2023

WISCONSIN ORBIE® AWARDS

MILWAUKEE BUSINESS JOURNAL

WISCONSINCIO

LEADERSHIP RECIPIENT

Sheldon Cuffie: Enabling outcomes through technology and innovation

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The annual Wisconsin 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 June 23 at the Hyatt Regency Milwaukee.

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WISCONSINCIO

FROM THE CHAIR

Leadership makes the impossible possible

Technology is everywhere in our lives, and when it doesn't work, we notice.

For nearly twenty-five years, the Inspire Leadership Network has helped CIOs succeed in today's most challenging C-suite executive role. WisconsinCIO members grow their leadership through year-round, member-led programs and interaction. Working together, CIOs across public and private business, government, education, healthcare and nonprofit organizations collaborate, share ideas and best practices, and create enormous leadership value.

The ORBIE Awards bring together leaders facing similar challenges – and this year – the Inspire Leadership Network will grow to 30 chapters, including the first international chapter in Toronto, and 3 chapters exclusively for Chief Information Security Officers.

Security is top of mind for every leader and organization, and the same principles that have served CIOs can be applied to CISOs as well.

There is no textbook for how to be a great CIO or CISO. But relationships with other leaders facing similar challenges sharpen leadership acumen. Every leader's perspective is valuable and contributes to the conversation – and everyone wins by joining a peer leadership network.

Member-led, non-commercial programs build meaningful professional relationships with colleagues facing similar challenges, solving problems and avoiding pitfalls. Successful leaders understand the 'superpower' of trusted relationships. In any gathering of technology leaders, the answer is in the room.

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

Allen Smith

2023 Chair, WisconsinCIO
Chief Information Officer, Baker Tilly

2023 ORBIE AWARDS

2023 LEADERSHIP RECIPIENT

Sheldon Cuffie

Enterprise Chief Information Officer | American Family Insurance Group

Enabling outcomes through technology and innovation

By The Business Journals Content Studio

Sheldon Cuffie has tinkered with technology since he was a kid, and his father encouraged him to take televisions and VCRs apart and put them back together. As he grew older and started to plant seeds to build a career, he began with a technical diploma in telecommunications from a U.S. Army technology school.

Cuffie followed that up by earning a B.A. in management and communications from Concordia University and an M.S. in organizational leadership from Quinnipiac University.

Those experiences paved the way for what's now a 25-year career enabling business outcomes through technology and innovation. Cuffie has worked for Kohl's Department Stores, M&I Bank, Abbott Labs, Harley-Davidson Motor Co., Northwestern Mutual, and Dell Technologies. He even ran his own computer business for three years providing technical consulting for small and medium-sized businesses.

Today, Cuffie is enterprise chief information officer at the American Family Insurance Group of companies where he leads the organization's infrastructure, cloud, cybersecurity, digital workplace, technology risk management, and technology business continuity functions across the insurer's group of companies.

His accomplishments have led to him being named the Leadership Award recipient for this year's upcoming Wisconsin ORBIE Awards.

Cuffie joined the insurer in 2019 and was tasked with consolidating the cybersecurity programs across five companies: American Family, CONNECT, The General, Homesite and Main Street America Insurance.

After completing that task with his leadership team in less than 18 months, he began overseeing the company's technology infrastructure, cloud computing and digital workplace functions. He was promoted to his current role in 2022.

Cuffie also is passionate about contributing to the corporate social impact initiatives that drew him to American Family in the first place, according to a recent profile published in Milwaukee Business Journal. Through a partnership with Amazon Web Services, the Milwaukee Tech Hub Coalition and IT services provider Brooksource, the insurer is providing free cloud computing career training to individuals from underrepresented communities in Milwaukee and Southeastern Wisconsin.

He also supports the company's STEAM and Dream program, which provides science, technology, engineering, arts, and math youth education in collaboration with partner organizations including the Milky Way Tech Hub. "We have to immerse youth in technology," Cuffie said. "The earlier we expose them to the benefits of a career in technology, we create the family sustaining jobs and pipelines of talent to enable the innovation and growth that every company is in pursuit of."

Q&A WITH RECIPIENT

Earlier this month, Cuffie shared answered questions about being an IT leader. Here are his answers.

In your role at American Family Insurance what is the most significant impact technology has had in solving key challenges and accelerating business transformation?

Cuffie: Our data scientists' ability to use large data sets to make informed business decisions is a force multiplier for our business. Artificial intelligence (AI) is gaining public fanfare currently; however, machine learning and AI have been key enablers of critical business decisions at AmFam for many years.

Beyond knowledge of tech applications, what are some of the key traits top IT leaders should develop?

Cuffie: In the Army, everyone has what is called a military occupational specialty (MOS) job code. Logistics specialist, radio operator, truck driver, etc. However, you are trained to be a soldier first. I believe the same is true for technology leaders. Tech leaders are business leaders first, operating in rapidly changing business environments and technology ecosystems of exciting possibilities and frightening risks. "Business technology" leaders have a unique role operating as trusted advisors to a diverse array of stakeholders. This requires developing competencies in negotiation (win-win), listening, political savvy, and organizational agility wrapped in performance orientation supported by emotional intelligence.

How can IT leaders leverage their growing stature in recent years to help their organizations meet evolving employee, consumer and stakeholder expectations?

