

CIO

OF THE YEAR

AWARDS



NEWYORKCIO OF THE YEAR
ORBIE
AWARDS



NEWYORKCIO

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The 2020 NewYorkCIO 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 and Healthcare categories will be announced December 4 at the virtual NewYorkCIO Awards.



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CIOs ENABLE LARGEST REMOTE WORK EXPERIMENT IN HISTORY



2020 CIO CHAIR

STEW GIBSON

Chair, NewYorkCIO
SVP & CIO, USI Insurance Services

At the beginning of 2020, no one could have imagined the enormous change we would all experience in the first year of this new decade.

By mid-March, chief information officers everywhere realized their systems and teams would be stretched beyond belief in the largest work-from-home experiment

in the history of the world. Thanks to cloud-first systems, tools and services created by technology innovators we have held virtual meetings, had food and goods delivered to our doors, and remained connected to colleagues, friends and loved ones. We have adapted, survived and adjusted to our new abnormal.

CIOs are leading this overnight virtual transformation from office-based to remote work. Without their planning and implementation of the systems and services to support remote work, conducting business would be impossible under these circumstances. Due to COVID-19, there's greater appreciation for CIOs and the technological sophistication required to provide secure, available and scalable systems to enable digital business.

NewYorkCIO is an executive peer leadership network focused on helping CIOs maximize their leadership effectiveness, create value, reduce risk and share

success. Convening New York City's leading CIOs in member-led, non-commercial programs, CIOs build meaningful professional relationships with colleagues facing similar challenges, solving problems and avoiding pitfalls.

From the beginning of this crisis, NewYorkCIO members have participated in regular local ZOOM collaborations and national ZOOM calls featuring CIOs from industry, higher education, healthcare and technology. 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?

Peer-based leadership groups have incredible ROI when leaders share a common problem set. The vertical/industry and size/scale may be different, but similar

approaches to effective leadership and problem solving are transferrable. 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 been inspiring CIO success through the annual CIO of the Year ORBIE Awards - but this is just the tip of the iceberg. By joining NewYorkCIO, 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 organizations with technology and enriching our region and our world. On behalf of NewYorkCIO, 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,

Stew Gibson





FROM CLOSING THE DIGITAL DIVIDE TO RETHINKING ENTERTAINMENT, THIS CIO IS ON THE CUTTING EDGE OF CHANGE



KEYNOTE SPEAKER

THADDEUS ARROYO
CEO
AT&T Business

Thaddeus Arroyo, CEO at AT&T Consumer, has always been passionate about technology. Based in Dallas, Arroyo started his career at Southwestern Bell—now a subsidiary of AT&T—after earning his MBA from Southern Methodist University.

After rising through the industry and becoming chief information officer at Cingular Wireless, Arroyo joined AT&T as CIO in 2014.

"I learned early in my career that technology offers businesses a tremendous ability to innovate by serving

customers in new and exciting ways by making companies more efficient and allowing for the creation of new products and services," Arroyo said.

In his current role as CEO of AT&T Consumer, Arroyo—keynote speaker at the 2020 New York CIO of the Year ORBIE Awards in December—has been on the front lines of today's most significant tech trends. With more consumers using wireless technology for work, school and entertainment during the COVID-19 pandemic, demand for AT&T's services has skyrocketed. "It's creating an enhanced relevancy for our

wireless, home internet and entertainment services," Arroyo said.

In response, AT&T Global Network now carries more than 391.8 petabytes of data traffic on an average day—up nearly 20% compared to pre-pandemic figures, Arroyo noted.

The company expects to see continued growth, with the virtual school year in full swing and telework environments going strong across the country, Arroyo said. "The future of connectivity was built for this moment in time, and we will continue to be there for our customers," he said.

With leaders in many parts of the country intent on closing the digital divide, Arroyo devotes considerable attention to increasing wireless access. AT&T supports the Federal Communications Commission's efforts to expand broadband access to many parts of rural America through the Rural Digital Opportunity Fund and Digital Opportunity Data Collection, he noted.

"We know connectivity is an increasingly important part of how we live, and we're continuing to see a surge in demand for bandwidth throughout the pandemic," said Arroyo. "We're consistently working to expand our network and provide service to all those who want it."

The company is also committed to growing its AT&T fiber base, where it is accelerating its investment and penetrating a larger fiber footprint, he added. It has invested more than \$125 billion in its U.S. wireless, including 5G, and wireline networks over the past five years, according to Arroyo. "This puts us in a position to deliver connectivity anywhere and everywhere for our customers," he said.

