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AUGUST 14, 2020



2020 CIO OF THE YEAR ORBIE AWARDS



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LEADERSHIP
ASSOCIATION
HISTORY'S
LARGEST IT
EXPERIMENT**

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AWARD
LEARNING,
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The annual Boston CIO 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 Healthcare & Nonprofit categories will be announced August 21 at the virtual BostonCIO ORBIE Awards.

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Raytheon Company

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STEVEN ZUROMSKI
Bridgewater State University



2020 CIO OF THE YEAR

LETTER FROM THE CHAIR

HISTORY’S LARGEST REMOTE WORK EXPERIMENT

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. Thanks 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.

BostonCIO is an executive peer leadership network focused on helping CIOs maximize their

leadership effectiveness, create value, reduce risk and share success. Convening New England’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, BostonCIO 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



Anne Margulies

COURTESY PHOTO

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 BostonCIO, 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 BostonCIO, 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,
Anne Margulies
Chair, BostonCIO
CIO, Harvard University



Google Cloud



2020 CIO OF THE YEAR

KEYNOTE | FLETCHER PREVIN, CIO, IBM

FOCUSED ON THE USER

Fletcher Previn, CIO of IBM, has taken a consumer-centric approach in his technology leadership of a global business computing giant.

BY JIM MORRISON

Special to the Journal

Fletcher Previn initially wanted to work in entertainment — he even interned for David Letterman and Conan O'Brien and did some work on a few films. He loved it and learned a lot, but he always had a parallel love of technology.

"I remember on some level being more interested in the phone system on the movie set than the movie they were producing," he said.

After graduating college, he drove across the country with his then-girlfriend (now his wife) to San Francisco, where they both got jobs in tech. After a year at an entry-level IT job, a friend from college who worked for a company that had just been acquired by Walmart called him and invited him to apply for a job.

"Walmart was like an IT boot camp," he said. "I went in there as a systems administrator and became Microsoft- and Cisco-certified, became a systems engineer, an engineering manager and after about five years I was on a good trajectory."

After moving back East to be closer to family, he joined IBM as a site architect working on IBM.com. After a few years, Previn became chief of staff to CIO Jeanette Horan. She later promoted him to Director in the IT department. The next CIO promoted him to be a VP in the IT department.

In that role, he did what was unthinkable not long ago. He persuaded IBM — the company credited with inventing the personal computer — to begin issuing Apple products to employees who wanted them. Until then, the company hadn't allowed it because they thought Apple products were too expensive and they didn't know how to secure or support them.

"Large organizations can be insular and think that if they can't solve a problem, it's because they're not solvable," Previn said. "I knew there

**'TODAY'S
BEST USER
EXPERIENCE
IS TOMORROW'S
MINIMUM
EXPECTATION'**



MASON FOSTER

FLETCHER PREVIN

CIO, IBM

EDUCATION:

B.A. Political
Science,
Connecticut
College, 2000

PREVIOUS ROLES AT IBM:

VP, Workplace
as a Service
Director,
Workplace and
Collaboration
Solutions
Manager,
Digital Sales
Technology
IT Architect

are billions of people in the world and somebody, somewhere has solved this problem. So I figured we'd go find that person and figure out how to bring it back to IBM."

The Apple CIO invited Previn in to see how they did things as a professional courtesy. He was surprised to find they're more similar to IBM than one might think. They both have over 100,000 employees, they care a lot about security and privacy and they have a complicated supply chain. They also manage a very large IT environment with a much smaller staff than Previn expected.

"We did about eight months of engineering work and found a way to do it," Previn said. "I could make the business case that yes, they are more expensive up front, but two-thirds of the costs come in four years of owning and operating the equipment. There is such a reduced support burden, there are productivity benefits as well."

And that's not all. Apple equipment also had a higher residual value at the end of three or four years, and IBM employees had been requesting them for years.

One of the first changes Previn made after becoming CIO three years ago was creating a group reporting to him for

user experience and design. They embed designers on all projects they think will have a high impact on all employee experience. He said it has allowed his team to embrace this service mindset. They are here to create a productive environment for our co-workers.

"So much in the way people work has changed," he said. "People's expectations have changed. It used to be accepted that things in a large enterprise are more complicated. New people coming to work today have a very different perspective. They think you have billions of dollars to spend on this product, it should be even better than my consumer life because you know who I am and you know what my job is. That creates a healthy dynamic: Today's best user experience is tomorrow's minimum expectation."

Previn summed up his approach to IT: "To lead with the user experience, hire people who are kind, passionate about what they do for a living and believe in our mission. If we surround ourselves with those kinds of teammates, we'll be successful on whatever problem we're working on. Your power base doesn't come from above, it comes from the ground up, from all the people you're trying to support."

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2020 CIO OF THE YEAR

LEADERSHIP AWARD | ADRIANA “ANDI” KARABOUTIS, GROUP CHIEF INFORMATION & DIGITAL OFFICER, NATIONAL GRID

NEW TECH, NEW INDUSTRIES

For Adriana ‘Andi’ Karaboutis, lifelong learning and taking tech leadership lessons across industries is her ‘thesis.’

BY JIM MORRISON
Special to the Journal

Adriana “Andi” Karaboutis, spent 15 years at Ford Motor Co., starting as a programmer and working her way through many roles before becoming Director of Global



COURTESY PHOTO

Manufacturing & Supply Chain Systems, IT. She went on to grow in similar roles at General Motors, before moving on to Dell, where she says she really cut her

teeth as CIO. She was there when it went private, a good and challenging time.

From there, Karaboutis became Biogen’s EVP of Technology, Business Solutions and Corporate Affairs. She said that role began really shaping her journey. Technology had always been her core strength. At Biogen, she learned to apply it to new industries.

