

# COMPUTERWORLD

## IT's A-listers:

### Recharged and ready for business growth and speed

Despite a few years of economic upheaval, these 100 men and women never stopped delivering innovation and measurable business value.

Julia King

February 18, 2011 ([Computerworld](#))

**Editor's note:** Each year, [Computerworld's Premier 100 IT Leaders awards program](#) honors the brightest talent in the IT industry. Even through economic turmoil that for many meant budget cuts and staff downsizing, these 100 men and women continued to deliver innovative projects and measurable business value.

Explore the full Premier 100 package by [viewing the list of this year's honorees](#), along with their photos, predictions, cool projects and more. This year's class joins a fellowship of hundreds of [Premier 100 alumni, listed here](#), each of whom has demonstrated leadership qualities throughout their careers.

To learn the secrets of successful IT leadership, check out the [best management advice](#) from Computerworld's editors and learn more about [the 12th annual Premier 100 IT Leaders conference](#), which draws together these IT leader alumni and other top IT executives for three days of learning and networking.

Last year, CIO Steve Phillips and his team turned an 8% uptick in the IT budget into a 75% increase in Avnet Inc.'s e-commerce revenue with a new Web site aimed at a brand-new market segment and unique customer niche for the \$19 billion, Phoenix-based electronics distributor.

In a year that the national monthly unemployment rate hovered just under 10%, [CIO Paul Cottey](#) grew the IT staff at Accretive Health Inc. by almost 20%, and he set up an agile development process, enabling the delivery of new or enhanced business functionality to healthcare providers every 30 days.

And while most other companies were spending only about one-third of their IT budgets on new projects, Southwest Airlines Co. [CIO Jan Marshall](#) was investing a full 50% in new revenue-boosting services, including a new ticketing system, a new customer loyalty program and an entirely new Web site, which is the heart and soul of the airline's distribution channel.

"Whether it's a great or a terrible economic time, we take the same approach. We always focus on opportunities to grow our airline," says Marshall.

This kind of clear, unwavering business vision, bolstered by seamless leadership and integrated technology planning, is what best characterizes the success strategies of [Computerworld's 2011 Premier 100 IT Leaders](#). Rather than pulling the plug on new or ongoing projects during tough times, these leaders instead continually readjust and recalibrate, seeking out new, imaginative and/or lower-cost ways to realize an abiding business vision. They cut costs not so much by narrowing or shifting their business focus or withdrawing investment dollars, but by coming up with creative systems and processes for enhancing services while streamlining operations.

Many of the honorees are heading into 2011 with more cash than they had last year. In fact, 51% of them said their IT budgets had increased in the past 12 months; in comparison, just 36% of the 2010 honorees reported a budget increase in a survey last year. And honorees' IT staffs are bulking up, too: 40% reported adding employees in the past 12 months; in our survey of last year's honorees, just 28% said they had expanded their IT departments.

Marshall says Southwest's IT operations may grow because the airline is expanding into new markets or because it's offering new products or services -- or for all those reasons simultaneously. "Instead of 100 parallel [IT] projects going on, we have some big projects that all relate to the 100 requests we have," she explains.

"We've learned how to synchronize our deliveries," she says of the airline's 1,200-person IT organization. "We've gone to a release-based strategy across our entire portfolio that's helping us manage multiple initiatives and delivery of those initiatives in a predictable way."

For example, in addition to highly visible, big-bang projects like the new Web site, "we also have an underlying thread of work that is aimed at foundation components," Marshall says. This includes things like upgrading the database environment or enhancing the ticketing system, which gives the airline continued flexibility. "We build a plan once a year and then adjust it monthly through a series of executive steering group meetings, to make sure we're prioritizing the right things," Marshall says.

She says the leadership skill she relies on most is the ability to help IT staffers understand how their work fits into the broader business vision. "Seamless leadership comes at all levels," she notes. "This recognition is for the great work the IT organization is doing and the leadership they're taking at every level."

