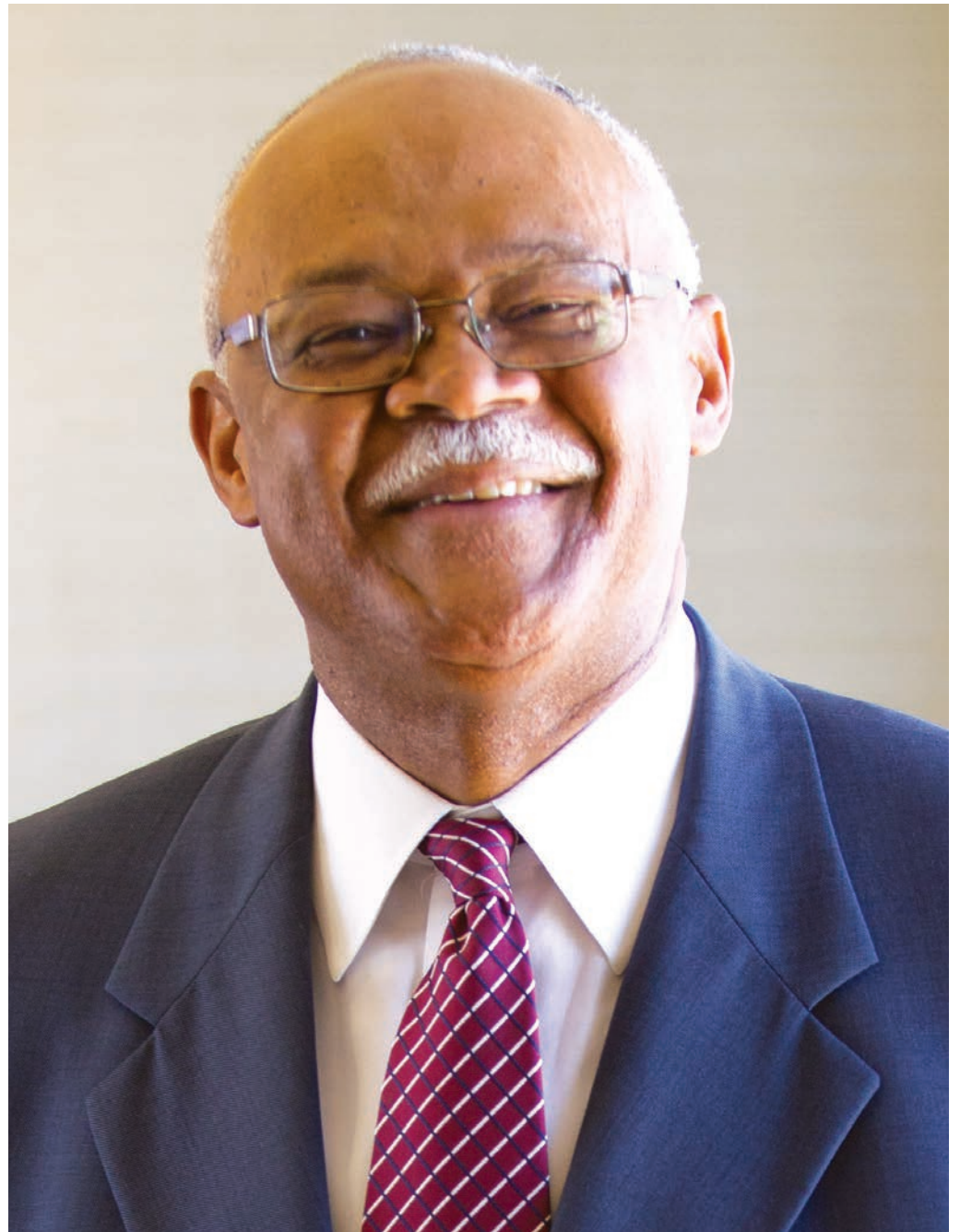
How has Covid-19 changed the CIO’s role? The increased dependence on technology and digital media has increased the above risks. The “threat landscape” is broader and more complex than ever.