“The day you stop learning is the day you start down the path of

ADRIANA KARABOUTIS
Group Chief Information & Digital Officer, National Grid

EDUCATION:
B.S. Computer Science, Wayne State University

PREVIOUS ROLES:
Biogen: EVP Technology, Business Solutions & Corporate Affairs
Dell: VP and Global CIO

GM: Executive Director Global Manufacturing & Labor Relations Information Officer

Ford: Director, Global Manufacturing & Supply Chain Systems, IT

obsolescence,” she said. ‘I love taking technology and applying it to new industries. It’s become my thesis.’

She has spent the last three years as CIO at National Grid, a firm whose commitment to carbon-free and carbon neutral energy is something that means a lot to her and she’s proud to be part of a company whose future is so closely aligned with her ideals. In addition to technical excellence, she says ownership is a huge part of her brand. “You have to own the strategy and goals of the company like they’re your own,” she said. “You have to understand the business.”

To go one step further, Karaboutis takes that ownership personally. She has served as a director on the boards of several for-profit companies and nonprofit organizations, and she steadfastly refuses to renounce her allegiance to Detroit’s sports teams.

Know the numbers

Karaboutis makes sure she understands the balance sheet and cash flow statements for every company she works for. She said a CIO should know

everything about what is needed to move the company forward and what the external threats are, and what is it that the company needs from technology.

She said the single most important thing every CIO must do is build a team of 360-degree leaders. Team members have to understand the business and the commercial model and they absolutely have to have technical chops to lead strategy and direction for IT and digital agendas.

“When you get to the CIO level, you can’t do everything yourself,” she said. “You have to have a high-performing team that all are going in the same direction and challenging the status quo.”

She said Michael Dell had a particularly strong impact on her as a leader.

“He taught me the difference between recognizing what’s important and what’s not,” she said. “Not everything has to be perfect and world class. You need to be able to determine what does need to be that way and what does not. And forge your agendas and strategies accordingly. He’s also one of the most pragmatic people I’ve ever met.”

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2020 CIO OF THE YEAR

SUPER GLOBAL FINALISTS



SUPER GLOBAL

MONICA CALDAS

SVP & CIO of Global Retail Markets, Liberty Mutual

Monica Caldas is the Chief Information Officer for GRM business unit of Liberty Mutual. In this role, Monica is driving the digital transformation of the business across 16 countries for Liberty's customers and employees.

Monica joined Liberty after a 17-year career at General Electric. She held senior executive CIO roles across various businesses including Capital Rail Services, Capital Fleet Services and GE's Transportation unit.

Monica was recognized in Hispanic Executive Magazine's Top 2016 Leaders, a finalist in the 2017 Chicago CIO Orbie Awards and recognized by Information Age Magazine as Digital Leader of the Year 2018.

Monica holds a Bachelor of Science in business and management information systems from the University of Connecticut, and a Master of Business degree from Pennsylvania State University.

She enjoys working in the community to promote more girls to be inspired to pursue STEM roles, is an active member in Hispanic affinity networks and is a student of mindfulness and meditation. She also enjoys traveling and most of all spending time with her husband, two young children and their very curious rescue dog.

SUCCESS STORY:

My most proud moment is building teams and growing tech leaders. Leadership that is inclusive and courageous and can transcend organizational silos to lift us with ideas that position our business for success in delivering differentiated customer outcomes across the globe.



SUPER GLOBAL

BROOKE FORBES

CIO, Head of Technology for Personal Investing, Fidelity Investments

Brooke Forbes is Head of Technology for Fidelity Personal Investing. She has more than 25 years of experience in large-scale technology platform and development management and transformational program leadership. She sits on the Advisory Board for Fidelity's Women's Leadership Group, the firm's largest employee resource group. Previously, Brooke was SVP Digital Planning and Advice and was also SVP, Omni-Channel Solutions and Associate Technology Platforms.

Prior to joining Fidelity in 2010, Brooke was director of CRM Platforms and International Technology for Bank of America – Merrill Lynch Wealth Management.

Brooke received her Bachelor of Arts degree in international relations from Colgate University. She lives in the Boston area and is the proud mother of four children.

SUCCESS STORY:

My proudest accomplishments relate to our team, the value we deliver to customers, and the way we deliver the work. First, the Personal Investing technology senior leadership team's diversity reflects the broader society, which positions us well to understand and serve our customers. Second, we drive significant digital advancements in our technology ecosystem, furthering our transformation into a digitally powered business that helps customers achieve their financial goals through dynamic, personalized experiences. And third, we do this while fostering an agile way of working rooted in servant leadership, associate empowerment, constant transparency, and continuous improvement.



SUPER GLOBAL

RHONDA GASS

VP & CIO, Stanley Black & Decker

Rhonda Gass is Vice President and Chief Information Officer (CIO) for Stanley Black & Decker. She was appointed to this position in September 2012.

As CIO, Rhonda drives a strategic agenda that equips the company's businesses with the digital, data and collaboration capabilities required to win in the global marketplace. Concurrently, she is leading a cultural transformation focused on managing the IT function as a business and delivering greater economic value.

Prior to Stanley Black & Decker, Rhonda was a Vice President at Dell, where she served for 12 years in positions of increasing scope and responsibility.

Rhonda is on the board of directors for Flowers Foods, one of the largest producers of packaged bakery foods in the U.S. She also serves on the Technology Business Management (TBM) Council board, a nonprofit organization which strives to advance the discipline of IT. Additionally, Rhonda was recently elected to the board of trustees for the Connecticut Science Center.

Rhonda holds a bachelor's degree in computer science and a Master of Business Administration from the University of South Carolina.