Arroyo is also excited about the evolution of other forms of connectivity such as high-speed, fiber-based wired connections in the home. "When you couple 5G with in-home fiber-based internet connectivity, you create an always-connected world capable of supporting all-new experiences," he said.

The merger of connectivity with entertainment has been another key focus for Arroyo. One example is the Holovision experience powered by 5G, used for broadcasts of sports interviews at the NBA playoff bubble in Orlando.

With streaming services seeing a huge uptick in demand, AT&T launched HBO Max in partnership with WarnerMedia, effectively establishing a new distribution framework for WarnerMedia during the pandemic. "We're confident HBO Max is the premier streaming service in the marketplace and that it will continue to be a value add and differentiator for us," said Arroyo.

What's ahead? AT&T has the fastest nationwide 5G network according to the latest results from a broadband speed test by Ookla, he noted. "5G will continue to make virtually everything we do even better as the ecosystem capabilities and corresponding innovations evolve in the years to come," he said.

Arroyo looks forward to keeping pace as technology transforms his industry. "The telecommunications space is one that is always evolving and requires you to continually advance your mindset in order to succeed," he said.

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Congratulations to the 2020 New York CIO of the Year Award Winners and Nominees

WHEN ZOOM BECAME A HOUSEHOLD NAME, THIS VETERAN CIO WAS READY TO SCALE UP



**LEADERSHIP
AWARD RECIPIENT**

HARRY MOSELEY
Global CIO
Zoom Video
Communications

accompanied by Hershey, a Goldendoodle he and his wife Rachel adopted in April. The couple has three grown children.

“The way I characterize it is most companies would like to go through that growth in a two-year period,” he added. “We did that in months. We became a bigger company, and we became a more critical company. Most analysts say that the videoconference was nice to have—now it’s mission-critical.”

Zoom, headquartered in San Jose, Calif., also expanded its global footprint. “Now every kindergartner—everyone in the

world knows Zoom. It doesn’t matter where you live on the planet,” Moseley said.

Moseley, a 2020 New York CIO of the Year ORBIE Leadership Award Recipient, is no stranger to running large operations. He previously served as CIO of KPMG, Blackstone, Credit Suisse and UBS.

Moseley joined Zoom in 2018, after Zoom CEO Eric Yuan persuaded him to come on board. He’d begun the process of retiring from KPMG earlier that year.

His leadership experience came in handy as the company scaled up almost overnight. With its customer base exploding, Zoom had to expand its executive team and add personnel in sales, customer support, client success and sales engineering. And, as it gave its software away to schools for free (“Education is a fundamental right for all people,” said Moseley), the company had to shore up security to prevent disruptions. Zoom quickly changed its default features to add passcodes and waiting rooms.

“We want the virtual experience to be better than the in-person experience,” Moseley said.

What does “better” look like? Moseley recounted a call with a colleague in October to discuss a strategic plan that had been shared with him. “I was able to mark up the plan right here on my Zoom for Home,” he said. “We both agreed that the collaboration effort was a better experience than if we had met in an office.”

Moseley is just as dependent on Zoom as his customers. Pre-COVID-19, he took three or four flights a week. Now he works mainly from home. “My last flight was Feb. 25,” he said. “I haven’t been on a plane since then.”

To keep his eye on what customers want, Moseley spends much of his time speaking with them and other key stakeholders about Zoom and its offerings—virtually, of course.

“One of the things we saw the first half of this year is how many different organizations gravitated to the Zoom platform—yoga classes, schools of music, opera singers, cake-making classes,” he said. “People were being creative about how to continue their businesses. One of the analysts referred to Zoom as the next biggest thing in the gig economy, like ride-sharing 10 years ago.”

And that’s the kind of thing that keeps him going. Said Moseley, “Our vision of video communication is empowering people to accomplish more.”

Since then, the company has continued to innovate. At the event Zoomtopia in October, the platform announced new developments such as OnZoom, an event platform to host free, paid and fundraising events; an end-to-end encryption offering, and platform enhancements such as immersive scenes with embedded videos; a Zoom for Home product; contactless collaboration using voice communication; and enhancements to its white-boarding feature. Zoom also announced Zoom apps, third-party applications that users can deploy within a Zoom meeting to handle tasks like scheduling and sending invitations.

Zoom, headquartered in San Jose, Calif., also expanded its global footprint. “Now every kindergartner—everyone in the

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LORI BEER
Global CIO
JPMorgan Chase & Co.

JPMORGAN CHASE & CO.