What should a CEO look for in a CIO today? Today’s CIO must possess, clarity of vision, the ability to make no-regret decisions in the face of uncertainty, and great people and leadership skills and the ability to build a world-class team.

How does this CIO collaborate within an organization? They understand what the

“Keep it simple. Diversity and inclusion are especially relevant. Management must not only embrace it but find mentors who believe in it and champion change.”

James Dallas is president of James Dallas & Associates and the keynote speaker at the 2021 ArizonaCIO of the Year ORBIE Awards.



JAMES DALLAS & ASSOCIATES

CEO’s and peers’ priorities are and deliver solutions that meet them, turning common sense into common practice. Keep it simple. Diversity and inclusion are especially relevant. Management must not only embrace it but find mentors who believe in it and champion change.

What are some of the key trends in technology innovation? Robotics, machine learning and AI, as well as AR and VR (so that people don’t need to physically travel) will all evolve.

Why is Phoenix a good market for technology? The entire business community realizes how important technology is to future growth. Arizona has a great educational system and source of talent. Of course, the lifestyle is amazing.

What lessons have you learned that can help inspire Phoenix CIOs in 2021? Play big. Develop partnerships with people who can help you grow your business. Be the bridge to get people to cross from the present into the future.

CONGRATULATIONS!

Jamie Smith
CIO, University of Phoenix



Arizona CIO of the Year Finalist!



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Barry Brummund
Chief Information Officer
The University of Arizona



University IT Services congratulates Barry and all the 2021 CIO award nominees. We also want to celebrate IT staff throughout the state for their work, creativity, and collaboration in advancing IT in Arizona this year.

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2021 CIO OF THE YEAR

GLOBAL FINALISTS

Multinational organizations with over \$2 billion annual revenue



SCOTT HICAR

SVP & CIO,
Benchmark Electronics

Hicar has more than 25 years of technology leadership experience. Prior to Benchmark, he was CIO for TwentyEighty, senior vice president and CIO for DigitalGlobe, senior vice president and CIO for Solectron, and vice president and CIO for Maxtor Corp. Hicar was also a SAP Supply Chain process specialist with Price Waterhouse consulting.

SUCCESS STORY:

"Benchmark's continued drive to build trusted partnerships with our customers and deliver daily value through our engineering, supply chain and manufacturing services is an incredible journey that my team and I are proud to be supporting. We continue to modernize, upgrade and invest in our people and supporting technologies to help us exceed our customers' expectations."



KEVIN HASKEW

SVP & CIO,
ON Semiconductor

At ON Semiconductor, Haskew is responsible for the company's worldwide IT systems. He has also been vice president and CIO for Bioment as well as vice president and CIO at ArivnMeritor. Additionally, he held various IT positions within Allied Signal, Inc. (which later became Honeywell). Mr. Haskew currently sits on the board of Desert Financial Credit Union.

SUCCESS STORY:

"The company has recognized that IT enables the business to perform daily while transforming all within a protected safe and secure environment, maybe we did not understand how critical until the Covid-19 pandemic. Given that we are a global design and manufacturing company with presence in China, from February 2020 it was critical to move quickly to ensure that remote working was both available and effective. There are many success stories best summed up by a message from the CEO to the global workforce and social media thanking IT for keeping everyone connected, functioning and improving. IT is the enabler."



JEFF SHUMWAY

Global CIO,
Insight Enterprises

Shumway has held that role since May 2019 but has been with the organization since 2005, starting as a systems business analyst and progressing to director and to vice president positions. Before that he worked at Belden Communications and was a Phoenix Police Department officer. He also volunteers for New Pathways for Youth, an organization that helps at-risk youth.

SUCCESS STORY:

"Every company had their hands full when Covid-19 struck. At Insight, the task was even more daunting for Shumway, who had to enable 12,000 teammates to work remotely overnight. His team was concurrently delivering two organization-transforming projects: integrating nearly 4,000 new teammates globally and approximately 35,000 clients from Insight's largest acquisition (PCM Inc.) only months earlier, and delivering a multi-year project that will allow Insight to modernize and unify all its IT systems globally. His team conquered it all, keeping the business running, helping new teammates feel welcome, and delivering a consistent digital experience for clients."