SUCCESS STORY:

We exited company-owned data centers, migrating to cloud/co-location; modernized telephony, converted to SD-WAN, embraced Zoom and Facebook's Workplace for collaboration, and adapted web portals for e-commerce; reduced application/ERP footprint by 25%; and engineered edge compute for Industry 4.0, and deployed cloud-based integration and Big-Data platforms.



SUPER GLOBAL

NICK PERUGINI

CIO, GE Shared Services (CoreTech & Cyber), GE

Nick Perugini is currently CIO (Chief Information Officer) for GE's shared infrastructure organization, responsible for transforming our CoreTech & Cyber offerings across all GE businesses into a customer-focused organization, by creating processes, operations & technology capabilities that enable our team to Run as a Business.

Nick brings together over 20 years of technology & business experience digitizing business models and transforming GE's customer & employee experience. Nick has held numerous roles across GE, within businesses & corporate functions, including previously serving as CIO for GE's newest startup, Current, where Nick delivered Current's digital thread and supported Current's product launch.

Active in several nonprofit organizations, Nick holds a bachelor's degree in Computer Information Systems from Bentley University. He lives in Boston.

SUCCESS STORY:

Nick established a new culture and way of working across the GE business IT teams, focused on transparency, accountability and trust. Never have we had a closer partnership across teams and operating units to understand demand sources, volumes and customer or business impact. This was a major shift in how we work and has strengthened outcome realization. Nick has partnered to improve operating rigor, including inventory, volume & costing control programs which delivered 1) improved visibility & control, 2) cost optimization, 3) increased secure operations & 4) deliver our 'future of work', across product & services, ultimately improving management of >\$1B in IT shared cost.



SUPER GLOBAL

BRENDAN TOOLE

CTO & Global Head of WWIT Product Engineering, The Boston Consulting Group

Brendan Thomas Toole is CTO & Global Head of Worldwide Software Product Engineering for the Boston Consulting Group. BCG's core business units process \$8 billion in revenue annually. He leads a global tech team of more than 450.

Prior to being named CTO & Head of WWIT Product Engineering for the Boston Consulting Group, Brendan held senior management technology roles for John Hancock Financial Services Corp., IBM Corp. and Computer Sciences Corp.'s consulting division, now DXC Technology.

Brendan holds Bachelor of Science degrees from the University of Massachusetts at Amherst, and is enrolled in MIT's Executive Management Leadership Program. He currently serves as a volunteer member of the Duxbury Youth Basketball board and George B. Preston American Legion Post 209 in Dover.

SUCCESS STORY:

I work closely with the many leadership teams within BCG to help drive change to meet the aspirations of the business while in parallel driving technical innovation. My efforts to modernize and optimize BCG's digital capabilities have had a significant impact on productivity and efficiency gains across core functional organizations. I demonstrate outstanding technical leadership and build high velocity teams that drive technical competitive advantage at scale. My leadership efforts strive to both grow the global Product Engineering organization and modernize many foundational systems delivering on BCG's strategy.

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2020 CIO OF THE YEAR

GLOBAL FINALISTS



GLOBAL

MONA BATES

VP IT & CIO,
Raytheon Missiles and Defense

Mona Bates serves as chief information officer and vice president of Information Technology for Raytheon Missiles and Defense. Raytheon Co. reported 2018 sales of \$27 billion and 67,000 employees and is headquartered in Waltham. IDS, headquartered in Tewksbury, has 32 global locations. Its broad portfolio of weapons, sensors and integration systems supports its customer base across multiple mission areas.

Mona previously served as senior director for Intelligence, Information and Services IT Program Execution as well as IT business partner lead for IIS Engineering. She also led IT Strategy and Architecture at IIS and chaired the Raytheon Engineering Automation Council.

Mona holds an MBA from the University of Colorado, Colorado Springs, with an emphasis in technology management. She graduated magna cum laude from Regis University with a bachelor's degree in computer networking.

SUCCESS STORY:

As Raytheon Missiles and Defense CIO, Mona leads the Digital Technology team and digital transformation strategy. Her greatest accomplishment is in transforming the digital foundations of our business through new technology and processes. Through her role in planning our merger to the trials of recent events, the role of Digital Technology permeates our business. Mona and her team partner across the business to improve our products, reduce technical debt, and minimize cyber threats.



GLOBAL

LARRY FRIEDMAN

CISO, Carbonite

Lawrence "Larry" Friedman is a highly regarded technologist who enjoys the creative process of solving problems and designing complex systems. As Chief Information Security Officer, Larry and his team build and maintain the strategy and programs necessary to secure both Carbonite's data protection solutions and our corporate IT environment, and to maintain the integrity of customer data.

Prior to this role, Larry was the CTO at Carbonite, where he was responsible for leading a team to anticipate the IT security needs of our customers and engineer data protection solutions. Before joining Carbonite, Larry was a distinguished engineer at RSA Security and held principal engineering positions at Greatway Technologies and Digital Equipment Corporation.

Larry is the co-inventor of 49 granted patents, with one patent pending. He holds a B.A. in Music from Boston University, where he also studied for his M.S. in Computer Science.

SUCCESS STORY:

"As Carbonite's first formal CISO, I was both excited and challenged by the mission to reduce business risk and create a culture of security awareness across the company. By educating employees on their role in protecting our digital assets and creating a program to reduce incident response times and remediation costs, I reduced strain on resources and increased efficiency of the program. These changes resulted in reducing risk to the overall business, which is no small feat. Layering in Carbonite's rapid growth through acquisition activity between 2018-2019, this was a steep challenge."



GLOBAL

JAG KRISHNAN

VP & CDO,
Bose Corp.

