

AUSTIN
BUSINESS JOURNAL



The annual Central Texas 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, Large Corporate, & Corporate categories will be announced September 30 at The JW Marriott Austin.

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KEYNOTE

ORBIE Austin keynote Jed Yueh: Make the time to become product leaders **B4**



LEADERSHIP RECIPIENT

ORBIE Leadership Award: Robert Strickland on the power of technology to connect people **B12**



CONGRATULATIONS 2022 CENTRAL TEXAS CIO ORBIE NOMINEES

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JOHN BIEGEL NI	JORGE DE CARDENAS American Campus Communities	NICK HARNESS Kestra Financial	ROBERT KLEINSCHMIDT AirBorn	JASON RIGGAN USAA	CHANDRA VENKATARAMANI TaskUs
VICTOR BLANCO Aristocrat	AMY DIEHL Netspend	ANDY HARPER Southwest Key Programs	JAY KRISHNAMURTHY Wilsonart Engineered Surfaces	RICK RINEWALT Upland Software	ILYA VERLINSKY TrailStone Group
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2022 CIO OF THE YEAR



FROM THE CHAIR

Technology Leaders are the X-Factor

CentralTexasCIO brings together leading CIOs of Central Texas' largest organizations in order to help them maximize their leadership effectiveness, create value, reduce risk and share successes. Through member-led, non-commercial programs, CIOs build meaningful professional relationships with colleagues facing similar challenges. CentralTexasCIO provides a unique setting for CIO's to interact and to share their approaches to driving business success, solving problems and avoiding pitfalls.

CentralTexasCIO members collaborate locally and nationally with CIOs across industries because, successful CIOs understand the 'superpower' of trusted relationships. In any gathering of CIOs, the answer is in the room. A challenge one CIO is facing has likely been solved by another CIO.

There is no textbook for how to be a great CIO. Collaborating and interacting with other IT leaders who are facing similar challenges is a great way to sharpen skills and build leadership acumen necessary to do this job. The

industries and size may be different, but winning approaches to effective leadership are transferrable. 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 has helped CIOs succeed in today's most challenging C-suite executive role. By joining CentralTexasCIO, 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, healthcare and nonprofit organizations - creates enormous value for everyone.

Together, we are transforming our economy using technology and enriching our region and our world. On behalf of CentralTexasCIO, 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

Steve Mills

2022 Chair, CentralTexasCIO
Global CIO, iHeartMedia

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2022 CIO OF THE YEAR

2022 KEYNOTE

Jed Yueh

Founder & CEO | Delphix



ORBIE Austin keynote Jedidiah Yueh: Make the time to become product leaders

By The Business Journals Content Studio

To drive digital transformation, information technology executives need to transform the way they lead, according to, Jedidiah Yueh, the best-selling author of "Disrupt or Die." His book refutes conventional ideas on innovation with proven frameworks from Silicon Valley.

Prior to writing "Disrupt or Die," Yueh put his frameworks to the test, leading two waves of disruption in data management, first as founding CEO of Avamar, which sold to EMC in 2006, and later as founder of Delphix.

The Central Texas technology community will hear about Yueh's insights when he delivers the keynote address as part of this year's Austin CIO of the Year ORBIE Awards on Sept. 30.

Internet and compound innovation

Two major primitives are shaping the world today: the internet and compound innovation.

The internet provides a zero-friction ability to reach billions of people at the blink of an eye. Applications like WhatsApp and TikTok launched and quickly were able scale to billions of users.

Very few businesses, however, are centered around that core capability of the internet. They use it but aren't really trying to tap into its immense power to reach so many people quickly.

Compound innovation was made possible by the success of free software development models that were popularized by the Linux open source operating system. The launches of Amazon.com and its cloud infrastructure, the Android and iPhone platforms and the Git open source control system allowed developers to share their open source code broadly.



Today, if you want to launch an app, you don't need to have rooms the size of football fields filled with servers and infrastructure to manage that with your own software.

"These are really massive platforms that facilitate innovation at a scale nobody had really thought of before," Yueh said. "Today, if you want to launch an app, you don't need to have rooms the size of football fields filled with servers and infrastructure to manage that with your own software."

That's because tech giants invest in the best technologists who are developing machine learning and deep learning programs and artificial intelligence markup language, which is accessible to anyone as a service in the cloud.