## Fast and Focused

For Avnet, growth was the primary business imperative in 2010, and it remains so today, as the Fortune 500 company continues to expand by acquisition. Since 2009, Avnet has purchased six companies, and it is in the process of finalizing three more acquisitions, including the largest such deal in its history. Phillips himself came from a company that Avnet acquired five years ago.

"These acquisitions are strategically important in terms of our long-term ability to be the leading value distributor," he notes. The faster Avnet can close an acquisition, the faster it can accrue the benefits of its larger scale and minimize disruptions to customers and employees. To streamline the integration process, Phillips and his team developed a step-by-step playbook of best practices for completing all technology integrations within 90 days of an acquisition. "We now have a set of repeatable tasks and responsibilities, and that allows us to move fast with a fair degree of competence," he says.

Another key strategic project for Phillips in 2010 was the design and creation of a consumer-like e-commerce site to expand Avnet's base of smaller-volume and specialty customers such as engineers and prototyping firms -- a key but previously untapped market for the distributor of electronic components and computer products. As the economic news worsened throughout the year, Phillips says, executives looked at expenses and considered where to continue investing and where to cut.

Ultimately, Avnet decided to preserve the e-commerce project. "We could see the need was still there, and it was an investment that would pay out beyond the economic cycle," Phillips says.

It was the right decision. "So far, we've seen a 75% annual increase in e-commerce revenue and a 50% annual increase in site visitors," says Phillips.

## Delivering Return on Risk

Regardless of the economic climate, a key component of every IT leader's job is keeping the rest of the executive team apprised of the range of alternatives -- and their associated risks -- for meeting strategic business goals, according to [Bruce Jones](#), head of global IT security and risk at Eastman Kodak Co. in Rochester, N.Y.

"At the end of the day, business managers are in charge of bringing in profits, so they're going to take risks," Jones says matter-of-factly. "Whether they are technology, security or business risks, there's a need to understand and manage [them]." As IT leaders, he says, "we have to be the educators, helping them to understand the risks and giving them alternatives that can reduce the risk but not cost more."

In 2010, Jones saw a reduction in both his budget and staff, yet "we still haven't found that it's been disabling," he says. "We've held true to our values and our process to work with the business" while keeping costs down.

This is largely the result of following a robust [risk management](#) program that Jones and his team developed as a way to map all security and compliance goals to specific business goals. As an added bonus, the program, which capitalizes on lean principles, has shaved costs by \$500,000 a year. All risks are documented in terms of impact to the business, giving IT a way to demonstrate potential consequences, costs, effect on brand, legal and regulatory ramifications, downtime and liability.

Before the risk management program was established, "security was seen in terms of black vs. white and them vs. us and was not aligned with the business well," says Jones. "This risk management program is highly focused on actions that map back to specific business goals, objectives and potential impact to the business -- financially, legally and operationally. This has helped to consistently drive the right decisions as well as sales and revenues, brand value, customer and brand loyalty, and other business posture measures."

All security projects undertaken at Kodak in the past two years have supported very specific business needs. For example, when the business needed a streamlined process for provisioning third-party contractors, Jones' team implemented a server log monitoring application for that purpose.

"I view this relationship with the business as the most important part of the job," Jones says. "In the past, IT security was one of those organizations that sat in the corner and said no. I've challenged my organization to never go in and tell a business manager no, but help them by going in and figuring out a good solution."

Indeed, taking a proactive stance and heading the innovation efforts to achieve an overarching business vision is another defining characteristic of [the 2011 class of Premier 100 IT Leaders](#).

At St. Louis-based bioMérieux Inc., for example, Global Senior Director of R&D Information Systems [Haroon Taqi](#) and his team were out in front in analyzing how the maker of diagnosis systems could improve its diagnostic software and its competitive positioning with customers.

"In the past, the norm was for marketing to come to us and tell us what they need. But instead, we [in IT] decided to work with marketing and our customers to determine the biggest hurdles to expanding our product and our market share," Taqi says.