ALEJANDRO MAYORAL

SVP & CIO,
StandardAero

Mayoral joined the company in April 2018 after having previously served as chief information officer and information technology director for various GE Aviation organizations. During his 20-year career, he has also served as lead technologist for Hewlett-Packard and global product manager for Procter and Gamble.

SUCCESS STORY:

"Mayoral is considered a thought leader in the industry. He joined StandardAero after a successful career in information technology and is currently driving the digital strategy for one of the largest independent aerospace maintenance repair and overhaul (MRO) companies in the world. Most recently, the IT team delivered optimized applications and technology infrastructure capabilities to successfully add new business volume and integrate corporate acquisitions. Under his leadership, the team went through a transformation to become a contemporary organization focused on the business goals and accelerating strong results."



DAVID THOMPSON

EVP & CTO,
American Express Global Business Travel

Thompson has more than 25 years of experience in his field. He was previously CTO and executive vice president of global operations at Western Union. He has also held chief technology and information officer positions at Symantec, Oracle and PeopleSoft. He also currently sits on the board of directors for CoreSite Realty Corp.

SUCCESS STORY:

"My greatest accomplishment is leading the OneGBT Platform initiative, our global travel management and booking platform. OneGBT has delivered meaningful transformation by consolidating our application portfolio by 70%, migrating to hybrid cloud infrastructure, and reducing application support costs by 64%. Our customer NPS has improved by 29 points by delivering new revenue-generating capabilities and innovative mobile application delivery. Our unique platform allows a consistent service delivery model across 130 countries and supporting 27 languages. Clients and prospects have noted a clear competitive advantage."



UMESH MANATHKAR

VP & CIO,
Amkor Technology

Manathkar joined Amkor in January 2015 as global CIO. Prior to that, Umesh held CIO positions at Cree and Silicon Laboratories. He previously worked in various successively expanding roles at Motorola and Freescale Semiconductor in business and operations planning areas for 10 years. He has also published a book on IT management, "Perfect Imbalance," which was published in 2019.

SUCCESS STORY:

"As a three-time CIO of public companies, Manathkar is the author of IT management book, "Perfect Imbalance: The Key to Business-Centric IT". This book encompasses his learnings over 18 years for what sets successful CIOs from the rest. He developed a unique framework that can be used by any CIO to deliver sound business results consistently. That framework articulates the art of managing the, "Business Value + Risk + Cost" in a unique way. Manathkar used this very framework to deliver sound results at all the three firms he worked at in the past."



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2021 CIO OF THE YEAR

LARGE ENTERPRISE FINALISTS

Organizations with over \$2 billion annual revenue



IMRAN KAZI

VP, Technology Services
Carvana

Kazi has more than 20 years of experience in the IT industry. He joined Carvana five years ago, built the IT organization from the ground up and enabled the company for its IPO in 2017. Before joining Carvana, he was head of information technology at Bill.com, a financial software-as-a-service company.

SUCCESS STORY:

"When I joined Carvana in 2016, we were a small tech startup, but the founders had a mission to change the way people buy cars and revolutionize the used-car industry. My goal was to build an IT organization from ground up with a focus on customer-centric culture and implement core solutions to support our hyper-growth and help us go public. From a few hundred employees back in 2016, today our IT infrastructure is supporting over 10,000 employees across 150 locations and serving customers in 272 markets. This incredible achievement couldn't have been done without my team's dedication and hard work."



CHRIS YEAROUT

SVP & CIO,
Meritage Homes

Chris Yearout has over 30 years of experience with organizations varying from global conglomerates and private equity-held companies. In 2019, he was appointed CIO of Meritage Homes after working at Starwood Hotels & Resorts as vice president of global enterprise systems. Before that he was senior vice president and CIO for Rural/Metro Corp. Previously, he worked with General Electric for over 13 years in various technology leadership roles.

SUCCESS STORY:

"Arriving at Meritage Homes, I focused on strengthening the IT team by building trust within the team, empowering the individual, and fostering a culture of value creation. It took well into 2020 to instill these concepts but by the end of the year the team was recognized as a business partner operating at a high level and delivering business value. Despite the challenges of Covid, the team implemented an automated accounts payable platform, re-platformed the CRM to streamline the sales process and deployed a new website dedicated to our existing homeowners."