"So, you can take top tech from the top companies and engineers in the world and employ it with whatever idea you have for an application," Yueh said. "It's that combination of taking these building blocks and the zero friction principles of the internet that gives so much power to great product ideas. And most companies, even though they think they're digitally transforming their organizations, they think about applications and products, they are not truly designed around these principles."

So, what does it look like to truly develop applications around these principles?

Two decades ago, of the top five S&P 500 companies, just one — Cisco Systems — was a technology-focused business. Combined, the five were worth \$1.6 trillion. In 2021, all five — Apple, Microsoft, Amazon, Alphabet and Tesla — were technology-focused businesses. Together, they were worth \$10 trillion.

"The tech companies that are truly centered around the internet and its capabilities and are focused on building on all those compound innovations — they've grown massively in revenue scale and market capitalization," Yueh said. "So, something really staggering has occurred over the last decade and it just feels like a natural, normal course of behavior until you

look at the data. These are companies that really take full advantage of the internet. So, more than ever today, you can take an idea and turn it into something massive that's going to change an industry faster than ever before."

Become product leaders

Yueh's advice to technology leaders: become "product leaders." Product leaders must define the application and transformation program that will make a material change on the future of a business or industry.

A product leader is involved in the roles of product manager, chief technology officer and head of user experience design.

Innovators like Steve Jobs, Jeff Bezos, Elon Musk and Mark Zuckerberg all had people in those roles as they grew their companies, yet they actively made decisions in those three categories every day.

"Jeff Bezos was notorious for micromanaging down to the pixel what the Amazon web and mobile apps looked like," Yueh said. "You might think if you're running a large organization, 'I don't have time to pay attention to those details for our applications.' But how can the leaders of most valuable companies in the world have the time and you do not? You have the time. You just have to make it a priority."



**Congratulations to all
of the Nominees!**

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2022 CIO OF THE YEAR

GLOBAL FINALISTS

OVER \$2 BILLION ANNUAL REVENUE & MULTI-NATIONAL OPERATIONS



Tony Bender

SVP & CIO,
Culligan International
Company



Tony Bender is the SVP & CIO, Culligan International Company; CEO & Founder, EBITDA Consulting Partners LLC; and an Operations Advisor with Advent International, one the most successful PE firms in the world. Tony is a serial CIO (6x) with 25+ years of global IT and business transformation experience; and ten years of management consulting experience. Tony has proven ability to transform global organizations, deliver value, and lead across multiple businesses and regions.

SUCCESS STORY

Implemented global IT operating model that includes global IT organization, IT application stack with IFS and Salesforce and implementation of the Culligan Digital Experience Platform (DXP) leveraging Drupal, including e-commerce. Implemented cloud migration to Azure to transition on-premise applications to Azure Cloud. Implemented IoT technology in partnership with product development.



Amy Diehl

Vice President, Information
Technology,
Netspend Corporation /
Global Payments Inc.



Amy Diehl is a Vice President of IT with extensive experience in the payments industries, recently completing 25 years with the Global Payments family of companies. This included her work with TSYS where she was accountable for applications that processed several trillion dollars annually supporting their global issuing business, and merchant business. Recently, Amy moved to the consumer solutions portion of the company, Netspend, Inc. and has enjoyed working with these talented teams.

SUCCESS STORY

A technology success story is the migration of our legacy data warehouse to a more robust, efficient and scalable platform. The technology solution selected was Snowflake, a vendor data cloud product utilizing AWS. The business result is a vastly improved user experience allowing the business to gather insights at lightning fast speed. A different kind of success story but equally important is the intentional efforts from our teams to ensure clear communication, trust and engagement in our ongoing diverse work models. This has enabled us to maintain focus and seamlessly support business needs in our evolving landscape.



Jen Felch

CDO & CIO,
Dell Technologies



As Chief Digital Officer and CIO, Jen Felch drives the strategy, direction and delivery for Dell Digital while leading the transformation and adoption of digital technologies. Jen's position combines the traditional roles and responsibilities of a CIO, along with the emerging role of change agent for digital transformation. She leads the organization in the Dell Digital Way – a simplified and innovative approach to quickly introducing new products and capabilities that provide an unrivaled competitive edge.

SUCCESS STORY

It seems impossible to pinpoint one accomplishment across an entire IT organization. Developer productivity is high, incidents are low, CSAT scores are at record levels, and we are executing so many projects simultaneously. These achievements are credited to having the right people in the right roles, with a structure that fosters collaboration and productivity. The results shine through in our eNPS and other metrics. When you have a group of people that think strategically, lead with empathy, and truly care about their people, success will follow, and that's what I love about the IT organization we have built at Dell.