"We drove the change we wanted to create," he notes. "IT did the competitive analysis, and I did some of the analysis myself."

Ultimately, the IT group conceived and developed a new software architecture and system that enables bioMérieux to automatically deliver software updates to customers without having to dispatch IT personnel to do so. BioMérieux's software is embedded in instruments used to identify new and evolving types of bacterial infections.

"What we've done is make it easy for customers to do updates themselves, much like installing patches," Taqi says. "Before, it could take as much as a year for us to have all of the delivery mechanisms in place to do installations for customers."

## Quick Turnaround

Accretive Health, a provider of financial management services to the healthcare industry, also has a business goal of speeding its software products, services and updates to market. Cottey's challenge as CIO is to continually work with business managers to decide which updates and services are most critical. Last year, he and his IT team designed and implemented an [agile development](#) methodology to deliver new software capabilities that match and/or stay ahead of the flood of new and changing healthcare regulations that Accretive's clients must track.

"One of the ways we get things out quickly is we *plan* to get things out quickly," Cottey says, adding that all work IT undertakes is rated on a scale designed to measure its business impact.

"We're in constant touch with business owners to measure what impact a certain change might yield on our efficiency," he says. "It's not the time to invest in eye candy or gee-whiz things without a good bottom-line value. We focus on that 10% to 20% of capability that is worth delivering right now."

## The Seeds of Future Growth

Many of the IT projects that delivered business value in 2010 will continue to yield big dividends going forward, especially at companies like JetBlue Inc. and Scottrade Inc., where IT leaders deployed new, foundational systems that transformed the business.

JetBlue [CIO Joseph Eng](#) says a new customer service system that his team rolled out last year enables the airline to quickly establish new partnerships with other airlines, and thereby helps it expand its global network.

"We're able to grow the number of destinations, routes, places and people who travel via JetBlue through these partnerships," Eng explains. "It's all very technologically based because you have to connect the two airlines' systems, sharing route, inventory and network information so you can also share itineraries."

Soon after the system went live in January 2010, JetBlue announced several new partnerships, giving travelers the ability to use a single system to make plans to fly from Tel Aviv through JFK Airport in New York and on to any of JetBlue's domestic locations. Eng says the airline will announce additional partnerships this year, extending its international network to London and Johannesburg, South Africa.

"We went to work on the customer service system with the knowledge that we wanted to enable these kinds of partnerships much more quickly," Eng says.

"Our leadership team has a fundamental belief that this is actually an opportune time, which is why we continue to invest in the business from a products, services and operations perspective. The idea is, let's drive through some of these tough times but also prepare ourselves so that when we do have an uptick, we can do even more to stimulate growth," he says.

At St. Louis-based Scottrade, IT completed building a brand-new secondary data center. The financial services company is initially using the facility as a fail-over data center, but it eventually plans to use it to geographically split up the systems that serve the independent investors who make up its customer base. The goal is to offer faster response times and better service by handling customers' needs in the data center located closest to them.

Also in the works is the launch of a new division of Scottrade Bank that will enable customers to move seamlessly between trading and banking transactions -- a setup that will give Scottrade an entirely new revenue stream.

"In the year ahead, we'll be focused on positioning ourselves for continued growth so that when the recession turns around and the economy begins to grow, we'll have the right applications in place," says [Anne Coleman, director of trading applications](#).

The bottom line: Expect seamless leadership from these IT executives in 2011 and beyond, regardless of what happens with the economy, the unemployment rate or their corporate IT budgets. As long as the business vision is clear, *Computerworld's* Premier 100 IT Leaders will continue to deliver innovation and value.

### **Verizon Wireless aims to boost sales with updated retail systems**

Whether they're rushing in to buy the long-awaited Verizon iPhone or just stopping by to check out new accessories for their old phones, shoppers at Verizon Wireless stores can expect fast and relatively straightforward transactions, thanks largely to [Craig Young](#) and team, who spent most of 2010 working on projects designed to simplify and improve the shopping experience.