Lori joined the firm in 2014 and was most recently the Chief Information Officer for the Corporate & Investment Bank. Prior to joining the firm, Lori was Executive Vice President of Specialty Businesses and Information Technology for WellPoint, responsible for a \$10 billion business unit which included its Specialty Products.



LIDIA FONSECA
Chief Digital &
Technology Officer, EVP
Pfizer Inc.



Since joining Pfizer, we embarked on a digital transformation to enable our purpose: Breakthroughs that Change Patients' Lives. We are enhancing every aspect of our business – how we discover and develop medicines, how we enhance patient and customer experiences to improve health outcomes, and how we make our work faster and easier through automation. I am honored to lead Digital in our efforts to accelerate our COVID-19 vaccine development; Pfizer is on track to do in one year what typically takes several years. We are driving innovation and new ways of working that will last well beyond the pandemic.



SAL CUCCHIARA
CIO
Morgan Stanley

Morgan Stanley

Our journey is not yet complete, but my team has accomplished so much: digitizing our platform, launching our robo-advisor, building a self-directed brokerage platform, driving cloud-based solutions, and enabling our advisors and clients to thrive under any circumstance.

But more than anything, I'm proud of the trust I've built with my team, my business partners, and my peers across the firm over the last four years – and I believe that trust is attributable to the strong culture at Morgan Stanley and our deep appreciation of diversity of thought, culture, and experience that allows us to improve every day.

CONGRATULATIONS

DAVID HUNTER

NEW YORK CIO OF THE YEAR "ORBIE" AWARD FINALIST

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STEVE LORD
CIO, Global Specialty
The Hartford



I have been privileged to have been able to lead the team executing the IT integration of Navigators Group into the newly-formed Global Specialty unit within The Hartford, and while doing so, spearheading The Hartford's transformational journey to the cloud, by migrating all Navigators applications to AWS—the first time in The Hartford's history that production transactional applications will be served from the cloud. We're rationalizing our newly-combined Global Specialty platform, lowering our run costs, boosting IT's agility, and setting the stage for access to state-of-the-art cloud-native services—all at the same time!



FLETCHER PREVIN
CIO
IBM



I approach IT by leading with empathy and designing from the user experience in rather than the IT department out—always prioritizing the user experience. Agile is our way of working, OKRs provide focus and clarity, and design and user experience drives digital transformation. We've made it possible for our employees to choose between Apple, PC, or Linux; have a best-in-class zero-touch device setup process; a white glove help desk experience; and transformed virtually all aspects of the IBM employee experience.

GLOBAL FINALISTS

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BETH BOUCHER
SVP & CIO
Sirius Group



As the first Sirius CIO, I implemented a plan to address deficiencies and to self-fund investments needed to enable business growth and profitability. Reflecting on my one year milestone I am proud to recognize that we have delivered significant savings, mitigated critical risks, improved cyber security, restructured global technology and realized a 10x increase in our product delivery timelines. I also provided leadership direction for a cybersecurity breach and responded to COVID-19 enabling a fully remote workforce supporting business continuity.

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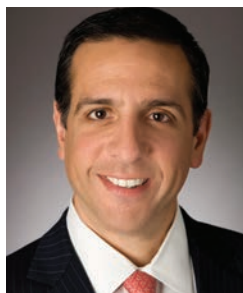
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CIO OF THE YEAR AWARDS

GLOBAL FINALISTS (CONTINUED)

Over \$1.5 billion annual revenue & multi-national operations



NICHOLAS DAFFAN
EVP & CIO
Verisk



In my four years as Verisk's CIO, I'm proud that my team has evolved from a pure support function that "keeps the lights on," to become a strategic and forward-thinking business partner that drives outcomes. This mind shift has had a crucial impact on the company's migration to the cloud from an antiquated system that dates back three decades; the research and development of Verisk's AI and machine learning product offerings; as well as the creation of a data fabric that makes it easier for Verisk's 15 businesses to exchange information.



VIPUL NAGRATH
SVP of Development
ADP, Inc.



My team and I work closely with ADP's senior business leaders to execute ADP's business strategy and identify, prioritize and execute technology solutions that are cost effective, efficient and scalable globally. The focus of my organization is to work collaboratively across the organization to ensure that we build strategic capabilities that support an excellent service experience for our clients and associates.