ANTHONY BOBOS

EVP & CIO,
Vitalant

While Bobos joined Vitalant in June 2017, he has 30 years of experience in information technology as well as a background in leadership. Before Vitalant, he was chief information and security officer for Aurora Diagnostics, and before that he served in various leadership roles for BloodCenter of Wisconsin, including chief technology officer, as well as leadership roles at Click Commerce, Tribune Media Company and System Software Associates.

SUCCESS STORY:

"It is truly rewarding to be a part of a collaborative industry that offers global ties to saving lives. One technology conduit used internationally is our vendor's ERP blood manufacturing application with presence in 65 countries. Vitalant became the visionary partner to develop a suite of 'vein-to-vein' application modules to support an architecture for the next wave of digital and emerging technologies. I am fortunate to have the opportunity to be a change agent in the health care field. This digital transformation journey effort now provides blood centers worldwide a more robust platform to automate their blood supply chain process."



GARY DESAI

CIO,
Discount Tire

Gary Desai came to Discount Tire as CIO with more than 25 years of information technology leadership experience, 20 of those years in the automotive space. He came to his current position after serving as senior vice president and CIO for Icahn Automotive Group, which has holdings in PepBoys, AutoPlus, Federal Mogul, Hertz and Lyft.

SUCCESS STORY:

"Company has experienced operational instability and three CIO turnovers in last six years leading to low IT employee morale and misalignment with business. Most critically the point of sale system has limited the revenue growth of the company. My greatest accomplishment has been to provide stability to the system by moving it to an external cloud-based provider, while designing a new cloud native, API-based state of the art POS system. Built a strong portfolio management practice in partnership with business executives and a high-virtual touch engagement model with IT employees to increase the morale and productivity."



ED OBUCHOWSKI

EVP & CTO,
Advisor Group

Obuchowski previously worked at Charles Schwab in three successive senior vice president roles — first over investor services technology, then over technology infrastructure services and then over advisor services technology solutions. In 1998 he joined CyberCorp, which was renamed CyberTrader and in 2000 was acquired by Charles Schwab. He eventually joined Schwab Technology Services as vice president of global market data solutions.

SUCCESS STORY:

"Advisor Group has excelled in a number of areas over the last few years. I remain honored, humbled, and proud to be a part of the collective success. However, the accomplishment I am most personally pleased with is the team we were able to assemble over the course of an 18-month period. I have never worked with a more dedicated, capable, and professional group of leaders. A group of this caliber is frankly incapable of failure. They are why I love my role and the reason I 'virtually' come to work every day."



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2021 CIO OF THE YEAR

ENTERPRISE FINALISTS

Organizations with over \$500 million annual revenue



DORIEN WEIJTS

SVP & CIO,
Blue Yonder

At Blue Yonder, Weijs is responsible for IT operations, application development, network, infrastructure and telecommunications. She leads the global IT team to address the dynamic change in areas such as SaaS and Digital transformation, AI and ML. Before joining Blue Yonder, Weijs worked for ASML Semiconductor, Hertz and InterContinental in the UK

SUCCESS STORY:

“One of my greatest accomplishments is hiring talent that embodies Blue Yonder’s core values: results, teamwork, relentless and empathy. This created a grown mindset culture in IT and enabled us to accelerate the company’s digital transformation. During the Covid-19 pandemic, the team’s empathy truly inspired me as they helped our 5,500 associates transition to work from home and also assisted the business teams to provide services and support to our more than 3,000 customers. These core values inspire the team to work relentlessly towards our common goal — delivering results and fulfilling the potential of Blue Yonder associates and customers.”



JEFF SEMONOVICH

CIO,
Western Alliance Bank

Semonovich joined Western Alliance in 2019 and as a member of the executive leadership team is responsible for the enterprise IT vision, strategy, and execution for the bank. He has over 30 years of experience developing and executing technology and operational strategies supporting business growth objectives within financial services and insurance sectors.