Technology leaders enable their businesses to meet expectations by generating a customer-first culture. The most successful companies in history with outsized growth are customer obsessed. Through this lens, the employee experience is a key enabler of customer experience. Skilled talent, with an unrelenting curiosity to learn, are highly engaged employees who deliver interactive customer experience. Properly prioritizing and orchestrating the people and technology of an organization in service of the customer is a proven recipe that pays dividends for all parties.

What opportunities are on the horizon for IT leaders as technologies like AI, the metaverse and the cloud continue to open up new possibilities?

We're living through a historic moment as new technologies rapidly evolve and increase velocity towards mainstream adoption. Supported by companies and my own personal development, I've been fortunate to re-train in IT every few years on one or two new things to maintain my edge and ensure relevance. Now, leaders will need to ramp up experimentation and innovation pods to try out many things at once – every month, every year. Many experiments won't pan out or aren't ready for primetime, but the continuous learning and incremental application will be incredibly valuable.

Please discuss important work the American Family Insurance Group of companies is doing to develop non-traditional talent?

Ironically, statistics indicate that "traditional" students who enter college immediately after high school graduate at approximately 35% after six years. That means the more traditional learner is a working adult who has some education and finishes their education later in life. We are on the hunt for people who have the potential and drive to excel in a technology career but may not have finished school or are underemployed. Our partnership with Amazon Web Services, Brooksource, and the Milwaukee Tech Hub has enabled free cloud-based training in Southeastern Wisconsin. Of the first cohort, six of the students have been contracted to American Family in a variety of cloud engineering roles.

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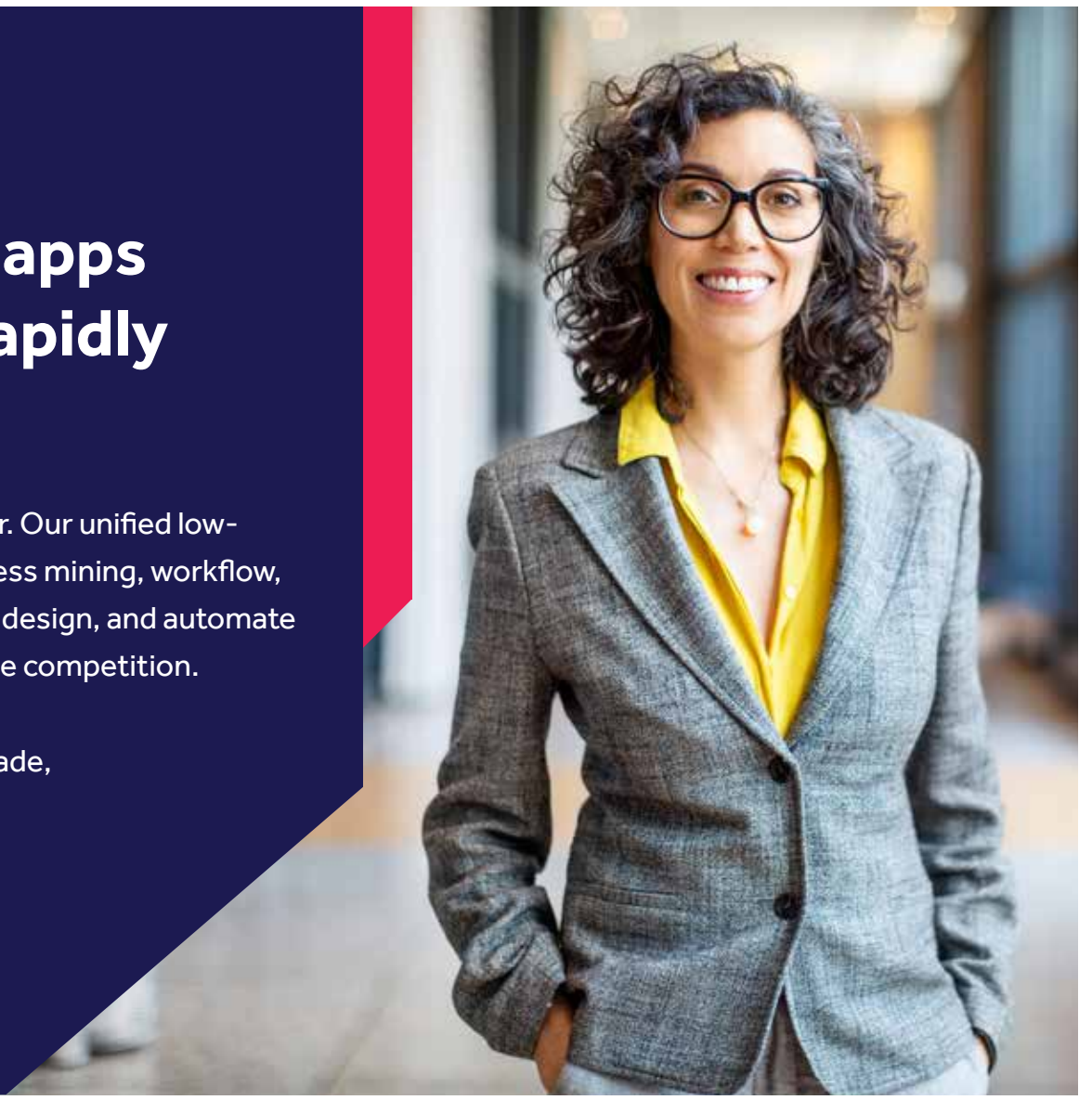

Congratulations,

WisconsinCIO of the Year® Winners & Nominees

burwood group, inc.