Jag Krishnan is the Vice President and Chief Digital Officer at Bose Corp., reporting directly to the CEO. He is a transformational leader in driving change and business outcomes leveraging digital technology. In the last few years Jag Krishnan has been championing and enabling the transformation of Bose business model and the operating model leveraging digital technologies.

Jag considers himself to be a futurist. Apart from identifying patterns, he can create an effective framework to bridge the chasm.

Jag started his career as a software engineer writing polymorphic antivirus programs and has worked on many facets of software product development including building MRP products. A recent recognition includes being awarded the 2019 MassChallenge mentor award contributing to start up success and economic development throughout Massachusetts.

SUCCESS STORY:

"The goal of Digital transformation for me meant leverage of Platform (Firmware, mobile and Cloud), and Data to fundamentally change how we operate and deliver value to create enriching experience for our customers. Digital provides infinite possibilities.

I will cherish the legacy of building the talent for the future and many that went to become CIO and held executive roles outside of Bose. I had a very simple goal in my time here – try to leave things better than I found them. My success was entirely because of the amazing team I had, and it was a privilege to serve."



GLOBAL

GEORGE LLADO

SVP & CIO,
Alexion Pharmaceuticals Inc.

George Llado is Senior Vice President and Chief Information Officer of Alexion, responsible for building the company's Global Information Technology function that enable Alexion to develop life-transforming treatments.

He is an industry veteran with 30 years of pharma business and IT experience.

Prior to joining Alexion, George served as Vice President and business line CIO for Merck's Manufacturing and Supply Chain organizations. Before that, George was Merck's Vice President, Corporate IT and business line CIO for several corporate functions. He also previously worked at Citibank.

George serves on the National Center for Women & Information Technology (NCWIT) Board and the Temple Fox IBIT Advisory Board. He holds a Bachelor of Science degree in Computer Science from New York Institute of Technology.

SUCCESS STORY:

"Alexion is a global biopharmaceutical company focused on serving patients and families affected by rare diseases. We aspire to be the No. 1 patient-centric rare disease company and the most rewarding company to work for. As CIO, I have been instrumental in moving the company towards realizing this aspiration. I have transformed my organization, first by recognizing the need to rebuild infrastructure during my early tenure to today leading the company's digital transformation. The vision to build best-in-class platforms with a cloud-first mindset made all the difference when Alexion employees had to pivot to work-at-home during the pandemic."



GLOBAL

RAVI SHANKAVARAM

VP of IT (Global),
New Balance Athletics Inc.

Ravi Shankavaram - VP of Global IT, joined NB in 2005. Bringing more than 20-plus years in fashion, retail, e-commerce and technology leadership.

Prior to joining New Balance, Ravi held various IT executive and management positions at Staples, HomeRuns.Com, Open Market, and at Fruit of the Loom's sports and licensing division. Ravi holds Master's degrees in Mathematics and Computer Science from Bombay University and Rivier University, respectively, and a Certificate Graduate degree in Administration & Management from Harvard University.

Ravi has a passion for music, mentoring and newfound passion: running. Through New Balance, he has partnered with Year-Up and has fostered the internship program since 2014.

SUCCESS STORY:

"I see myself as talent thought leader and business technologist. With business environments becoming increasingly technology-centric, technology leaders must lead with empathy and respect. Empathy allows one to view the world through the eyes of the others. Respect allows one to pay attention to details/facts and understand complexities/constraints. These foster improved collaboration and enable better outcomes. Additionally, attitude and approach are two important qualities to look for, in building world class teams/leaders and delivering successful outcomes.

As a business-technologist, I am always curious to learn about functional areas of the business and its constraints, and how technology can help."



2020 CIO OF THE YEAR

LARGE ENTERPRISE FINALISTS



LARGE ENTERPRISE
TARA LONG

Head of Technology, Corporate and Institutional Solutions, MassMutual

Tara works at MassMutual as the Head of Technology for Corporate and the Institutional Solutions business. Tara is a highly successful change leader with over 20 years of experience, and is an expert at cultivating deep client relationships, resulting in consistent positive results to the bottom line. Additionally as a champion for diversity and inclusion, Tara leads and chairs the MassMutual Enterprise Technology and Experience (ETX) Diversity and Inclusion Committee. She also serves as Vice Chair of the Women’s Leadership Business Resource Group (BRG) at MassMutual. She obtained her B.A. from Mount Holyoke College and earned her MBA with a concentration in management information systems from Western New England University. She is also the recipient of the 2018 Women in Insurance Leadership award by Digital Insurance and featured in Digital Insurance magazine in the fall of 2018, as well as featured in CIO Review magazine in 2018 and Profile Magazine in 2019.

SUCCESS STORY: I take my greatest satisfaction from building and developing excellent teams. I work with my team to set the vision, strategy and objectives so there is clarity of purpose and then collaborate with that team to deliver exceptional results for the business. I believe that no one individual, no matter how talented, can be successful consistently by working alone. I truly believe that a team is greater than the sum of its parts. I am incredibly proud of my team and all that we have accomplished together.



LARGE ENTERPRISE
PRAGATI MATHUR

EVP & CTO, Staples

Pragati Mathur is the Chief Technology Officer at Staples, leading all aspects of information technology including e-commerce, supply chain, order management, retail, corporate applications, data, security and infrastructure. Prior to Staples, Pragati worked at Biogen as SVP, Technology and Business Solutions. Pragati also served as the Chief Enterprise Architect at Boeing. She also previously worked for General Motors where she held various roles, including Director and Chief Architect for the Global Sales and Marketing Division and Enterprise Data. Pragati holds an M.S. in IT from Carnegie Mellon University and a bachelor’s degree in computer information systems as well as an MBA from Walsh College. She also holds a bachelor’s degree in Commerce from Osmania University, India.