Jay Krishnamurthy

Global CIO,
Wilsonart Engineered
Surfaces



As Global Chief Information & Digital Officer at Wilsonart Engineered Surfaces, Jay enables the Company continue its transformational journey, gain market share, and build strategic competitive advantage using innovative technologies and providing leadership. Prior to Wilsonart, Jay served as the Chief Information & Technology Officer at J. B. Poindexter & Company (JBPCo.), where he was a member of the parent PE operations staff overseeing, advising, and building shared services for 7 different portfolio companies.

SUCCESS STORY

Overall LEADERSHIP managing Conti Breach crisis, reviving global operations in record time without any material financial, operational, customer, and employee impacts. Per FBI, Negotiators & trusted sources: 1. Wilsonart in the 2% of global companies breached that did not pay ransom (millions of dollars), and resumed operations in record time 2. 'Wilsonart' led globally, while others followed 3. Several companies that paid ransom were attacked again, incurred significant business losses, and/or bankruptcies. Proud of Wilsonart TEAM's display of heroism; Trust in our capabilities & established best-practices; Took a COURAGEOUS stance which paid off, and discovered a new part of myself!

2022 CIO OF THE YEAR

LARGE ENTERPRISE FINALISTS

OVER \$10 BILLION ANNUAL REVENUE



Shivani Agarwal

VP IT Enterprise Services,
McLane Company



Shivani Agarwal is VP of IT Infrastructure, Security, & Services at McLane Company, a supply chain leader owned by Berkshire Hathaway. She is responsible for IT Infrastructure across all McLane distribution centers, data centers, and facilities, InfoSec, enterprise architecture and IT operations & services. She is driving IT transformation through leading-edge practices, architecture principles, and systems that enable McLane's strategy. Shivani joined McLane from LPL Financial (LPLA) where she served as VP, Technology.

SUCCESS STORY

As Head of IT Infrastructure & Enterprise Services at McLane Company, Shivani Agarwal is driving modernization to accelerate McLane's business strategy. At LPL Financial, she led Product and Engineering organizations to build the foundation that gives flexibility for Financial Advisors in serving their clients. At Schwab, she spearheaded the DevOps movement. As CIO of The Knot, she transformed the company to a successful eCommerce business. Shivani has led global organizations at PayPal and Dell. Shivani was the founding board member of Pratham's Austin chapter and has served on boards for African Leadership Bridge, and University of Houston College of Business.



Mary Beth Eckert

SVP, CIO Corporate and
Insurance,
USAA



Mary Beth Eckert is the Senior Vice President and Chief Information Officer for Insurance and Corporate at USAA. Mary Beth brings over 30 years of insurance technology experience and is renowned for her ability to attract, develop and retain high-performing teams that purposefully encourage a corporate culture of diversity and inclusion. Previously, she led the Property and Casualty (P&C) Information Technology group as the Chief Information Officer.

SUCCESS STORY

As the Senior Vice President and CIO for our Insurance and Corporate groups at USAA, Mary Beth has the privilege of leading some of the largest transformations, enabling technologies to bring innovative products, services and engaging digital experiences to our members. Transforming technologies and leading teams to embrace change are two of Mary Beth's greatest accomplishments; getting to do so for an organization focused on facilitating the financial security of the military community makes it even more rewarding. Paramount to her success - building and fostering relationships - is at the core of every good team, product, and service offering.



Anh Selissen

CIO,
Texas Department of
Transportation



Anh Selissen is the Chief Information Officer, at the Texas Department of Transportation. Anh has led enterprise IT systems and staff in both the public and private sectors. Among several professional affiliations, Anh is serving her second year as President of the Texas Association of State Systems for Computing and Communications, and IT Chair of the State Agency Coordinating Council. Most recently Anh served as Deputy CIO at the Texas Comptroller's Office.

SUCCESS STORY

My greatest accomplishment is transforming the customer relationship at TxDOT. ITD was not viewed as an asset to the agency to help implement technology initiatives. Since arriving at TxDOT, I have built trust and respect by building a team that focuses on excellent customer service, collaborates with business customers, and trusted to be an effective partner. I have reorganized the team to implement major technology transformation for TxDOT. I have built a strong team that cares about "doing the right thing and making an impact for the citizens of Texas!" The culture is strong in driving clear and transparent communication.