Today's pace of business is changing rapidly. Your people, processes, and technologies should adapt. Burwood Group meets you where you are on your path to change and helps you unlock your digital potential and achieve long-term growth.

Burwood Group is proud to be a Gold Sponsor for the InspireCIO Wisconsin Chapter ORBIE Awards.

Visit burwood.com to meet our team and learn more.

GLOBAL FINALISTS

2023 ORBIE AWARDS

OVER $3 BILLION ANNUAL REVENUE & MULTI-NATIONAL OPERATIONS

Joe Herington

CIO - USCAN, GE HealthCare

Joe currently serves as the GE Healthcare CIO for the USCAN (US & Canada) region, in which he partners with business leaders and technology teams to deliver initiatives focused on profitable growth, improved business operations and user experience for our patients, customers and employees. In his previous role, Joe was a strategic partner with the Digital team to drive convergence in our strategy regarding how we work with customers to build and sell digital solutions.

SUCCESS STORY

Our team's greatest accomplishment has been our transformation into being true business partners by embracing servant leadership. Our ability to sit at the table with our business partners and solve meaningful problems, by leveraging technology, has driven growth and profitability for the business through digitization & automation. Additionally, we've championed Diversity, Equity and Inclusion in the workplace by requiring not only a diverse candidate slate, but also a diverse interview panel for open tech roles. The success I'm most proud of is the culture we've created to foster transparency, humility and accountability, through personal connections at all levels of the organization.

Sri Kantamneni

SVP, CIO & CDO, Schreiber Foods

SriRaj Kantamneni is the Senior Vice President, Information Services and Chief Information & Digital Officer of Schreiber. In this role, Sri leads Schreiber's digital strategy and innovation. With more than 20 years of leadership in data and digital technologies, supply chain, and production, Sri joined Schreiber from Cargill, where he was responsible for commercializing new products, services, and capabilities by leveraging data and digital technologies to transform animal production for livestock and aquaculture.

SUCCESS STORY

Our company's mission is "Doing Good Through Food". Schreiber's Global IT and Digital Labs functions are enabling our business to grow and impact customers in a positive way. We are doing some amazing things, from investments in more sophisticated analytics and insights that enable better decision making or modernizing our application footprint using cloud first technologies. We are also investing in cutting-edge and disruptive technologies that unlock new sources of value for our business. These new Global IT and Schreiber Digital Labs capabilities are enabling our business to grow and allowing our customers to thrive!

Tim Dickson

CIO, Generac Power Systems

Tim Dickson has served as Generac's CIO since August 2020. Tim previously served as the VP of Front Office IT at Motorola Solutions from 2015-2018, and served as a divisional CIO leading Emerging Technologies, M&A, and User Experience for Dell, Inc from 2004-2015. Tim has a passion for leading Digital Transformation efforts, upskilling and investing in Digital Talent, and helping to make the greater Milwaukee area and the state of Wisconsin a popular tech hub.

SUCCESS STORY

The highlight of my career is that I can impact people's careers in a positive way and "change their drift." As a CIO of a Fortune 1000 company, every day I have the ability to positively change the direction of someone's career by getting to know them personally and professionally and offering targeted technology upskilling, leadership training, mentoring and coaching that allows them to feel as if they are being invested in, and providing an alternative path in the career if they aspire to do more for themselves or for the company and organization.

Lori Plate

VP MIS and Data & Analytics, CIO, Johnsonville, LLC

As Vice President-MIS and Data & Analytics, CIO, Lori plays an important role in developing the strategy and ensuring the execution of Johnsonville's technology and information systems, propelling the company to future growth. The overall objective and goal of Lori and her team is to partner with the business to align processes and technology solutions, efficiently and effectively driving business value. Lori also serves as an Executive Advisor to Johnsonville's Diversity and Inclusion Team.

SUCCESS STORY

We've reinvented the IT organization at Johnsonville to align with a new organizational strategy by focusing on enabling our members, our business strategy and our future. In doing so, we have transitioned to a value-generating, nimble and transparent organization. We are delivering hybrid solutions that bring the right technology to enable business success, with a focus on digital technology that provide agility and scalability that flexes with our evolving business needs.

Congratulations

KIM LUECK

SENIOR VICE PRESIDENT, TECHNOLOGY
& CIO, INFORMATION TECHNOLOGY

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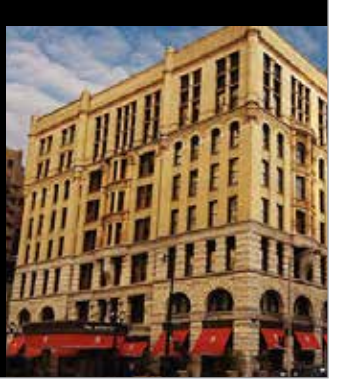

SENTRY

Congratulations Mike Cleary!

From the Employee Owners
at
Sentry Equipment

Milwaukee Business Journal's
ORBIE Award Finalist

Congratulations Bill!