"As a company, we are focused on three key IT imperatives: simplifying the customer experience, promoting self-service and reducing costs," says Young, the carrier's CIO for the Northeast area. To meet that goal, Young and his team designed and implemented a new Internet shopping portal and a new self-service feature for retail stores that has the same look as the online shopping portal. These tools help drive shoppers in busy Verizon Wireless retail stores toward the self-service option, he says.

"Three to five years ago, it was a lot like it was at an airline terminal when you were trying to buy a ticket and there was a lot of typing going on and you had no idea what the clerk was doing," he says. "Today, we're very focused on shortening the input cycle, which also makes for a better customer experience."

Each of the store's digital touch points are interconnected, allowing clerks to view customers' shopping behaviors so they can customize product offerings, Young explains.

"For the customer, we are focused on making sure we put the right offer in front of them, calling out targeted actions every time they check in at one of our retail greeter stations," he says. "We have a powerful data warehouse and are constantly doing a lot of modeling" of customers' behaviors and preferences both in stores and online.

To cut costs, Young's team continually looks for ways to simplify sales processes. For example, redesigning the refund/returns process shortened the length of those transactions by nearly three minutes. "I'm very focused from the retail perspective on productivity. So we have the same size retail workforce [as in 2009], but it is 40% more productive," Young says.

"Craig has shown tremendous leadership with his focus on using IT to deliver a great experience for our customers," says Verizon Wireless CIO Ajay Waghray. "He has led his team to find ways to make our online and in-store experiences better every year. Everything he does, he makes sure to look through the eyes of our customers."

— *Julia King*

## Scot Finnie: The Premier 100 Class of 2011 faces down economic adversity

By Scot Finnie

February 18, 2011 06:00 AM ET

Computerworld - This issue of *Computerworld* has introduced you to 2011's Premier 100 IT Leaders. As has been true of every P100 class in the 12 years since we began recognizing IT's best and brightest, this year's honorees are an exceptional group of men and women. But are they exceptional in ways distinct from the IT leaders in the 11 classes that preceded them? Yes: This group is defined by its need to face down economic adversity. With the economy struggling to return from a devastating recession, they had to find ways to boost productivity while continuing to innovate and deliver significant business results.

In fact, every P100 class has been distinct, just as each [Premier 100 IT Leaders Conference](#) has its own feel, themes and key topics of conversation. The reason many alumni honorees return to the Premier 100 conferences year after year is to network and be part of the electricity the attendees generate. The P100 is where strategies for meeting the coming year's challenges crystallize, and that will likely be true of this year's event, which will take place March 6-8 in Palm Desert, Calif.

In 2008, the Premier 100's overriding themes were the advent of [cloud computing](#) and the rise of services-based IT. Last year, still in the depths of the recession, the key topic was how the ultimate goal of IT is not only to do things less expensively and with measured ROI, but to deliver key competitive differentiators and even generate revenue.

The personality of 2011's Premier 100 is beginning to emerge. You might sum it up as "Full speed ahead!" Coming out of the recession, smart IT shops are positioning themselves to help their companies grow. For example, 51% of this year's P100 honorees said their IT budgets had increased in the previous 12 months (and the average increase was 13%). Last year, just 36% of the P100 honorees said they had seen budget increases. Likewise, 40% of our 2011 honorees said their staffs had expanded in the previous 12 months; just 28% said that last year.



IT's A-listers: [Recharged and ready for business growth](#)

The Honorees: [Predictions and projects from this year's IT leaders](#)

[View Premier 100 IT Leader alumni from 2000 to 2011](#)

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It's also interesting to look at the types of projects that Premier 100 IT Leaders are undertaking. At the top of the list is application development, including ERP and CRM software. These are complex, longer-term projects -- the types of initiatives that many companies put on hold in recent years. [Security](#), including projects involving antivirus protection, identity management, single sign-on, firewalls and VPNs, also made the top five; that's another area that tended to get back-burnered when the economy was hurting. These new priorities tell me that IT shops are ready to get back to fleshing out and maintaining infrastructure. They're not afraid to dive in now.