SUCCESS STORY:

“It is often said ‘culture trumps strategy.’ Effective execution and delivering differentiated value rely on a high-performing culture. Our focus on our people and transforming our culture have been the catalyst for delivering innovative solutions enabling the continued growth of Western Alliance. Our culture is rooted in our values of integrity, creativity, teamwork, passion and excellence. Together our culture and values empower our people to make difficult decisions, act quickly and think creatively. In turn, the IT workplace is a place where people feel fulfilled, challenged, able to learn and grow, and are recognized and rewarded for exceptional performance.”



BRIAN KIRKLAND

CTO,
Choice Hotels International

Kirkland oversees the company’s IT organization, and is responsible for leading overall IT strategy, infrastructure, development, all aligning with Choice’s business objectives. Kirkland joined Choice Hotels in 2015, where he led engineering development and operations at the company’s headquarters. Prior to joining Choice Hotels, Kirkland held key leadership positions at GoDaddy.

SUCCESS STORY:

“My greatest success has been leading the implementation of choiceEDGE, the company’s cloud-based global reservation system and distribution platform which connects over 200 million people to Choice’s portfolio of nearly 600,000 hotel rooms. Choice became the first major hotel company to replace their CRS in over 30 years, and the first to build a GRS purpose-built for the cloud. choiceEDGE went live with zero downtime for over 7,100 hotels. I’m proud to lead such a driven team that positioned us to not only outperform the industry during the pandemic, but also deliver on guest expectations and support our franchisees.”



CHARLES INGRAM

CIO,
Meta Financial Services

Prior to joining MetaBank, Ingram served as CPO at Nextiva, vice president of IT at PetSmart and led technology innovation and enterprise architecture at Yum Brands. Previously, he also worked at Pfizer Pharmaceuticals and Wachovia Bank.

SUCCESS STORY:

“In my tenure, my most significant accomplishment is creating trusting relationships across IT, our business lines, and the board of directors. That has enabled the IT organization to partner more effectively to enable significant new revenue opportunities and influence outcomes not traditionally possible at MetaBank with IT’s legacy stature as a utility player. This has been unusually challenging as I joined MetaBank just as Covid-19 forced the company to remote work and have only met three people in IT and less than 15 people across the organization in person to date. Earning trust virtually is an awesome opportunity.”



KELLY SUMMERS

SVP & CIO,
Valleywise Health

Kelly Summers joined Valleywise Health in 2013 bringing more than 20 years of transformational health care-related IT leadership experience and a track record of producing innovative technology solutions and capabilities. Before joining Valleywise Health, Summers worked for Mediscan and St. Jude Medical. Summers began his career as a software engineer on a USAF highly classified program.

SUCCESS STORY:

“Leading the Valleywise Health IT organization during the Covid-19 pandemic has been some of the most rewarding work of my career. In the last year, my team has transitioned and technically migrated 15% of Valleywise Health’s workforce to a work-from-home configuration. This included Patient Access Centers (call centers), IT teams, administrative teams, etc. This was accomplished in a very short period with zero patient or operational disruption. Additionally, prior to March 2020, Valleywise Health didn’t have an enterprise telehealth solution.”



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2021 CIO OF THE YEAR

CORPORATE FINALISTS

Organizations with up to \$500 million annual revenue



GEORGE LAWLOR

IT director,
Truly Nolen of America Inc.

Lawlor has more than 27 years of information technology experience, most recently serving as director of professional services for Informa Software. After Informa, he started a company focusing on the needs of small business IT customers, along with a consultancy.

SUCCESS STORY:

"The challenges of 2020 and the speed of change required was a testimony to the value IT delivers to each and every company. During these times, we extended the traditional communication layer for voice, video and service specific CRM and other applications to work from home and field-only models. Video was a core requirement, as well as IM/chat, and that allowed us to connect the front and back office. Our traditionally onsite support teams could now embrace WFH, and handle our hundreds of thousands of customers while practicing good Covid safety precautions, without any disruption to service."