Your continued dedication to excellence, technology leadership and the success of our organization is truly honorable.

Bill Caraher

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WISCONSIN CIO OF THE YEAR
ORBIE AWARDS

We congratulate **Molly Mulroy** on being recognized as one of the state's top CIO's at the Wisconsin ORBIE Awards. We value Molly's leadership, innovation and commitment to helping our company meet the region's energy needs.

WEC Energy Group

LARGE ENTERPRISE FINALISTS

2023 ORBIE AWARDS

OVER $2 BILLION ANNUAL REVENUE

Trina Zanow

CIO
State of Wisconsin

Trina Zanow is driven to continue building a forward-thinking future for the State and its involvement with information technology. With nearly thirty years serving the State of Wisconsin in IT services, Trina worked her way through the various ranks of state service. Her skillset and knowledge have been an unmatched asset to the State of Wisconsin.

SUCCESS STORY

Our accomplishments remained aligned with our Statewide Strategic IT Goals of Serving, Securing, Optimizing, and Working Wisconsin.

- Implementing MyWisconsin ID to access multiple applications with a single user ID
- Providing transparency in the badgerbounceback.wi.gov/ website
- Piloting a new Cybersecurity program in 15 Wisconsin K-12 schools.
- The first state-sponsored Women in Cybersecurity Conference
- Partnering with agencies to leverage expertise and opportunities to modernize services
- Prioritizing IT strategies to retain talented employees and competitively recruit Anywhere in Wisconsin to attract a geographical and culturally diverse workforce

Anil Tiwari

CIO,
U.S. Venture Inc.

In this role, Anil is responsible for all technology efforts including data analytics, software development, application, infrastructure, operations, and security. Anil also leads the digitally powered business transformation initiative, driving value and double-digit growth. In his prior role as a divisional CIO of a large Tier 1 automotive supplier, Anil increased manufacturing and supply chain performance using disruptive digital technologies.

SUCCESS STORY

CIO's of today must evolve and become business leaders, spearheading digitally powered business transformations. I collaborated with business leaders to align and co-create a Digital vision to leverage disruptive technologies and data insights to drive value and growth. The 3-year digital roadmap also includes the foundational layer of cloud journey, enterprise data warehouse, and an automation center of excellence. The Digital Vision serves as our compass guiding our value capture in the future. We also established a bi-modal IT operating model to enable innovation and deliver new IT products and services at higher speeds.

Chero Goswami

SVP & CIO,
University of Wisconsin Health System

Chero Goswami serves as the System VP and CIO for the UW Health System. In his role, he serves a talented team of technology professionals, and provides strategic direction and leadership for IT, Digital and Informatics in alignment with the mission and goals of UW Health. Chero brings a depth of experience and a successful track record of leading and deploying strategic initiatives in healthcare and other industries.

SUCCESS STORY

In a world of data, and metrics, the real success is often in the stories and memories one creates and influences over a career. A true purpose of a leader is not to deliver results every quarter but to lead and teach his team on how to deliver better quality and results year over year. I'm privileged to have great colleagues and if I can claim success in any way, it is only in the fact that I can meet their expectations on a consistent basis in doing what is right for our patients.... Every patient, Every family, Every Day

Jody McDonough

VP of IT & CIO,
Sub-Zero Group Inc

Jody is responsible for the organizations traditional IT resources along with the IoT and Analytics functions with direct product responsibilities. Prior to his current role, he was responsible for a global insurer's Strategy, Architecture and Innovation group implementing and operationalizing global teams supporting business objectives in 40+ countries.

SUCCESS STORY

The Sub-Zero team has transitioned into a new operating model to deliver business value at a higher pace, advance our business through innovative and focused solutions while reducing our operational overhead. This is achieved with developing strong team members that understand our objectives and future targets and work together in a highly collaborative environment. This is all done while considering the teams well-being and ensuring that we do this with a balance of personal and professional time and experiences. Establishing this foundation has allowed Sub-Zero to quickly advance our digital agenda to remain the leader in our industry.

Molly Mulroy

EVP & CAO,
WEC Energy Group

Molly Mulroy was named executive vice president and chief administrative officer of WEC Energy Group in August 2021. In this role, Mulroy has responsibility for Administrative Services, Facility Management, Human Resources, IT Services, and IT System Strategy and Development. She assumed additional responsibility for Supply Chain and Supplier Diversity in December 2021. Mulroy is currently chair of the Milwaukee Tech Hub and vice-chair of Next Door.

SUCCESS STORY

Transformation of team and technology: Leveraging my experience gained on the operations side of the business to help re-define and align our technology service model to evolve our partnerships and transform the business through technology. You can't talk about the growth of a company without technology playing a key role making that a reality. With the evolution of technology and the complexities that are inherent in it, the ability to connect ideas, people and solutions is a key opportunity for the IT organization to facilitate those efforts.

ENTERPRISE FINALISTS

2023 ORBIE AWARDS

OVER $1 BILLION ANNUAL REVENUE

Murali Natarajan

SVP & CIO, West Bend Mutual Insurance.