SUCCESS STORY: With a focus on stabilization, optimization and rationalization, Pragati has led Staples through a digital transformation as their CTO. Over her three years at Staples, Pragati has had a direct hand in transforming not only Staples brand but its digital presence: developing a common e-commerce platform and digital architecture, modernizing Staples retail stores, supply-chain systems, integrating numerous M&A deals, and establishing a data-centric analytics organization to drive customer insights, pricing, segmentations and more. This was accomplished all while transitioning the organization to follow a company-wide agile planning process.



LARGE ENTERPRISE
DOUGLAS MYERS

EVP & CIO, Suffolk Construction

Doug Myers is the Executive Vice President and CIO of Suffolk, with approximately \$4 billion in annual revenue and ranked No. 23 on the Engineering News-Record national list of “Top 400 Contractors.” Doug is responsible for enabling day-to-day operations of 10 U.S. offices and active job sites across the nation. He is also responsible for enabling Suffolk’s ongoing innovation efforts. Doug has more than 30 years of business experience, including extensive IT leadership experience in both operations support and the deployment of innovative and transformational technology. Doug has a Bachelor of Science degree in Mathematics from the College of William & Mary and an MBA with Distinction from The Wharton School of the University of Pennsylvania.

SUCCESS STORY: Suffolk manages some of the most complex and sophisticated construction projects in the country, harnessing technology to develop proprietary tools and unlock the power of data to:

- ▶ Better manage complexity through comprehensive operational dashboards.
- ▶ Deliver operating efficiencies and a better user experience through the integration of cloud and on-premise solutions.
- ▶ Add value across the lifecycle of a building, from investing at the earliest stages of development to design, risk management, construction management and self-perform services during the design/construction stage to facilities management after the building is completed and operational.



LARGE ENTERPRISE
NATHAN ROGERS

SVP & CIO, SAIC

Nathan G. Rogers is senior vice president and chief information officer for SAIC. As CIO, he is leading the modernization of IT and providing best-in-class customer service that enables SAIC to better serve its customers. Rogers has served in various diversified IT, financial, and operational management roles for 20 years across Engility, which was acquired by SAIC in 2019, as well as its legacy companies. Most recently, he was the Engility CIO, and previously the senior director of enterprise shared services and senior director of financial operations at TASC, which was acquired by Engility in 2015. He also served as director of contract accounting at Northrop Grumman. Rogers holds an MBA from Boston University and a Bachelor of Science in accounting from the University of Massachusetts Amherst.

SUCCESS STORY: As the CIO for SAIC, my team and I completed two IT integrations for multi-billion dollar companies while also fast tracking SAIC’s digital journey to improve our employees’ productivity and experience and building a comprehensive IT Strategy. We were responsible for ensuring the successful integration of business systems (i.e. ERP, HCM), data centers, networks and cyber-security. Deltek recognized us as the Government Contractor MVP of the year for the swift integration of our ERP. Our employees, leadership team, Board, and investors have seen the integration as a tremendous success. These are great times to be on the SAIC team.



LARGE ENTERPRISE
MARK SHERWOOD

EVP & CTO, Nuance Communications

As senior vice president and chief information officer, Mark Sherwood leads the Global Technology Solutions group, which drives the effective use of information technology, security, and hosting to support agility and productivity across Nuance’s businesses. With a strategic focus on supporting the company’s global customer base and delivering superior outcomes, Mark oversees infrastructure operations, core data services, business systems, SaaS delivery, information security, and internal and external hosting while continually driving new innovation and a cloud first strategy. Prior to joining Nuance, he served as the vice president of IT at Symantec and held numerous leadership roles at Cisco Systems. Mark earned a B.S. in Chemistry from the University of California, Irvine and holds an M.B.A. from California State Polytechnic University.

SUCCESS STORY: I’m most proud of the digital transformation we have driven across the company over the past two years. We started with four siloed organizations. We sold one division and stood up a second division as a public company. We consolidated all the Hosting organizations into one integrated team. This required restructuring teams, aligning new leaders, building a strategy and driving the implementation. By reorganizing and modernizing, we have become more relevant in supporting Nuance’s transition to public cloud. In addition to the technology transformation, we have focused as much time and effort into driving a new culture across the company.



2020 CIO OF THE YEAR

ENTERPRISE FINALISTS



ENTERPRISE

JAMES CHILTON

CIO,
Cengage Learning

Jim's background is uniquely right for Cengage, with 25-plus years of experience in both startups and larger businesses. Early on, he focused on business process consulting and system turnarounds for high-growth startups. He spent 10 years as CIO at SolidWorks, where revenues leapt from \$50 million to \$625 million, and post-acquisition, he was tapped to become CIO Dassault Systemes, a top-10 enterprise software company.

Jim resides just northwest of Boston in Hollis, N.H., his hometown. He has a B.S. in computer science from Franklin Pierce University and an MBA from our key customer, Southern New Hampshire University, both degrees earned while working full time.

He is highly focused on business process and pragmatic solutions, a strong team builder with a legacy of successful promotions of subordinates, and a results-oriented executive.

SUCCESS STORY:

In the three years since I joined Cengage, the company has undergone a significant evolution to adapt and better serve the needs of today's educators and learners. I've been able to leverage my previous experiences in technology, as well as my community role as a startup advisor, to bring new ideas to Cengage, as well as help develop best practices, improve operations and foster innovation. This has led to improved efficiency and productivity among our workforce, scalable offerings for our customers, and stronger outcomes to drive the long-term growth and success of the company.



ENTERPRISE

PAUL LUONGO

President & CIO,
Plymouth Rock Co.