This year's Premier 100 honorees are also marked by intestinal fortitude. They, and their companies, are willing to invest in rapid development of systems that will yield key business functionality or help increase revenue (you can read about several impressive examples of this in "[Seamless Leadership](#),"

by Julia King). As our leaders' companies come out of the recession, they are urging their people to excel, knowing that this is how to move the business ahead. They see opportunity in the gradual recovery.

Business vision, a willingness to go the extra mile to avoid saying no to a business need, a commitment to rapid development, and a habit of finding faster, lower-cost ways to meet business goals -- these are the hallmarks of the *Computerworld* Premier 100 IT Leaders of 2011. I can't wait to see what they do next.

**Scot Finnie** is *Computerworld's* editor in chief. You can contact him at [sfinnie@computerworld.com](mailto:sfinnie@computerworld.com) and follow him on Twitter ([@ScotFinnie](https://twitter.com/ScotFinnie)).

Next: [View the full list of 2011 honorees](#)

# Class of 2011 Yearbook: The Honorees



**STEVEN PORTER**  
CIO

**EMPLOYER:** Touchstone Behavioral Health

**LOCATION:** Phoenix

**COOLEST CURRENT PROJECT:** "We're looking at ways to enable our end users to bring their own client hardware. We're evaluating policy enforcement and advanced network access control technologies, as well as the current virtual desktop offerings. Ultimately, I'd love to reduce the amount of hardware in my refresh cycle."

**QUICK-ROI PROJECT:** "Our providers can now integrate their electronic medical records and Outlook calendars, and access the information on their company-issued smartphones. Using GPS data and the location of their next appointment, they now receive turn-by-turn directions and real-time traffic alerts, easily saving them 15 minutes daily."

**HOW ARE YOU BUILDING AN IT DEPARTMENT FOR THE NEXT 10 YEARS?** "I encourage creativity, logical thought and constant learning. In a small shop, no one has the luxury of being a specialist. We live on the leading edge, so professional development is a given -- but beyond that, we all need to understand how individual pieces fit into the environment we've deployed."