HAROLD DIBLER

VP, Technology Management
Best Western Hotels & Resorts

Dibler oversees the technology areas of application development and delivery, enterprise architecture, and infrastructure and operations. He has over 30 years of application development and systems integration experience. Prior to working for Best Western, Dibler held several senior positions in information services, including vice president of MIS and client services for FM Service Corp.

SUCCESS STORY:

"Every year has its challenges, but this year has been exceptionally difficult. The world is dealing with a pandemic, which introduced fears for personal safety and financially devastated several industries, including hospitality and travel. In my role, I have direct responsibility for application development, infrastructure and support of the technology teams. In response to world-wide office closures, our team was able to successfully deploy equipment and provide access to support the needs of over 450 remote workers. This newly remote workforce continued to provide superior customer service to our hotel members, affiliates, franchisees and coworkers without interruption."



MIKE KIRBY

CIO,
Televerde

Kirby oversees global IT organization, including technology strategy, applications, infrastructure, enterprise operations, architecture and program enablement. Prior to joining Televerde, Kirby was the founder and CEO of Telefonix, a company that deploys and runs communications technologies, IT and networks across the United Kingdom. Previously, Kirby held leadership and IT positions at Card Connection and B&Q in the UK.

SUCCESS STORY:

"Our business model skills incarcerated women so they can lead pipeline management for our clients. My greatest accomplishment is the creation of an omnichannel cloud-based Martech stack for these agents while ensuring we comply with the demands of the country and state Department of Corrections. Not only did we complete in two years a full digital transformation of our business (transforming more than 75 technologies), we accomplished it in one of the most constrained IT environments I've ever worked in, ensuring the safety of our agents, compliance with corrections, and that our business is not compromised."



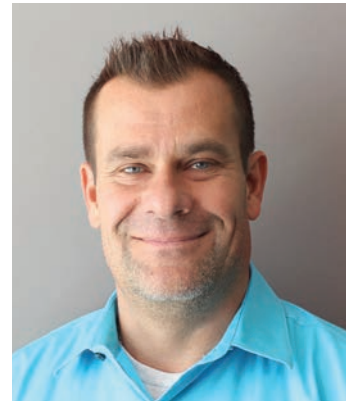
JAMES LOWEY

CIO, Translational Genomics
Research Institute

Lowey provides the strategic vision and leadership for all aspects related to IT at TGen. This includes working with leadership to ensure the right technology is in place at the right time. Lowey joined TGen in 2003 to build large-scale HPC systems to aid bio-medical research scientists. Previously, he worked as a consultant to various Fortune 500 companies.

SUCCESS STORY:

"In order to help scientists evolve the practice of medicine requires a team of top-notch technology experts designing, building and running IT systems that are keeping pace with the rapid progress being made in the field of applied genomics. Assembling and leading this team has been the greatest success that I have achieved in my tenure as CIO at TGen."



GINT GRBAUSKAS

CTO,
Offerpad

Grabauskas has worked in the technology industry for over 25 years in progressively more challenging roles. He has worked across different industries, successfully transforming technology functions into world-class digital enablers, accelerating growth for a myriad of businesses. Previously, he served as vice president of engineering at GoDaddy and senior director of global software development at Savvis.

SUCCESS STORY:

"I am proud of how we navigated this year with grit. There were many challenges as we worked out how to safely help our customers buy and sell homes via digital and 'touch-free' means. We rose to the challenge and continued to build technology, with safety and health top of mind. Whether it is our 24-hour offer promise, or a quick virtual inspection, or a sanitized home tour - our technology has showcased the art of the possible. I am grateful to lead the technology function at Offerpad. It remains a highlight of my career to date."





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2021 CIO OF THE YEAR

PUBLIC SECTOR FINALISTS

State and local governments and other nonprofit organizations



MATTHEW ARVAY

CIO,
City of Phoenix

Arvay manages and oversees the city's Information Technology Services Department, which provides and supports communications, information, and technology solutions to enable city businesses, inform the community, and improve and promote quality of life and public safety. Prior to his current position, Arvay served in executive IT leadership positions for more than 17 years.