CARMINE LIZZA
CIO, Managing Director &
Global Head of Tech
Lazard



My greatest accomplishment as CIO of Lazard has been supporting Lazard's global businesses and corporate functions through a digital transformation with secure cloud technologies. Conducting business on a global basis has always required highly resilient, scalable solutions. The added expectation for consumer-like solutions, rapidly increasing business demands and the imperative to ensure data security and confidentiality has been at the center of our digital transformation.



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Congratulations

to **Sirius Group CIO, Beth Boucher**,
for her well-deserved recognition as a
2020 Finalist for New York CIO of the Year!



PAWAN VERMA
EVP, Chief Information
& Customer
Connectivity Officer
Foot Locker, Inc.

FOOT LOCKER, INC.

Prior to Foot Locker, I served as VP of Digital and Marketing Technology at Target Corporation, leading Mobility, Data, Cloud Engineering, Business Capabilities and API Platforms and Mobile Development. I also led multiple Engineering, Web, Mobile, Product Development and Technology Strategy teams in my leadership role at Verizon Wireless exemplifying the work beyond the retail industry, which also includes past leadership roles in the Networking, Media and Life-Sciences industries as well.

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Over \$2 billion annual revenue



RAJ BHATTI
CIO
Newmark Knight Frank



Mr. Bhatti is a hands-on executive skilled in bridging the gap between the business and technology sides of an organization. He has led programs aimed at improving service delivery, enhancing infrastructure and integrating innovative technology. His responsibilities include managing and growing client and external strategic technology partner relationships.



MICHELLE GARVEY
EVP & CIO
J.Crew

J.CREW

Transformation of our ecommerce technology stack to ensure that our dominant channel has the right capabilities is a top priority, and over the last year our work has delivered both a stronger foundation and an improved customer experience. Our transition from homegrown and end-of-life systems to modern technologies has been delivered smoothly and seamlessly to our business teams and without customer interruption, and I am very proud of this. However, my proudest accomplishment is the development of the team that has delivered these results. They are deeply talented and highly integrated, aligned with our business and committed to success.

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STEWART GIBSON
SVP & CIO
USI Insurance Services



As CIO, my top 3 strategic objectives are Organic Growth, Client Retention, and Accretive Acquisitions. While these don't sound much like IT objectives, I believe that to be successful, my team and I must be business people first, and technology people second. And, technology and innovation are at the heart of achieving these objectives. Whether we are implementing AI to better profile prospective clients and contacts for our sales teams, delivering a great customer experience in our personal risk client mobile app, or working to integrate an acquisition in under 6 weeks; technology is the key to delivering business results.



DAVID HUNTER
CIO
AMC Networks



I am thrilled to work at a time of tremendous opportunity and evolution in the technology that drives our media and entertainment, creating the flexible infrastructure needed to deliver content to audiences on the devices and platforms they want, whenever they want. Together, my team is developing innovative ways to bring our content to over 100 platforms – from cable/satellite and digital apps to emerging offerings like Reddit and Twitch, to premium subscription bundles like AMC+. Leading the technology services of one of the most celebrated entertainment companies through this industry-wide digital transformation has been a real highlight for my career.



STEVE MILLS
CIO
iHeartMedia, Inc.



My greatest success as iHeart CIO has been leading our digital transformation. iHeart is the number one audio company in the U.S., reaching over 90% of Americans every month. Our ad capabilities now include broadcast, streaming audio, podcasting and web display, and we've built capabilities that allow us to deliver ad campaigns across our own platforms plus third-party digital platforms, including social and OTT video. This extensive business transformation has been powered by technology, resulting in platforms that are inherently digital and enable us to accommodate listener and advertiser preferences for streaming, podcasting and on-demand audio.

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CIO OF THE YEAR AWARDS

ENTERPRISE FINALISTS

Over \$1 billion annual revenue



PARAG AGRAWAL
CIO
Chobani



We are on a business transformation journey for the last 2 years. We are nearing the end of phase 2 of the 3 phase transformation journey. We are transforming the front-end and back-end technologies and our business processes. As part of the front-end transformation, we have brought all the supply chain, sales and finance functions on to a single platform. This has also helped us in unifying the data and now we are generating insights in much more meaningful manner.

On the backend, we're moving into public cloud for all of our corporate systems, based on our single cloud strategy.



CINDY FINKELMAN
SVP & CIO
FactSet Research Systems



My greatest pride is witnessing the impact of my influence on a diverse group of talented future leaders. My conversation starter – “What have you done to develop yourself? And what have you done to develop others” – drives the discussion of developing one’s own “bag of tricks” and the creation of a culture of paying it forward in the community.