Paul joined Plymouth Rock in December of 2000 and is currently the president and CIO of the company's Shared Technology Services Group Inc. Prior to Plymouth Rock Paul led the outsourcing organization in the USA for CGI in Andover and Montreal. This program was intended to optimize the 10,000 members in CGI and the Center of Excellence in the company. Responsibilities included the development and delivery of business solutions surrounding CGI's sectors of business.

Paul is a Boston native, he was born and raised in Winchester. He attended Northeastern University in Boston, with a B.S. Management and MIS, as well as Babson College Continuing Education for Human Relations, Management & Leadership, Quality Control Methods and Procedures.

SUCCESS STORY:

Working at Plymouth Rock is professionally challenging and rewarding. When I joined Plymouth Rock we had several systems focused on specific geographical areas of business. We built an IT organization and implemented a common systems environment across the enterprise. At the same time Plymouth Rock pursued an acquisition that nearly doubled the company size. Within a two year window began the conversion of the acquired company onto our new enterprise solution. We migrated all processing to the new platform and have leveraged this environment to support the growth of Plymouth Rock organically and for multiple book rolls and acquisitions.



ENTERPRISE

MIRIAM MANNING

CIO, Commonwealth Financial
Network

Miriam Manning is chief information officer at Commonwealth Financial Network, the nation's largest privately held registered investment adviser-independent broker/dealer. She has more than 15 years of experience in IT strategy development, execution, and governance in the regulated health care insurance, software, and data information sectors. Most recently, Manning served as CIO at Commonwealth Care Alliance, where she was responsible for driving organizational payer and provider care delivery transformation, data-driven business reengineering, and member/provider engagement. Manning recently was named among the Top Women in WealthTech 2020 by ThinkAdvisor. Originally from Ireland, she graduated from Dublin City University with a B.A. in education and holds a post-grad degree in marketing from the Dublin Institute of Technology College of Marketing & Design. She also has earned her FINRA Series 99 registration.

SUCCESS STORY:

Assisting Commonwealth with successfully launching its fintech spinout, Advisor360°, while building out a thriving technology department within the RIA-B/D after moving 70% of the IT department to Advisor360°. Despite the challenges of a spinout, I credit our success to defining a clear IT vision, strategy, and roadmap, as well as to empowering our great team.



ENTERPRISE

IAN PITT

CIO, LogMeIn Inc

Ian Pitt brings more than 25 years of experience to the role of CIO at LogMeIn, in which he is responsible for cybersecurity, governance, corporate IT, business applications, business Intelligence and product operations globally. Ian also plays an active role in M&A transactions in addition to the more technical roles. Ian has been the CIO of LogMeIn for nearly four years.

Prior to LogMeIn, Ian held a number of CIO and CTO roles in numerous industries including tech and finance.

Starting as a Level 1 help desk analyst with NCR Unix servers, Ian held consulting, sales engineering and product management roles along the journey and ultimately settled into the CIO role.

Ian holds a bachelors double-major degree in physics and electrical engineering. He uses a small fraction of that to calculate gas mixes for fueling his passion for cave and wreck scuba diving around the world.

SUCCESS STORY:

At LogMeIn, I have been blessed with a world class team and a very supportive CEO giving me the opportunity to deliver some of the best work of my career. I have helped navigate the company through multiple game changing acquisitions, global events such as the 'Mass move home' brought on by Covid-19 with the subsequent increase in customer traffic and now, the opportunity to be part of taking LogMeIn private under the ownership of Francisco Partners. Every day brings new challenges and the CIO organization delivers on every single business need asked of us.



ENTERPRISE

DAVID VIDONI

VP of IT, Pegasystems Inc

David is the Vice President of Information Technology at Pegasystems Inc. in Cambridge. David's leadership style is both transformational and servant leadership.

Before leading the IT team, he worked as director of product management. Previously, David worked as an IT consultant driving transformations at several Fortune 100 organizations. He is currently a member of the Society of Information Management (SIM), the Co-Chair of the SIM Boston CIO Roundtable and a member of the SIM Board of Directors.

David holds a BS in Engineering from Clarkson University and a Masters of Business Administration Degree from Bowling Green State University. Outside of work, David enjoys coaching his daughter's soccer teams, biking, skiing and other outdoor activities.

SUCCESS STORY:

The IT team implemented targeted improvements to the Contract -to-Cash process that have enabled the Finance team to reduce the quarterly close time by over 62% (down from 35 to 23 days) while increasing the transactions processed per quarter by over 30%. At the same time, the quality of the data captured has significantly improved for enterprise reporting and overall support tickets coming from Finance have been reduced by over 50%. These changes have cumulatively saved over 1800 hours in effort per quarter between teams and have advanced Pega's objectives to scale as an "as-a-Service" organization.



2020 CIO OF THE YEAR

CORPORATE FINALISTS



CORPORATE
LEN CAMARA
CIO, FirstLight Fiber Inc.

A proven technology leader with 25 years of experience delivering enterprise-wide strategies, architecture, and applications that impact the bottom line, Len has mentored and developed high performance teams supporting global 24x7 operations. He is recognized for his vision, creativity, and contributions to lead digital transformations leveraging web, mobile, public/private cloud, and Software as a Service (SaaS) applications.

Len has held leadership roles in Fortune 500 organizations as well as start-up environments. He is recognized for his team development, technology acumen, and business approach to all projects.

He holds a bachelor of science degree in computer information systems from Bryant University and a juris doctorate degree from New England School of Law.