Murali Natarajan is currently the SVP & CIO of West Bend Mutual insurance. He joined WMBI in 2017 with 20 years of insurance industry experience and 24 years of technology experience. In Partnership with various leaders at WBMI, he is also responsible for creating and executing the technology vision and strategy for the various business units in the company. He is a business savvy leader with a keen ability to drive technology enabled business transformation.

SUCCESS STORY

We've created an outcome-driven mindset, putting quality first. We've shifted how IT interacts with business units, placing partnership at the forefront. Recent successes include:

- Delivery of a new product, West Bend Choice®, which will be the key revenue driver in our Personal Lines division
- Online quoting, improved system performance through cloud migration, and underwriting automation for our Commercial Enterprise
- New online portals for our policyholders and independent agents
- Paperless document delivery

Amith Nair

CIO, Vituity

Amith Nair is a goals-driven Senior Leader with over 20 year's experience in building and leading global IT functions and building/ leading worldwide high performing teams in highly matrixed organizational structures in dispersed regions/cultures worldwide. He is a passionate about using technology to improves life's of our patients, partners and employees. As Vituity's CIO, Amith leads the company's enterprise IT organization, a group that manages critical technology systems, enterprise applications and infrastructure across several entities.

SUCCESS STORY

As a CIO, my most significant achievement is the compassionate and high-performing team that I have built. We have led a complete digital transformation program that prioritized investments in advanced technologies like automation, RPA, AI, and ML, resulting in high levels of ROI. This has directly contributed to our partnership strategy of saving and improving over 9 million lives, becoming the preferred destination for clinicians and employees, and achieving an 8% annual growth in our business.

Lynn Fyhrlund

CIO, Milwaukee County

Lynn leads a team of technology professionals in delivering innovative solutions that meet business needs. Lynn is responsible for defining technology strategy, managing budget and resources, fostering innovation, and ensuring solution delivery with high quality. Lynn's background in technology and strong leadership skills were sharpened through his service as a Command Sergeant Major in the US Army Reserves and multiple combat deployments.

SUCCESS STORY

As a leader, I oversaw several initiatives that significantly improved Milwaukee County's operations, including: quickly transitioning 4000 employees to remote work during the COVID-19 emergency; introducing Hybrid County Board Meetings to continue decision-making while adhering to health and safety guidelines; maintaining IT security during remote and hybrid operations; establishing an Enterprise Data Services Team; partnering with i.c.stars to create technology opportunities for underserved adults; upgrading the phone system for over 5000 users; and implementing an ERP solution.

Karl Betz

VP, IT, TDS Telecom, LLC

Karl joined TDS Telecom's parent company, Telephone and Data Systems, Inc., in 1997 where he worked in the Internal Audit organization. In 2012, he was named Director of IT Infrastructure, Risk Management, and Security, where he served as the head of IT security, oversaw the company's IT infrastructure and led various application development teams. He was named Chief Information Security Officer (CISO) in 2018. In 2019, he moved into his current role with TDS Telecom.

SUCCESS STORY

Upon becoming the leader of IT, I set a course to transform the way our IT organization executed and behaved. First, we adopted Agile practices by creating our own Agile playbook, including a quarterly agile maturity self-assessment process. Second, we defined our culture, which was developed from within the IT organization and resulted in a set of core traits that we call "TDS IT's Blue North." Finally, we organized IT into five centers of excellence aligned with the business capabilities of our company and moved to a product-oriented delivery model that drives IT investments based on business value.

Ramki Srinivasan

CDO & CIO, Great Wolf Resorts

Ramki Srinivasan leads Technology, Digital and Contact Centers teams at Great Wolf. The teams are responsible for leveraging technology to drive fantastic guest experiences through all parts of the customer journey. Ramki brings 20+ years of leadership experience in digital platforms, technology, e-commerce and marketing. Most recently, Ramki led revenue management at Groupon for North America for a $2B portfolio. Prior to that, Ramki ran e-commerce for brands like Motorola Mobility, Kmart and Sears Auto.

SUCCESS STORY

Ramki has led a massive technology transformation at Great Wolf. His team is modernizing this fast growing brand with investments in cloud based technology. The teams have created enormous value by increasing revenue and guest experience through the website and mobile app. The IT teams have brought in various new cloud technologies (upgraded financial stack, group sales platform new inventory management system and modern POS, Central Reservation and Property Management systems) ensuring that the 8M guests who visit Great Wolf Lodges have a great personalized experience.

LARGE CORPORATE FINALISTS

2023 ORBIE AWARDS

OVER $400 MILLION ANNUAL REVENUE

John Moon

VP & CIO,
Johnson Outdoors Inc.

John is responsible for the Company's information technology function, and defining and implementing the company's strategic use of information technology globally. Prior to joining Johnson Outdoors, Mr. Moon enjoyed a 23 year career at Baxter International Inc. and Caremark International (a 2002 spin-off of Baxter).

SUCCESS STORY

The Johnson Outdoors Information Technology team has become a trusted business partner for our four lines of business and for our global functions. The IT team collaborates with the broad organization by helping address business opportunities and challenges and has either led or been integral to the deployment of various digital tools, process improvements, and analytic capabilities enabling transformative changes for our business imperatives of consumer insights, our innovation process, digital marketing sophistication, and operational excellence. Our technical infrastructure has supported the organization through the global pandemic, through various acquisitions and divestitures, and through significant organic growth.