# Class of 2011 Yearbook: The Honorees

| Name                   | Title   | Employer   |
|------------------------|---|--|
| Joseph AbiDaoud        | CIO   | HudBay Minerals Inc.   |
| Tom Amburgey           | CIO   | City of Wellington   |
| James Attardi          | Vice president of IT  | Medidata Solutions Inc.  |
| Kate J. Bass           | Vice president and CIO  | The Valspar Corp.  |
| Douglas R. Beebe       | Corporate manager, real estate and facilities (former corporate manager, information systems)     | Toyota Motor Sales USA Inc.  |
| Lori Beer              | Executive vice president, Enterprise Business Services  | WellPoint Inc.   |
| Ronald F. Bianchi      | CIO and director, Information Services division   | Economic Research Service, U.S. Department of Agriculture            |
| Ben R. Blanquera       | Vice president of information services  | Progressive Medical Inc.   |
| Steven F. Bloomfield   | Director of IT manufacturing systems  | Freescale Semiconductor Inc.   |
| Michael O. Brady       | Senior vice president, Infrastructure Management Group  | Kaiser Permanente  |
| Shaun Braun            | Senior director, Global Solutions   | Stryker Corp.  |
| Ash T. Brooks          | Divisional CIO, Enterprise Computing Solutions  | Arrow Electronics Inc.   |
| Diane Bryant           | CIO and vice president  | Intel Corp.  |
| Lisa L. Caplan         | Vice president and business information officer, Care Delivery                                    | Kaiser Permanente  |
| Rick Chlopan           | CIO   | Kentucky Community & Technical College System                        |
| Jonathan Chow          | Chief information security officer  | NBC Universal  |
| Israel Class           | CIO   | The Leona Group LLC (former CIO at the Valley of the Sun YMCA)       |
| Dave Coker             | Vice president, computing and network services  | Southern Co.   |
| Anne Coleman           | Director of trading application development   | Scotttrade Inc.  |
| Casey Coleman          | CIO   | U.S. General Services Administration                                 |
| Nicholas R. Colisto    | Vice president and CIO  | Hovnanian Enterprises Inc.   |
| Tom Conophy            | CIO   | InterContinental Hotels Group  |
| Doug Cormany           | Senior vice president and CIO   | Preferred Care Partners Inc.   |
| Paul T. Cottey         | CIO   | Accretive Health Inc.  |
| Brent Cromley          | Senior director of engineering  | Zappos IP Inc.   |
| Raul A. Cruz           | Senior vice president and CIO   | AECOM  |
| Shirley Cunningham     | CIO   | Monsanto Co.   |
| Paul P. Diflo          | Vice president and CIO  | International Game Technology  |
| Sharon E. Donovan-Hart | Executive vice president, IT  | State Street Corp.   |
| Steven M. Elefant      | CIO   | Heartland Payment Systems Inc.                                       |
| Joseph Eng Executive   | vice president and CIO  | JetBlue Airways Corp.  |
| Timothy C. Ferguson    | CIO and associate provost for IT  | Northern Kentucky University   |
| Kimberly S. Fisher     | CIO   | American Fidelity Assurance Co.                                      |
| Aaron Gani             | Vice president, applications engineering  | Humana Inc.  |
| Deborah J. Gash        | Vice president and CIO  | Saint Luke's Health System Inc.                                      |
| Federico Genoese-Zerbi | Vice president, IT infrastructure (former CIO, Commercial Airplanes, Defense, Space and Security) | The Boeing Co.   |
| David Giambruno        | Senior vice president and CIO   | Revlon Inc.  |
| Michael P. Guggemos    | CIO   | Insight Enterprises Inc. (former corporate vice president at Motoro) |
| Michael J. Haas        | Vice president, global solutions delivery and enterprise finance IT                               | Johnson & Johnson  |
| Jonathan D. Harber     | CIO and vice president of IT  | Blood Systems Inc.   |
| Paul E. Haugan         | Chief technology officer  | City of Lynnwood   |
| Michael J. Hedges      | Vice president and CIO  | Medtronic Inc.   |
| Dennis Hodges          | CIO   | Inteva Products LLC  |