SUCCESS STORY: FirstLight, a fiber-based broadband communications provider, has transformed itself from a small, regional provider to one that now spans the Northeast and mid-Atlantic. I have overall responsibility for the Company's digital transformation as it continues to grow both organically and inorganically. This includes leading the streamlining and standardization of all processes across the organization and developing a technology road map to support the company's goals. To date these technologies have focused on improving operational efficiencies, enriching data analytics, and enhancing the customer experience. My efforts have led to shorter book to build timelines, which have enhanced our bottom line.



CORPORATE
LORRAINE SPADARO
VP of Technology, TD GARDEN/Boston Bruins

For more than 20 years, Lorraine Spadaro has led the technology and digital advancements for Boston's TD Garden, a subsidiary of global hospitality leader Delaware North. In her current role as Vice President of Technology, Spadaro is responsible for all aspects of the arena's technology and digital capabilities. As one of the national leading experts in her field, Spadaro also regularly consults for Delaware North on technology integrations at MLB, NFL, NHL and NBA venue clients across the country.

Most recently, Spadaro has led the technology enhancements involved in Delaware North's \$100 million renovation of the arena. The arena now boasts the country's first LED digital concourse complete with overhead LED digital signage and upgrade to HD wifi.

Before joining Delaware North, Spadaro spent eight years working for the Commonwealth of Massachusetts as a Programmer/Systems Analyst. She earned her BA in Computer Science from Boston College.

SUCCESS STORY: Realignment of perception of IT in our organization from utility to true strategic business partner. Collaboration with CRO and business organization to align technology as a catalyst to support business and revenue growth. Create a best in class guest experience and technology showcase for Delaware North to share with current and potential hospitality clients.



CORPORATE
JASON STUMP
VP & CIO, Encore Boston Harbor

Jason Stump is the Vice President and Chief Information Officer at Encore Boston Harbor. Stump joined Encore in October, 2018 and led a very successful technology opening of Encore Boston Harbor, a \$2.7B integrated resort.

Stump provides leadership for the continued development of an innovative, robust, and operations information technology environment throughout the integrated resort.

Stump was the President of Technology and Diversity for Charity from January 2018-January 2020 and is a member of Boston CIO group.

Prior to joining Encore Boston Harbor, Stump has spent 26 years in various information technology roles such as Harrah's Entertainment, Argosy Gaming Company and Pinnacle Entertainment.

SUCCESS STORY: "As the CIO, I opened the first integrated five-star casino resort in Boston. Encore Boston Harbor was the largest private single-phase construction project in the history of the Commonwealth of Massachusetts. In a short amount of time, I optimized the budget, shaving off millions of dollars; hired highly qualified technology leaders and professionals; deployed technology to onboard 5,500 employees over a five-month period; and deployed more than 150 applications in a highly regulated environment.

Encore Boston Harbor had a flawless technology opening, which was vitally important given that millions of dollars of transactions traversed daily through the resort's technology systems."



CORPORATE
JASON WHITE
SVP & CTO, Berkshire Bank

Jason White is the Chief Technology Officer at Berkshire Bank. In this role, Jason oversees the bank's information technology activities including ongoing management of the Company's Enterprise Project Management Office and support for the Company's technology systems, integrations, risk, employees, and customers. In addition, Jason works with executive management to determine and implement long-range technology goals, strategies, digital transformation plans and related policies.

Jason is a member of the Mid-Sized Bank Coalition of America (MCBA) as well as the American Bankers Association (ABA) Endorsed Solutions Advisory Council recommending endorsements and assessing financial technology. He holds a variety of certifications from multiple vendors.

Jason lives in Newington, Connecticut with his wife and three children.

SUCCESS STORY: I love what I do and have an innate passion for technology which makes choosing one accomplishment challenging. My greatest accomplishment has been creating an engaging environment with my staff and building inclusive, collaborative partnerships with our lines of business. This has created a united build of our technology strategy and Corporate initiatives, allowing for faster execution and speed to market for customer offerings and has created an effective, efficient environment for our employees. Technology is only as good as those that use it. Engagement, collaboration and partnerships are key to getting the right technology to our employees and customers.



2020 CIO OF THE YEAR

HEALTHCARE FINALISTS



HEALTHCARE

CARA BABACHICOS

SVP & CIO,
South Shore Health

Cara Babachicos is senior vice president and CIO at South Shore Health, a regional community health system south of Boston.

Cara has more than 25 years of experience working in healthcare information systems with a career that spans across acute care, non-acute, for-profit vendors and consulting.

In her current role, Cara oversees all aspects of IT and has led major organizational transformation with a \$175M project to revamp technology across the health system. In 2019 South Shore Health received Chime's Healthcare Most Wired Hospitals.

Cara was a member of the CHIME board of directors 2014-2106. She is on the faculty of CHIME and teaches in the Healthcare CIO Boot Camp. Babachicos has taught in the master's program for health informatics at Northeastern University, and previously, Babachicos was on the faculty at Harvard School of Public Health where she taught a course in executive project management.

SUCCESS STORY:

My success comes from partnering with the business to build and implement clinical platforms and tools that allow us to best serve our patients, our care providers and our community. Through large scale process and system redesign we have been able to build an electronic clinical record system that supports care partnerships and new care models for patients in the community. This work supports our goal of using our electronic medical record to its fullest so that patients continue to receive extraordinary care. We guide our processes with an understanding that an optimal end state consider people, process and technology.



HEALTHCARE

JEANNETTE CURRIE

Community Hospital CIO,
Beth Israel Deaconess Medical Center

Jeannette Currie serves as Chief Information Officer for Beth Israel Lahey Health Community Hospitals including Beth Israel Deaconess Milton, Needham and Plymouth. Jeannette is responsible for all IT functions across the Beth Israel Deaconess Community Hospitals and is also the designated HIPAA Security Officer. Jeannette joined the Beth Israel Deaconess System in 2015. Recently, she was a contributing member of an advisory group to develop a Digital Health Marketplace program in Massachusetts for the Mass eHealth Institute.