2022 CIO OF THE YEAR

ENTERPRISE FINALISTS

OVER \$1 BILLION ANNUAL REVENUE



Andy Harper

CIO,
Southwest Key Programs



Andy Harper is the CIO for Southwest Key Programs, a non-profit serving children and families. Andy is responsible for leading IT strategy and execution across the organization and is a perpetually curious problem solver passionate about impacting businesses. Andy has a broad range of experience in building sustainable teams, leveraging technology to solve problems and driving value through partnerships. His leadership style is energetic and motivational and creates a culture of innovation and fun.

SUCCESS STORY

Relationships matter! IT used to take orders from the business, queue them and then work on things that we could solve fast or where we had immediate expertise. We changed our philosophy to work IN the business where they work through our backlog with us and prioritize work. Transparency and effort are collaborative. Our metrics and value prop align with theirs so that we're all talking the same language. IT is part of the business and has a reputation for getting things done. From \$10M projects to smaller requests, we are the place to go when you need things done!



Mike Hernandez

Chief Data Officer,
Texas Mutual Insurance
Company



Mike Hernandez has served as the first ever Chief Data Officer at Texas Mutual Insurance Company since July 2018. Texas Mutual Insurance is the dominant leader in workers compensation insurance in the state of Texas. In this role, Mike has overall responsibility for formulating and implementing the enterprise data strategy including data governance, analytics and data platforms. Mike has more than 30 years of financial, data and technology experience within the financial services industry.

SUCCESS STORY

In just 4 years, we have fundamentally transformed the data and analytics environment, equipping Texas Mutual with state-of-the-art data and analytics technology supported by a team of dedicated professionals that are as good, if not better, than any in the business. We are blessed with business partners who are enthusiastic about the power of data and eager to work with us to help them drive future innovation. I could not be more proud of my team or more excited about the future.



Bill Phillips

EVP & CIO,
University Health



William "Bill" Phillips, Jr. serves as Executive Vice President/Chief Information Officer for University Health in San Antonio, Texas. He provides direction and oversight for the organization's Information Services Division; including cybersecurity, system operations, applications, strategy, planning and integration for University Hospital and the University Health network of outpatient locations across Bexar County. In 2021, he was named Executive of the Year for the Health Care Hero by the San Antonio Business Journal.

SUCCESS STORY

I am privileged to have a job that allows me to use technology to improve the health and wellbeing of patients and support the mission of our organization. The most rewarding aspect of my career was designing and operating the region's largest COVID-19 vaccine center. This was out of character for a CIO to run a clinical operation. The long hours, stressful/emotional work efforts were well worth it. Knowing that we helped save lives and gave individuals peace of mind was rewarding. The overwhelming gratitude that received from people that came from all over the world will never be forgotten.



Baron Unbehagen

CIO,
Encino Energy



Baron Unbehagen is a senior executive with over 25 years of experience in transforming businesses in banking, retail, payments and upstream oil and gas with innovative technology strategies and deployments. Among his many roles, he has served as a CEO and CIO of two privately held companies and a VP and GM of a publicly held company. Baron has deep experience structuring and launching start-up ventures, managing "turn around" situations, and integrating mergers.

SUCCESS STORY

Building a "Native Cloud" application and data architecture as part of a \$2 billion energy start up is the accomplishment I am most proud of in my current role. Founded in 2018, Encino committed to the following IT principles: Cloud First, Data is a strategic asset, Process Automation and Integration. These disciplines make Encino the only 100% cloud operated Oil and Gas producer in North America. This has allowed Encino to focus on enabling digital solutions to improve business processes and unlock the value of clean, accurate data from operations to accounting through real-time data availability and data science.



Denis Zerr

Chief Information &
Technology Officer,
Radiology Partners



Denis Zerr serves as chief information officer for Radiology Partner. Dennis is a transformational and innovative global IT executive with 25 years of unique experience in the highly-regulated healthcare and life sciences industries. He has led technology services and IT for both hyper-growth organizations and large complex companies with more than \$20B in annual revenues with proven success in delivering strategic differentiating capabilities and measurable business outcomes.

SUCCESS STORY

My greatest accomplishment is building a high-performing and engaged IT team at RP that is trusted to deliver RP's technology and innovation strategy. Together, we have created the largest cohesive radiology IT team in the world, growing five-fold in three years. We have built and deployed our core clinical platform to 75 percent of RP's practices in 38 states. This platform enables RP, the largest radiology practice in the U.S., to operate more efficiently and reliably, delivering better care to more patients while continuously innovating with AI solutions. My team, and our mission to transform radiology, inspire me every day.