|                      |  |   |
|----------------------|--|---|
| Baskaran G. Iyer     | CIO  | Honeywell International Inc.  |
| Brandon J. Jackson   | CIO  | Gaston County   |
| Joel D. Jacobs       | Vice president and CIO                                 | The Mitre Corp.   |
| Bruce Jones          | Head of global IT security and risk                    | Eastman Kodak Co.   |
| Eric L. Keane        | Senior vice president of IT                            | FedEx Corporate Services Inc.                                       |
| Gary C. Kern         | CIO  | MutualBank  |
| Gopal Khanna         | Former CIO, Office of Enterprise Technology            | State of Minnesota  |
| Phil LaBelle         | Former vice president of IT strategy and innovation    | Hyatt Hotels Corp.  |
| Jim Lammers          | Vice president IT, Client and Patient Systems          | Express Scripts Inc.  |
| Katrina Lane         | Senior vice president and chief technology officer     | Caesars Entertainment Corp.   |
| Patricia M. Lawicki  | Senior vice president and CIO                          | Pacific Gas & Electric Co.  |
| Jay D. Leader        | Senior vice president and CIO                          | iRobot Corp.  |
| Sue-Jean Lin         | Senior vice president and CIO, information systems     | Allergan Inc.   |
| Eric Lindgren        | Vice president, CIO                                    | PerkinElmer Inc.  |
| Al B. Lucas          | Division chief, IT                                     | Maricopa County Attorney's Office                                   |
| Paul J. Major        | Managing director, IT                                  | Aspen Skiing Co.  |
| Edwin Marcial        | Senior vice president and chief technology officer     | IntercontinentalExchange Inc.                                       |
| Jan L. Marshall      | Vice president and CIO                                 | Southwest Airlines Co.  |
| Tim H. Masheck       | CIO  | National Government Services Inc.                                   |
| Darryl D. McGraw     | CIO  | Wake Technical Community College                                    |
| Bernard P. McVey     | Vice president and CIO                                 | Northrop Grumman Corp.  |
| Douglas S. Menefee   | CIO  | Schumacher Group  |
| Bruce A. Metz        | CIO  | Thomas Jefferson University   |
| Thomas Nealon        | Group executive vice president                         | J.C. Penney Co.   |
| David Neitz          | Global vice president, technology solutions            | MWH Global Inc. (former VP and CTO, Lincoln Trust Co.)              |
| David T. O'Berry     | Director of IT systems and services                    | The South Carolina Department of Probation, Parole and Pardon S     |
| Julie Ouska          | CIO and vice president, IT                             | Colorado Community College System                                   |
| Manesh M. Patel      | Senior vice president and CIO                          | Sanmina-SCI Corp.   |
| Vinay Patel          | Senior manager, software development                   | Harris Corp.  |
| Kenneth B. Peck      | Director of IT, office of the chief technology officer | DaVita Inc.   |
| Robert Petrie        | Vice president, IT                                     | PPD Inc.  |
| Page D. Petry        | Chief information resources officer for the Americas   | Marriott International Inc.   |
| Steve R. Phillips    | Senior vice president and CIO                          | Avnet Inc.  |
| Larry A. Pickett Jr. | Vice president and CIO                                 | Purdue Pharma LP  |
| <b>Steven Porter</b> | <b>CIO</b>   | <b>Touchstone Behavioral Health</b>                                 |
| Nitin Pradhan        | CIO  | U.S. Department of Transportation                                   |
| William G. Price     | Chief security and technology officer                  | Troy University   |
| Daniel A. Rainey     | Director, IT   | City of Ann Arbor   |
| Raj Rawal            | Former senior vice president and CIO                   | Burger King Corp.   |
| Edward Ricks         | Vice president, information services, and CIO          | Beaufort Memorial Hospital  |
| Gregory P. Schwartz  | Senior vice president and CIO                          | USAA  |
| Rico J. Singleton    | CIO  | City of Baltimore (former deputy state CIO for the New York state g |
| Bryan D. Sivak       | Former chief technology officer                        | Office of the Chief Technology Officer for the District of Columbia |
| David Steinour       | CIO  | The George Washington University                                    |
| Kevin Summers        | Global CIO and corporate vice president                | Whirlpool Corp.   |
| Haroon Taqi          | Global senior director of R&D Information Systems      | bioMérieux Inc.   |
| Ruth H. Thorpe       | Vice president and CIO                                 | Novartis Pharmaceuticals Corp. (former vice president and CIO, Sar  |

Mark A. Tiltman  
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Amy Wang  
Justin M. Webb  
Cheryl Y. Whitis  
Noel B. Williams  
Richard S. Williams  
Craig Young

Managing vice president, IT Enterprise  
Senior vice president of IT and CIO  
CIO  
CIO and executive director, department of technology  
Director of Information Services  
Vice president Olympic Services and Operations  
Vice president and CIO, Network Centric Systems  
Senior vice president and CIO  
Former global CIO  
Vice president and CIO, Northeast area

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Chesapeake Energy Corp.  
Make-A-Wish Foundation of America  
City and county of San Francisco  
Henry Ford West Bloomfield Hospital  
Bell Canada  
Raytheon Co.  
HCA Inc.  
AstraZeneca  
Verizon Wireless