SUCCESS STORY:

"Aligning IT with Phoenix's business strategy is imperative. The Coronavirus Relief Fund Strategic Plan allowed us to showcase the strong IT capabilities and skill sets we cultivate. Supporting 1.7 million residents, 14,000-plus employees and modernizing government during a pandemic was challenging, but technologists showed their resiliency and commitment to public service. Teleworking employees demonstrated business continuity by delivering services securely from home. We've enhanced government transparency and participation through virtual public meetings and requests to speak, created new digital services, including an upcoming 311-CRM, expanded public Wi-Fi across the city, and provided tablets with hotspots to students, while addressing the digital divide."



MATT FOWLER

CIO & CISO,
Coconino County

Fowler previously served as deputy CIO/IT director and in other roles with the county. Prior to joining the county, Fowler was the IT Security Manager under the NASA Deep Space Network Operations and Maintenance contract located in Southern California. He is a certified information security manager and a VMware certified professional in data center virtualization.

SUCCESS STORY:

"Understanding the challenges of Coconino County has presented numerous opportunities to improve how we operate and provide services to our customers. As the new CIO, it was critical to listen, ask key questions, and learn what must be prioritized to enhance services. The biggest enterprise weakness was in the area of governance, risk and compliance. IT security is a challenge for every organization and not having skilled workforce, funding, or additional staff, presented a unique obstacle. Fowler credits his team of 26 diverse and talented staff who partnered together mitigating risk and drastically improving the Coconino County security posture."



FEROZ MERCHHIYA

CIO,
City of Glendale

Merchhiya is responsible for the strategic use of technology to improve processes, capture data, deliver insights and enhance services. As the city's chief technologist, Merchhiya leads the implementation of complex technology initiatives. He is on the board of the Association for Executives in Healthcare Information Technology.

SUCCESS STORY:

"In the short time as a CIO besides supporting the monumental effort of moving a mostly tethered workforce to a remote workforce due to the Covid-19 pandemic. Following is a partial list of my accomplishments besides Covid related efforts: Established a new IT governance process; launched SmartGov, a new portal for local businesses; will deliver this year a new CAD/RMS system for the police department; implementation of Enterprise Asset Management (EAM) in the city of Glendale; and delivered an application for sales tax audit and compliance since there are no commercially available solutions."



DAN HUNT

CIO,
Pima County Government

Hunt's responsibilities include helping county officials and departments plan for, budget for, and implement IT projects. Hunt has over 25 years of IT industry experience ranging from working in public K-12 as a hands on technician, to working in the private sector designing, building and supporting enterprise networks and data centers.

SUCCESS STORY:

"My greatest accomplishment has been the implementation of structural changes, procedural modifications and open, honest communications, creating a high-performing organization county leadership and constituent departments trust. We implemented agile fundamentals to shorten delivery cycles and focus on critical deliverables. We created an environment where our team members enjoy coming to work every day and know the work they do truly makes a difference. County leadership now exhibits full trust and confidence in providing the resources needed to deliver appropriate volumes and quality of service. Customer feedback ratings are consistently high. Our staff is extremely proud to work on our team."



TRAVIS CUTRIGHT

CIO,
City of Mesa

Over the last 22 years, Cutright has served in executive roles including CIP, director of information technology, as well as vice president and regional business manager in both the private and public sectors. He has served as the president for NFBPA Central Arizona Chapter for the past three years.

SUCCESS STORY:

"In my current role, my greatest accomplishment is undoubtedly the creation and implementation of our city's Smart City strategic plan. This is significant because it involved engagement from all departments within the organization, the mayor and council, city manager's office, and citizen groups within the city. The city of Mesa is the largest city in the nation that does not have a primary property tax as a source of revenue. This challenges us to continue to look for ways to innovate to improve operational efficiencies in order to free up revenues to expand services."



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STEPHANIE STENGLIN
ASSOCIATE EXECUTIVE DIRECTOR | ARTS+

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2021 CIO OF THE YEAR

EDUCATION FINALISTS

Schools and other higher education organizations



BARRY BRUMMUND

CIO,
University of Arizona

Brummund leads the central IT organization, University Information Technology Services at the University of Arizona. He is responsible for building and implementing a vision that leverages technology as a key driver for the university's instruction, research, service and administrative functions. Brummund has over 20 years of experience consulting with universities across the country. Previously, he worked at the Mosaic Project.