When I reflect upon my life’s greatest achievements, I find myself replaying exchanges where I’ve learned that someone has taken my advice and changed because of it. Mentorship has changed my life, and if I’m lucky enough will be my legacy.



SUVAJIT BASU
Head of IT
Goya Foods Inc



In over 10 years at Goya, my greatest accomplishment is to lead Goya technology in its continuous modernization efforts. By taking a long-term, human-oriented approach, the Goya IT team has shown incredible team spirit and boldness. Every day we live by our credo - If It's Goya, It Has to Be Good!

By taking a bold and visionary approach in 2019, Goya implemented a “zero trust”, remote application delivery capability which enabled “work from anywhere” and increased safety during the pandemic, while fulfilling sudden high demands for food. I feel proud about this “will to do good” as we all suddenly became “essential workers” in 2020.



InspireCIO is the preeminent executive peer leadership organization of chief information officers. Local chapters convene leading CIOs and foster meaningful relationships by hosting non-commercial, member-led programs – helping CIOs gain leadership advantage.



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ARNIE LEAP
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1-800-FLOWERS.COM, INC.

At 1-800-FLOWERS.COM, Inc., my team and I built an intuitive hybrid platform that leverages the company's portfolio of 12+ brands and provides customers with a single destination for all gifting occasions. Customers can now take care of multiple shopping needs through one platform as part of one customer journey – while accessing the entire family of brands, including 1-800-Flowers.com®, Harry & David®, Cheryl's Cookies® and more. Additionally, with this agile multi-brand platform, we now have a formula for seamlessly ingesting new updates as needed (hourly if necessary); a framework used in integrating the company's newest brands such as Shari's Berries.



MICHAEL SALAS
SVP, Chief Information
& Digital Officer
SUEZ North America



The Business Technology Services Team (aka IT department) at SUEZ North America had to make sure all systems continued to operate and provide a safe, reliable water supply during COVID-19. This involved planning for essential workers on-site, operating our plants and fixing any issues while enabling our support and customer service staff to work from home in areas deeply affected by COVID-19. Our digital transformation over the past three years paid off by keeping our business running, and kept the water flowing for our customers throughout COVID-19. Linking our customers, employees, suppliers and lot together digitally, supported our customer centricity, growth and optimization business strategic goals.

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FINRA

FINRA celebrates CIO Steve Randich on his nomination for the 2020 New York CIO ORBIE Award, and congratulates the many trailblazers also selected!

FINRA is a not-for-profit organization dedicated to investor protection and market integrity. We oversee the 3,500 securities brokerage firms doing business with the public in the United States and the 625,000 registered individuals who work for them. Our oversight fosters investor confidence in the markets and a vibrant securities industry, both of which contribute to the strength of the U.S. economy.

Advanced technology is essential to FINRA's work, and Steve's leadership in this area is highly visible and valued both inside and outside of FINRA - he is considered a true pioneer in the use of cloud computing in financial regulation.

We at FINRA congratulate all the trailblazers who have been selected as finalists for this year's New York CIO of the Year ORBIE Awards, and celebrate Steve's placement as a Corporate Finalist!



Steve Randich,
FINRA Executive Vice President &
Chief Information Officer

CORPORATE FINALISTS

Up to \$1 billion annual revenue



KAREN BEEBE
CIO & SVP, Operations
and Ecommerce
Vineyard Vines



As a CIO, my success is my team. Over the past 25 years, I have had the opportunity to mentor, inspire and build high performing and extremely talented teams. These teams create, develop and transform their ideas and work into products and services that provide value to our internal and external clients. Having the opportunity to lead these teams and be a part of their success is the greatest reward and accomplishment for me. We are better together - now more than ever.



GERARD PENTO
CIO
Wilson Elser



Created strategic technology road map across 7 strategic themes and built business cases to secure investment funding that was several orders of magnitude greater than the 3 years prior to me joining the firm. Personally acted in product owner/executive solution delivery leader role implementing 100+ major initiatives, including firm-wide network re-platform, build-out for 35 regional offices, Citrix and VPN remote access, desktop hardware refresh, Microsoft Windows and Office upgrades, VoIP telephone system, enterprise storage replacement, server virtualization, unified communications platform, cyber program and Security Operations Center, firm-wide Intranet, client extranet, client budgeting, documentation management system, and mobile timekeeping.



STEVE RANDICH
EVP & CIO
FINRA



FINRA processes large volume of data for market surveillance, recent peak of 275 billion market event records (orders, quotes, trades, etc.) in a single day.