2022 CIO OF THE YEAR

LARGE CORPORATE FINALISTS

OVER \$400 MILLION ANNUAL REVENUE



Karuna Annavajjala

VP & CIO,
Silicon Labs



Karuna Annavajjala is currently the Chief Information Officer at Silicon Labs with over 20 years of progressive leadership in product/software development, strategic planning, information technology management and process improvement. As CIO, Annavajjala oversees information technology (IT) and Security services for Silicon Labs' global business operations including strategic planning, infrastructure services, business application platforms, cyber security and data privacy, and IT service delivery. Prior to this, Annavajjala served as CIO of Corporate Functions at AIG.

SUCCESS STORY

I am excited to lead technology transformation efforts and enable business growth at Silicon Labs with my IT and Security team. Our key priorities are infrastructure modernization, digital enablement and building advanced security capabilities. Our focus is on supporting product innovation, and scaling and securing the enterprise functions. I am proud of the work we are doing to - build foundational capabilities and align with evolving business needs. While handling the impact of covid, supply constraints and multiple business changes, IT and Security team has stayed focused on delivering business value while taking care of each other.



Brent Lanier

CIO & Managing Director,
Vista Equity Partners



Brent Lanier joined Vista Equity Partners in 2017 and is a Managing Director and Vista's Chief Information Officer. Brent is responsible for overseeing the Information Technology and Security functions for Vista. Prior to joining Vista, Mr. Lanier worked as a Global IT Director for Boston Consulting Group, with technology oversight of the global finance and tax functions. Before his time with Boston Consulting Group, Mr. Lanier worked as Senior Director of Technology at Bain Capital.

SUCCESS STORY

The success of Vista IT is built from a culture of trust and service. As Vista Equity's first CIO, I started with a blank slate and had the opportunity to define, build, and deliver a new IT operating model. We moved quickly and developed an IT services model that abstracted away the technical elements and engaged with the business in terms they could understand. We brought a culture of empathy to the service desk, increased our knowledge and focus on business fundamentals, and developed an engagement cadence that ensured IT would constantly assess our return on technology investments. Today, Vista Equity sees IT as a critical partner as we develop future business strategies.



Arvind Rao

EVP CIO - Consumer
Banking and Private Wealth
Technology,
Texas Capital Bank



Arvind Rao is a highly experienced Technology Executive with keen business acumen who has excelled in multiple roles across different Business and Technology Domains. Arvind is currently responsible for Texas Capital Bank's Digital platforms such as Digital Bank, Onboarding, CRM and Automation as well as banking platforms such as Treasury and Money Movement. Arvind has led large scale initiatives on App Modernization, Legacy Retirements, IT Efficiency improvement, Cloud migrations, API development and Business Transformations.

SUCCESS STORY

My success is my team's success. Yes, we delivered innovative solutions, yes we helped the realization of business strategy through technology etc but the biggest success is the creation of a team of passionate, talented and committed people who are producing more than they thought was possible and having fun in the journey.



Lou Senko

Chief Availability Officer
& SVP
Q2



Lou Senko is the Chief Availability Officer and SVP at Q2. An engineer by trade and coach by passion, building skillful development and IT teams has been a trademark of Lou's career. Lou brings more than 20 years of experience leading architectural design, development, implementation and integration of enterprise-wide solutions to meet global business, financial and market demands to Q2. Previously, Lou served as the director of technology at the Michael & Susan Dell Foundation.

SUCCESS STORY

Q2 has seen spectacular growth over the past nine years - growing revenues from \$44 million to \$580 million, from 1 million online users to 23 million, over 4.5 billion logins and moving \$2 trillion. We have expanded from 240 servers in two data-centers to 12,000 servers and 110,000 containers across 12 distinct hosting environments in a Distributed Cloud with 41 PBs of customer data. Lou was employee #286, the 13th in IT - and now Q2 consists of 2,400 employees globally, with a 400-person Customer Experience team. Lou's team has not only navigated the tremendous pressures of high growth but has also won Q2's Team of the Year award.



Astin Thomas

CDO,
Sunbelt Solomon



Astin Thomas has 15 years of global technology leadership experience and Chief Digital Officer of Sunbelt Solomon, the nation's largest sustainable power & utility distribution equipment service provider. Together with his teams, Astin is responsible for the organization's marketing strategy, branding, and digital business development channel. Additionally, Thomas is responsible for Sunbelt Solomon's information technology strategy, cybersecurity, and manufacturing & field services technology. Thomas is a member of Sunbelt Solomon's executive leadership team.