Kim Lueck

CIO & SVP Technology,
Marcus Corporation

Kim Lueck is the CIO for the Marcus Corporation and reports directly to the CEO of the organization. Marcus has both a movie theatre and hotel hospitably division, along with a corporate division. She provides and implements the strategic vision, operational support and security excellence for the entire company, both from an internal association prospective as well as all guest facing technology. During her 26-year tenure Kim held a variety of other IT positions within the company.

SUCCESS STORY

My focus on the growth and inclusion of all technology associates while mentoring from the top down has been the key to our success. Every day the team provides best-in-class services for our guests by implementing innovative solutions with an ultimate user experience while solving our business' strategic goals and keeping Marcus an industry leader in technology. Our associates are made more efficient through our technology solutions. Our cyber security program is positioned as leading-edge due to a team of expert associates committed to protecting our company's data.

Sam Hilgendorf

CIO,
Fox World Travel

Sam Hilgendorf is a technology executive with over 20 years of proven experience leading innovation and transformation for organizations of all sizes. Sam has served as the CIO for Fox World Travel since 2018. He is responsible for the vision and execution of Fox's technology portfolio, which includes IT, business intelligence, product development, and project management. Under Sam's leadership, Fox has implemented a new customer contact center, enterprise data management platform, and cloud collaboration suite.

SUCCESS STORY

In 2020, COVID-19 decimated the travel industry. In the face of an existential crisis, our technology organization not only survived, but we thrived. In the deepest depths of the pandemic, we still innovated, creating valuable new solutions for our customers. Despite the uncertainty we found ways to make progress, even when there was every opportunity to give up. Now that the pandemic is over, we are back to rapid growth, and the excitement of what technology can deliver for the future of travel. I am incredibly proud of this team, and all we have accomplished together.

Nate Melby

CIO,
Dairyland Power Cooperative

Nate Melby is responsible for leading the strategy, development and implementation of information technology initiatives and systems that align and advance strategies. Prior to joining Dairyland, he led Information Security for Ingersoll Rand. He also held other positions in Global Telecommunications Engineering and Architecture, Data Communications and Information Technology for Trane and American Standard Companies.

SUCCESS STORY

My team's greatest accomplishments have all related to the end-to-end transformation of Dairyland in every area of technology. A transformation of enterprise systems with an ERP, which replaced numerous legacy systems, the first of its type in a company of our kind, a Generation and Transmission (G&T) cooperative. This project was completed on time and below budget. Prior to this, major modernization efforts were completed in IT infrastructure, operations technology, and telecommunications, including implementation of the largest mobile radio system of its type in North America.

Lynne Briggs

VP & CIO,
Versiti

Lynne Briggs is the VP and CIO for Versiti, leading a team to advance the company's mission with IT services and solutions, which support daily operations and position Versiti to differentiate and improve the way it delivers blood products, organs and tissue, diagnostics, science and medicine serves to its customers and patients. Prior to joining Versiti, Lynne has held positions in supply chain software, behavioral health, retail, and defense system industries.

SUCCESS STORY

In late 2017, Versiti was 'greenfield' as single IT and operational entity. Today, we operate as One Versiti. Key technology foundations are complete - from network and cyber to major services such as our Internet, Intranet, mail, ERP. We are the 2nd independent blood entity in the US live on a single blood collection and release system. At the same time, we innovated the first SaaS solution for locating uncommon blood for patient across the US - decreasing time to find a unit. We have extended donor and customer digital services and integrations as one. I am privileged to lead this team.

Congratulations, Nate Melby!

2023 Wisconsin CIO of the Year
ORBIE® Award nominee

Reliable electricity takes more than poles and wires.
You and your team are all in 24/7/365
to help keep Dairyland and our grid safe and secure.

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MILWAUKEE BUSINESS JOURNAL

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Bob Tollefson

VP of IT ,
Electronic Theatre Controls

Bob Tollefson is the Vice President of Business Resources for ETC, a global manufacturer of lighting solutions for the entertainment, architectural, and commercial markets. Bob is responsible for all aspects of global IT strategy and operations and oversight of ETC's Facilities and Quality Improvement groups. Bob has been with ETC for 22 years, providing strategic vision and leadership for business technology with a focus on agile IT practices, quality improvement, lean manufacturing, and international business.

SUCCESS STORY

I am exceptionally proud of my team for their ability to help ETC not only survive, but thrive, over the past three years. As we faced disruptions to the entertainment industry, global supply chain, inflation, and talent shortages, we have been able to help keep ETC competitive and profitable as a U.S.-based manufacturer through relentless innovation and continued digital transformation. Improvements in security, supply chain, logistics, inventory management, analytics, and digital communications have helped IT transcend the role of business support to that of trusted solution provider and co-business leader.

William Caraher

CIO & Director of Operations,
von Briesen & Roper, s.c.

Bill Caraher has over 20 years of experience managing technology and business operations in medium, large and global enterprises. As the current CIO and Director of Operations for von Briesen & Roper law firm, Bill is responsible for the firm's 9 offices in three states. Bill has won awards from the International Legal Technology Association & The Wisconsin Bar Association, and has been recognized by Forbes & Huffington Post.