My greatest accomplishment, as CIO, is the aggressive and pioneering migration of our entire application portfolio and data to the public cloud 2013-2020. The results have been amazing -cost, speed, automation, performance, and reliability. As a result, 200+ firms have sent CIO, CISO and technology leaders to come visit us at FINRA to learn from our experience, proving yet again that we are market leaders and have the Technology team to back up our initiatives.

driving innovation and continuing to transform our organization

SUEZ has demonstrated excellence in innovation and technology leadership by investing in IT projects and change management capabilities that enable us to deliver multiple solutions in parallel.

We are grateful to NewYorkCIO for recognizing everything we have done to improve the customer experience and create business value through innovative technology solutions.

www.suez-na.com





ANDY RHODES
CIO
UNICEF USA



In two and a half years, we delivered a complete digital and data transformation that enables UNICEF to impact more kids lives than ever before. However, this is an organizational accomplishment that reflects the skills, dedication and resilience of the Technology Division and a UNICEF USA workforce that will stop at nothing to ensure that every child has a chance to thrive.



HEALTHCARE FINALISTS

Hospitals & healthcare organizations



DR. SAM AMIRFAR
SVP, CIO & CMIO
The Brooklyn Hospital Center



Our hospital relies on data that is fast, secure, and reliable so that the best decisions are made at the right time by our clinicians. Our limited resources need to be used to ensure that the hospital's information infrastructure incorporates modern tools and grows within the boundaries of the hospital's mission and vision.

To this end, one of our greatest innovative efforts has been our development of a home-made, machine-learning algorithm that predict patients who are getting sicker in the hospital even before the physician realizes it. For the first time, hospitals will have an inexpensive, nerve center.



DANIEL J. BARCHI
Group SVP & CIO
NewYork-Presbyterian Hospital



Conceiving/implementing IT strategy integral to NYP's successful clinical response to the COVID-19 pandemic. Components included:

- 24x7 Virtual enterprise-wide Command Center for clinical, logistic, supply, and technical operations
- Expanded capacity/digital tools to treat COVID-19 patient surge
- Doubled ICU capacity
- Increased telemedicine capability by 5,000%
- Remote monitoring allowing physicians to send patients home safely with SpO2 monitoring/supplemental oxygen
- Set national standard for coordinated clinical care with Tumor Board Rooms offering audio-visual equipment, digital microscopes, and imaging system interfaces
- Leveraged standardized EMR, for safer patient flow and check-in
- Extensive communication nationally/internationally about NYC's Covid status



DR. CLAUJ JENSEN
Chief Digital & Technology Officer
Memorial Sloan Kettering Cancer Center



Navigating the combination of running the hospital during COVID-19, doing things better and differently (TeleMedicine, at-home monitoring) and doing new things at the beginning of our digital transformation journey (for example, new cancer related services reaching more people).

Healthcare is at a crossroad. We have the ability to not only treat disease, but through the fusion of physical and digital resources meet the needs of the whole human. This requires a new platform based approach to treatment, to care, to service, to consumer engagement, and to producing data driven insight.

Telling that story, turning vision into digital action, is my greatest accomplishment.



UDAY MADASU
CIO
Jewish Board of Family and Children's Services



My greatest accomplishment is implementing a Digital Transformation Strategy led by a modern electronic health record with features including clinical decision support, analytics, interoperability and client engagement. I also take great pride in building a strong team that is truly committed to working collaboratively to implement digital solutions that help deliver a higher quality of care and improve client outcomes. My team is able to leverage a state of the art IT infrastructure that is resilient, reliable, scalable and secure to ensure that we are always prepared to offer digital solutions to complex problems and use technology for good.



JAMIE NELSON
SVP & CIO
Hospital for Special Surgery



The greatest accomplishment as HSS CIO was implementing Epic as our EMR at a nationally recognized level of success. HSS was recognized by Epic as in the top 6% of successful EMR implementations, achieved HIMSS 7, a recognition shared by 5% of hospitals in the U.S. and the prestigious HIMSS Davies Award. However, this accomplishment was eclipsed by our work during the COVID-19 pandemic to implement technologies needed to convert our orthopedic hospital to care critically ill ICU patients from other overburdened hospitals, build infrastructure to support a 1000% increase in Telehealth visits and 10x increase in staff working remotely.

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INSPIRE YOUR TEAM

NGL

NEXT GENERATION LEADER

InspireCIO is launching the first cohort of a new talent development program called Next Gen Leader, an exclusive benefit of NewYorkCIO membership.

InspireCIO.com/NGL