SUCCESS STORY

"The most significant and recent contribution has been taking over our organization's marketing function. We've recently released a new, commercially focused website and brand to respond to an emerging customer base. Our new site is delivering significant business growth and awareness for our customers. We're using technology built on AI, which helps us better deploy and quantifiably demonstrate the value of our marketing spend. My organization has a competitive advantage by entrusting our digital business to me, its tech leader. These benefits show that IT can and is a driver of business growth."

2022 CIO OF THE YEAR

CORPORATE FINALISTS

UP TO \$400 MILLION ANNUAL REVENUE



Marvin Clark

CIO,
Accruent



Marvin Clark has over 30 years of experience in technology. Currently, Marvin Clark is the CIO for Accruent and responsible for the IT organization. Prior to this role, Marvin Clark was a divisional CIO for LPL Financial where he was responsible for home office technology, managing the PMO, digital operating platform (implementing ML and AI) and back-office technology. Prior to LPL Financial, Marvin Clark was the Divisional Information Officer at Wells Fargo.

SUCCESS STORY

I was asked to design, architect and build our first ever Intelligent Sales Engine. IT conducted research, gathered requirements from our business partners and built a POC in a couple of weeks. We tested the POC with our sales and marketing teams with great success. The team then built the first iteration combining third party company and customer contact data with known profiles where we have the right to win to define our ideal customer profile. The platform was built for all products and went live four months later. Nothing like this exists in the market place.



Andrea Daugherty

Interim CIO,
Dell Medical School & UT
Health Austin at University
of Texas Austin



Andrea Daugherty is the Interim CIO and Director of Enterprise IT Security for Dell Medical School and UT Health Austin at University of Texas Austin. She provides vision and leadership for the strategic development and management of information resources and technology to support Dell Med & UTHA's strategic goals and program priorities. Previously, Andrea served as the Manager of Lab Information Systems for MemorialCare (Fountain Valley) where she led an Enterprise LIS implementation.

SUCCESS STORY

In this role, she has developed and implemented new programs and enterprise strategies for infrastructures, governance, information security, clinical systems and project management as a part of Dell Med's digital transformation. Throughout her career, Andrea has been the first African-American female in every leadership position she's held to date. She credits her success to her intrapreneurial spirit, diverse interests and keen curiosity. Recently Andrea spoke with Becker's Healthcare Podcast team about her transition to her role right before the pandemic, keeping cybersecurity at the forefront, quantum computing and more.



Dawn Gillis

VP of IT & CTO,
Tavistock Freebirds LLC



Dawn is the VP of IT and Chief Technology Officer at Tavistock Freebirds LLC, d.b.a Freebirds World Burrito. Since joining Freebirds, Dawn has created the digital transformation strategy for the company and led the initial programs to redefine the processes and technologies that are used to operate applicant tracking and onboarding, workforce management, third-party marketplace ordering POS commerce. Previously, Dawn headed the Horizon Technology Team as Senior Director of acquisition integration at 7-Eleven.

SUCCESS STORY

Through a digital transformation strategy, I guided a cross-functional group to optimize processes and modernize the systems that support employee hiring, training, time and attendance, workforce management, 4-walls sales, and payment solutions. This effort put in place a network of solution partners whose cloud-based systems with modern day mobility features are integrated mostly through APIs using a single identifier each for loyal guests, employees and our operating locations. By establishing a sprint-based approach, our modern eco-system of technology evolves rapidly and flexes easily to our changing business needs while providing valuable data for decision making.



Joel Kemmerer

CIO,
N-able, Inc.



Joel Kemmerer is Group Vice President and CIO for N-able Inc. In this role he brings his passion for operational excellence by optimizing the business execution that brings N-able closer to its partners and ultimately helps them accelerate time to value. Prior to joining N-able, Joel served at the Vice President of Enterprise Applications at SolarWinds and has held various technology leadership positions in other technology companies, including Advanced Micro Devices (AMD).