SUCCESS STORY

We have a robust suite of applications and an ever-changing environment. In the law firm all hardware assets are leased and turned-over every 36-48 months. This is both a blessing and a curse. A blessing in that we are always working with the latest hardware, but a curse in that every piece of hardware, and thus software, needs to be reconfigured and reinstalled every 3-4 years. The technology team executes these upgrades with flawless ease and great temperament—all while maintaining 100% uptime and exceptional customer service & support. I would add that the longevity and retention are very high as well.

Amy Jaeckel

Executive Director of IT,
Green Bay Area Public Schools

As the Green Bay Public School District's Executive Director of Technology and Information, Amy serves a crucial role as the liaison between the District's operational teams and educational teams. Experienced in both large and small school districts, Amy enjoys working alongside individuals and teams to implement initiatives of innovation for school improvement. A previous classroom teacher, Amy currently holds a Masters of Arts in Educational Technology from Marian University.

SUCCESS STORY

Our greatest accomplishment is protecting our students' data. Our students have so much of their information placed in a digital world. We work diligently to ensure all online resources undergo a stringent review to engage solution providers to reach terms on how student data is utilized within our partnership. We have obtained over 100 student data privacy agreements for school districts within the state of Wisconsin. There is no greater accomplishment than positively impacting the youth of our society in a safe and secure manner to ensure they have every opportunity to succeed in our vastly diverse world.

Derek Hyde

VP, IT,
Milwaukee Brewers Baseball Club

As VP of IT for the Milwaukee Brewers, Derek Hyde is responsible for all aspects of technology, software, and cross-functional systems. He manages and implements progressive strategies, processes, and applications that improve efficiency, cohesion, and automation across the entire organization. Derek is responsible for delivering and supporting best-in-class solutions for the fast-paced and evolving demands of data, security, infrastructure, and telecommunications at American Family Fields (Milwaukee & Phoenix) and Five County Stadium (North Carolina).

SUCCESS STORY

Coming into this role in 2018, I was faced with the challenges of a 20-year-old stadium needing numerous investments in the core stadium hardware and software systems. These improvements were imperative to meet the demands of a professional sports team and large public venue. To accomplish this, I saw an opportunity to help facilitate a world-class technology department for the Brewers. By promoting a culture of leadership and innovation, I grew the team both in size and performance by mentoring our technology experts into change leaders. As a result, new products and services are being deployed at an ever-fast pace.

Andy Knauf

CIO,
Mead & Hunt

Andy Knauf has been with Mead & Hunt for 31 years and currently holds the title of CIO. He also serves as a member of the company's Executive Committee. Andy is responsible for providing Leadership and Strategy for all technology operations as well as innovation and cybersecurity. In addition, Andy is heavily involved in ACEC and routinely speaks at the spring and fall conference and hosts an event yearly at Mead & Hunt.

SUCCESS STORY

When Covid hit, we sent 900 people home on a Friday, and the following Monday we had everyone up and working without any down time. The two best weeks of my career happened the last two weeks of March 2020 - we already had a plan in place if we needed to send everyone home and it worked without a hitch. Five weeks later, productivity was up 8%, and 2020 and 2021 ended up being our two most productive years in our 122-year history. Because of our efforts, the IT team won the 2020 Innovation award for our company.

Mike Cleary

CIO,
Sentry Equipment

Mike Cleary is a senior IT professional with over 30 years of IT and business experience providing leadership and direction to numerous industries including financial and professional services, healthcare, manufacturing, and retail. As an advocate of practical business processes and business-oriented technology he has provided solutions with measurable results to numerous organizations. These success stories range from mission critical patient care systems, to real-time financial tools, to streamlining business operations for efficiency.

SUCCESS STORY

Our greatest accomplishment has been the transformation of how IT is perceived within the organization. Initially seen as nothing more than a specialized procurement group, the team has become highly valued and trusted business advisors. We actively seek to understand the challenges of each business unit and offer solutions aligned with our strategy. The team is routinely consulted and called upon to execute enterprise projects that transform daily operations by leveraging connected systems and refreshed business processes. IT also leads the organization's Continuous Improvement process, delivering quick wins that improve efficiencies and employee experiences on a regular basis.

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2023 Wisconsin ORBIE® Awards Finalist

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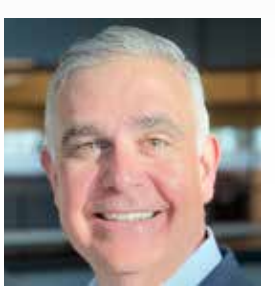