SUCCESS STORY:

"Sometimes you have an opportunity to be part of something that really matters. Being the CIO at the University of Arizona is an opportunity to make a difference in the lives of thousands of graduates every year. Students expect education to be personalized and available anytime, anywhere. IT makes global availability and individualized learning possible. At Arizona, IT has some of the most creative, dedicated, thoughtful and smartest people on the planet. My job is to make IT easy to understand, trusted, and easy to prioritize. IT leaders at multiple levels now have a 'seat at the table'—that's success."



DR. MARK KOAN

Vice Chancellor & CIO,
Maricopa Community College District

Koan is responsible for developing the IT vision and strategy to ensure Maricopa's enterprise systems help improve student outcomes, enhance the student experience, and transform the delivery of services across the district. Before serving as CIO, Koan was the associate vice chancellor leading the district's technology transformation efforts.

SUCCESS STORY:

"Last year, our team led a rapid technology transformation at the enormous scale of Maricopa. Usage of critical systems skyrocketed, but none failed under the staggering new load. We launched a new unified communications platform for more than 300,000 users in just a matter of days. Expanded software licensing arrangements were quickly obtained and implemented to support students and ensure that teaching and learning could continue without disruption during the pandemic. In summary, the nimbleness and innovation exhibited by Maricopa's IT team was remarkable, and I am fortunate to lead such a dedicated and skilled team of IT professionals."



JAMIE SMITH

CIO,
University of Phoenix

Smith is responsible for leading a strong, integrated technology and innovation organization that creates differentiation, drives world-class operational effectiveness and empowers multiple simultaneous strategic business initiatives. Smith's experience in providing technology leadership and innovation spans a variety of industries including financial services, automotive, technology and home services. Previously, Smith was the CIO for ServiceMaster.

SUCCESS STORY:

"Over the last two and a half years the University of Phoenix technology department has completely transformed both how we work and the value delivered to our students. The migration to 100% cloud and scaling of empowered product teams has reduced our annual run rate by over \$60 million while dramatically increasing our ability to launch differentiating digital experiences."



DAVID SANDERS

CTO,
Mesa Public Schools

Sanders has worked more than 23 years in K-12 systems. In his current role, he is responsible for strategic planning and long-term goals for the largest K-12 district in the state. He works to provide technology services, training, support, computing and communication infrastructure, and innovation for a wide range of instructional and administrative programs.

SUCCESS STORY:

"My goal has been to provide equitable technology access for 60,000-plus Mesa Public Schools students. When Covid-19 hit, remote learning became the new reality, and I knew my goal must be attained — quickly. With budget limitations, I led a partnership with the city of Mesa to fund 9,000 elementary student laptops through a \$6.5 million grant. After high demand delayed delivery, my team identified 30,000-plus district devices, which they worked overtime to reimage and safely distribute in under three weeks. In the end, every family who needed a device at 70-plus schools received one."



JOSEPH MILDENHALL

CIO,
Grand Canyon Education

Mildenhall has served as CIO at Grand Canyon Education since 2009, but his career spans more than 40 years. He previously worked at Apollo Education Group Inc., a for-profit, postsecondary education company and the parent company of the University of Phoenix. Mildenhall also directed the design, development and deployment of the University of Phoenix online education environment supporting the rapid growth of the online campus.

SUCCESS STORY:

"Our IT team has been able to deliver the tools and infrastructure to allow GCE and our partner, Grand Canyon University (GCU), to provide an outstanding educational experience to over 110,000 current students. Through new applications, automation, business analytics and artificial intelligence we've helped support the significant growth in the students served at the same time keeping the cost of the services we provide low so GCU could achieve 13 consecutive years without a tuition increase on its traditional campus and maintain very low increases for its online students."

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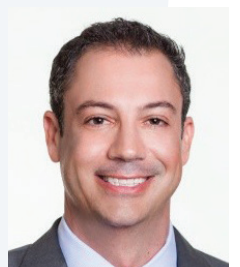
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