SUCCESS STORY

In July 2021, N-able began trading on the NYSE. Previously, N-able was a wholly owned business SolarWinds. We built a new IT organization and executed against an incredibly tight deadline to separate the two companies and to implement the capabilities for N-able to operate as a stand-alone entity. Further complicating the herculean effort, one of the most public security incidents on record, Sunburst, arose mid-project. Beyond meeting an incredibly aggressive timeline, we drove modernization of the IT environment. On-premise workloads were migrated to the cloud, new integrations and financial ecosystem were deployed, and our enterprise security posture was materially enhanced.



Jay Waldo

CIO,
Texas Comptroller of Public
Accounts



Jay Waldo has served in Texas state government since 2000. First at the Department of Agriculture and then the Comptroller of Public Accounts. While at the Comptroller's Office, Jay has enjoyed a variety of roles including overseeing business process improvement for the agency, and then transitioning more and more into technology. Jay is currently the Chief Information Officer at the Texas Comptroller of Public Accounts.

SUCCESS STORY

When first taking the Chief Information Officer role, each area of Information Technology (IT) operated in its own silo; creating friction and added stress when working across teams. Today, all 300+ IT employees understand that their success is only accomplished with the whole team being successful. One of our recently hired managers even said to me, "this is the first place I have ever worked where the Applications and Infrastructure teams truly liked working together." In addition to being a more enjoyable place to work, creating this healthy work environment improved our delivery times and overall customer service.



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CEO & Founder | M37 Ventures

ORBIE Leadership Award: Robert Strickland on the power of technology to connect people

By The Business Journals Content Studio

Robert Strickland graduated from Brandeis University with a degree in mathematics the same year Apple Inc. debuted the first Macintosh personal computer. It was a coincidence a few years later he took a job as a consulting engineer at the emerging industry giant, revealing early in his career the power technology had to connect people.

Originally, in an office setting, these new computers could be used for word processing and to create and edit graphics. Those functionalities became popular with businesses in the creative arts space, but the documents could be shared with co-workers only if they were transferred onto a floppy disk. That's because the computers weren't connected — or, as we say these days, networked.

Before Strickland left Apple for a director of information technology role at Harvard Business School, two developments occurred: The company unveiled a suite of networking protocols called AppleTalk and it launched a colored LaserWriter printer.

"All of a sudden, when you create the ability of these machines to connect with each other, the people who were using them started to interact more as

they got excited about what they could share," Strickland said. "You had a daisy chain of 10 people connected to a laser printer and suddenly they had the ability to become a desktop publishing business."

This theme of connection followed Strickland over the course of his 38-year career. Some of his roles have included C-suite positions at The Weather Channel, EchoStar/Dish Network, T-Mobile and Leap Wireless.

Between corporate engagements, Strickland cultivated an advisory practice with a team of consultants, leading to the establishment of Strickland Consulting. Building on successes with management consulting, digital marketing, business development, mergers and acquisitions (M&A) and board advisory, Strickland and his team launched M37 Ventures.

Strickland recently spoke with the Austin Business Journal about a few key technology topics as part of the 2022 Central Texas CIO of the Year® ORBIE® Awards. He is this year's Leadership Award recipient.

Keeping customers top of mind

While technology has changed rapidly over the past several decades, there still are some tried-and-true concepts Strickland thinks technology leaders should rely on. One is to develop

solutions with the customer user experience in mind, and this includes actually asking them what they want. Keeping customers close also is a good idea during the product testing phase. They can comment on what needs to be fixed, which allows them to feel invested in the process and the outcome of the final solution.

"I see some first-time CIOs who believe what got them to their position is their tech prowess and their business acumen, but you don't see enough people going out and walking in the shoes of the customer," Strickland said. "At T-Mobile we called it WITCE — 'What is the customer experience?' It's important for technology leaders to meet the customer where they are to find out if they are really using our platforms the way we think they are. Go out and talk to your customers and find out what's going on."

Pandemic impact

The pandemic brought IT departments out of the silo. People responsible for technology are not firmly at the strategy table alongside other members of the C-suite. Yet IT serves as the backbone of enterprise resilience as organizations move through this next phase of the health crisis.

"CEOs started to see the value of technology because they had to rely on

it for their own personal productivity," Strickland said. "This led them to start asking questions about the digital journey for the company, employees and customers in a way they never thought of before. They were able to see the amazing journey technology leaders had to take during the pandemic to help businesses continue to operate during unprecedented disruption."

Outside of work

Strickland is proud to use his technology background as part of his personal pursuits. He's a board member at Rady Children's Hospital-San Diego, where he also sits on the technology task force that helped the hospital undergo a digital transition to offer telemedicine services during the pandemic. These services have increased access to more patients who need care.