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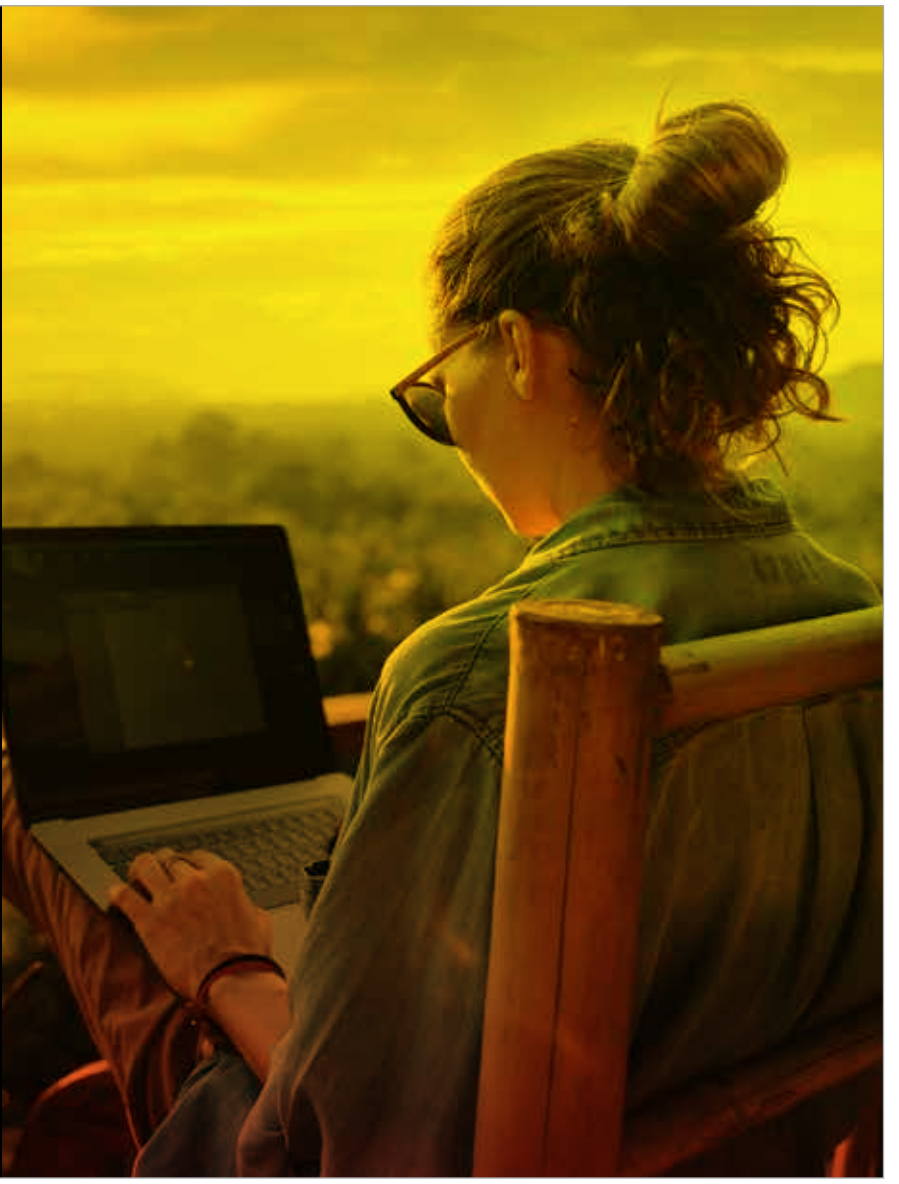

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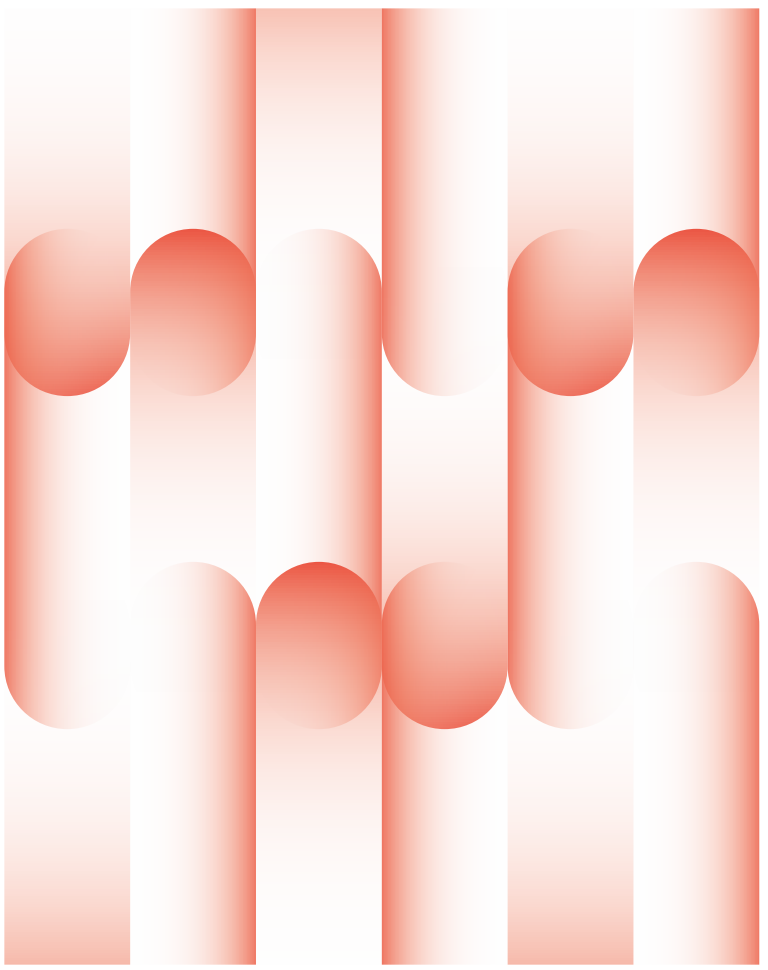

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SCAN TO VIEW INTERACTIVE CHAPTER MAP

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