Strickland also is involved with the global OCEARCH initiative, which catches, tags and releases great white sharks as part of its mission to accelerate the ocean's return to balance and abundance. The organization's research is shared with educational institutions involved in science, technology, engineering and math (STEM) learning and to help scientists collect previously unattainable data in the ocean.

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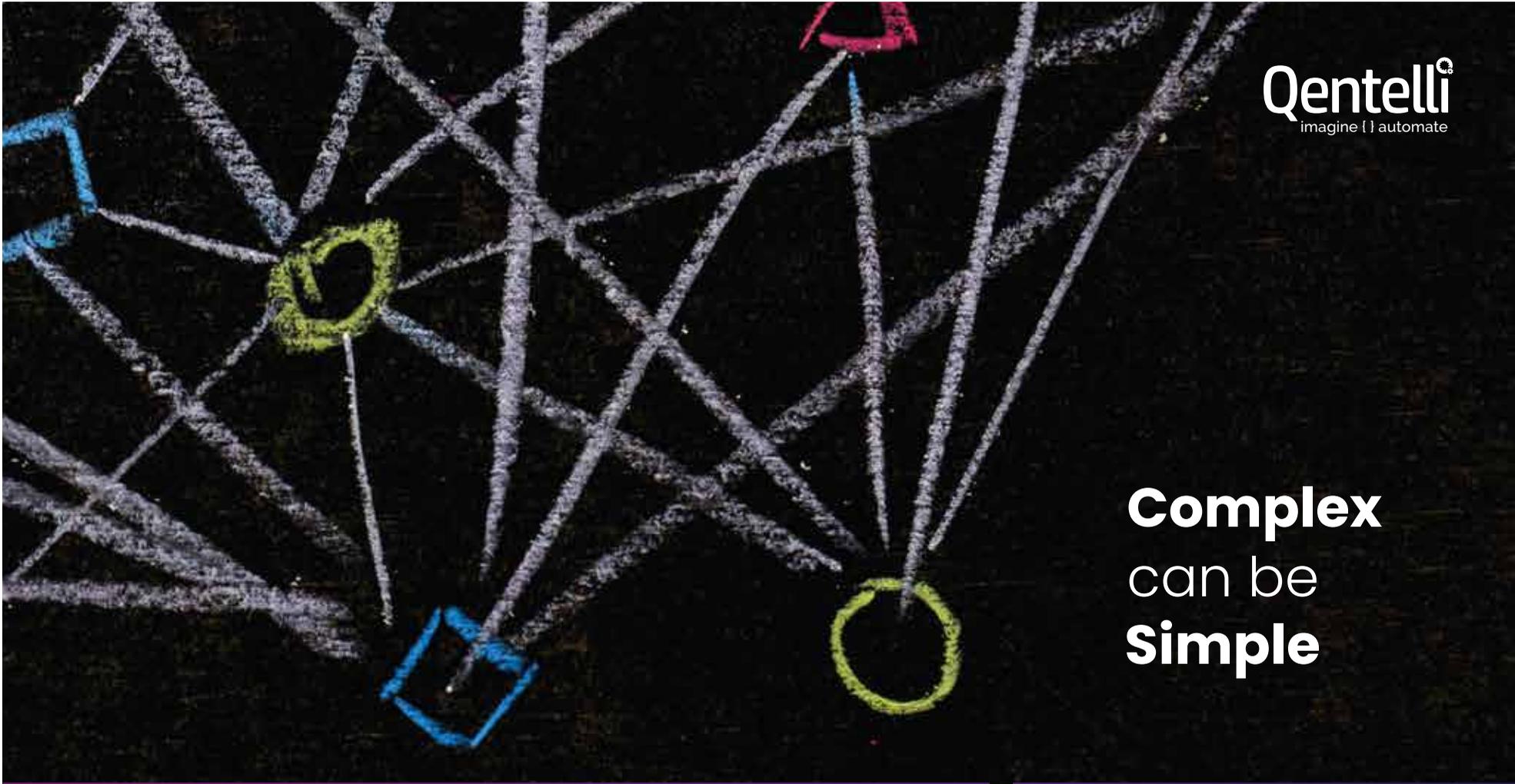
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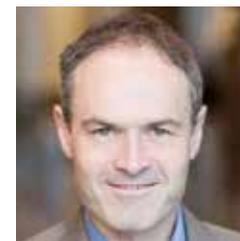
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