Ms. Currie is a member of CHIME and HIMSS and has spoken broadly on implementation strategies for Electronic Health Records as well as on achieving and sustaining quality improvements by leveraging technology.

A graduate of the University of Massachusetts Amherst, Currie was previously executive director of Information Systems at South Shore Hospital. She also served as Assistant Director of Information Systems at Mount Auburn Hospital and Information Systems Manager at Caregroup.

SUCCESS STORY:

I am incredibly proud of how the Information Technology Division was able to react during the COVID pandemic. We stood up a telemedicine platform, enabled a remote workforce and created datasets that will enhance our ability to care for our patients in the future. It was a tremendous honor to support our front line heroes and I remain inspired by all of the healthcare teams who rose to the challenge and cared for our sickest patients so expertly and compassionately.



HEALTHCARE

KEN GRADY

Corporate VP & CIO,
IDEXX

Ken became Corporate Vice President and Chief Information Officer in February 2016, leading IDEXX's global IT organization. He joined IDEXX in 2014 as Vice President and CIO, and prior to IDEXX, he drove industry innovation as Director of IT and CIO at New England BioLabs, and as Global Head of Business Analytics & Commercial IT at Novartis Vaccines and Diagnostics in Massachusetts, among other leadership roles. Mr. Grady served as a linguist and translator for the U.S. Army, and continues his community outreach in this area. He studied Computer Engineering at Georgia Institute of Technology, and is a graduate of the Arabic program at the Defense Language Institute.

SUCCESS STORY:

Ken Grady has been the global CIO of IDEXX Laboratories since 2014, and leads a nimble and growing portfolio of technology teams across 11 countries in 5 continents. IDEXX is a data driven organization, enabling entirely new business models through a playful technology architecture. Most recently, this includes delivering a global digital pathology service that leverages precision scanners at customer clinics, connected to a global network of certified pathologists, to deliver results to the veterinarian & pet owner in 2 hours, vs a traditional turn around measured in days, demonstrating the commitment to innovation and the customer in every IDEXX effort.



HEALTHCARE

WILLIAM MAYO

CIO, Broad Institute of
MIT and Harvard

William Mayo is the Chief Information Officer of the Broad Institute, where he has responsibility for building the team that provides technology capabilities across the organization.

He also serves as the chairman of the board of Ascentria Care Alliance, a \$100M, 150-year-old social service agency with over 40 programs throughout New England. Bill is a steering committee member and liaison to the College of Computer and Information Science at Northeastern University's Venture Mentoring Network, and he is a member of the board of advisors to a software startup and consults with a number of biotech companies on IT strategy.

In prior roles, Bill built a successful consulting business, worked closely on drug and product launches with Biogen, and spent nearly 20 years with Gillette and Procter & Gamble.

Bill received both a B.S. in computer science and an MBA from Northeastern University.

SUCCESS STORY:

The Broad is a career destination for many of the world's brightest and most accomplished scientific researchers. Our aim has been to make that true for our technical teams as well.

Over the last four years we have focused relentlessly on building a culture where everyone can "Enjoy what they do" defined as: Being good at what you do; Being up to something big; Being on the right side of history; and, Being part of a team. I am immensely proud of their accomplishments and honored to call them colleagues and friends.



HEALTHCARE

ADAM WASYLYSHYN

CIO, Insulet Corp.

Adam Wasylyshyn is Vice President and Chief Information Officer at Insulet Corp.

Known as a strategy focused leader, he's able to drive measurable and quantifiable business results through people, processes and technology to create competitive advantage for the enterprise. He has a track record of creating best in class, resilient IT organizations and cloud operations teams focused on developing contemporary skills and key competencies that optimize productivity and drive profits.

His diverse background is complemented by an MBA in Global Management, an MS in Computer Information Systems and an Executive Certificate in Strategy & Innovation from MIT.

SUCCESS STORY:

Enabling and launching our "best-in-class," global diabetes platform is my greatest accomplishment as Insulet's CIO.

Our fundamental objective at Insulet is to apply the strength of our innovative technology to make the lives of people living with diabetes easier. The Omnipod® Insulin Management System is a revolutionary, easy-to-use device with wireless connectivity that provides nonstop insulin delivery without the need of multiple daily injections. To broaden our reach, we partner with global pharmaceutical and biotechnology companies to help them adapt our technology and deliver subcutaneous drugs across multiple therapeutic areas to benefit patients with various health conditions.



2020 CIO OF THE YEAR

NONPROFIT FINALISTS



NONPROFIT

SARAH ANGEL-JOHNSON

CIO, Year Up

Originally from Honolulu, Sarah Angel-Johnson was hired by IBM in 1997 as a software engineer and coded IBM's first e-commerce website. She quickly became one of IBM's youngest female executives, leading organizations of 25,000 team members, managing seven global labs, and driving \$1.7 billion in revenue.

In 2014, she made a significant career decision, to transform the \$860 million Girl Scout Cookie Program by taking it digital! The launch of "Digital Cookie" garnered 4 billion media impressions. Sarah is passionate about closing the opportunity divide, and in 2019, Sarah took the next step in this journey and joined Year Up as CIO.

Sarah received an MBA from Cornell University, an advanced graduate certificate in IT from Rochester Institute of Technology, and her bachelor's degree in electronic media arts and communication from Rensselaer Polytechnic Institute.

SUCCESS STORY:

As Year Up's CIO, I'm changing the hearts and minds of a movement to think about technology as human experiences powered by digital solutions. The transformation of focusing on the user journey moved us from internal processes to digital experiences, functional projects to integrated solutions, incremental fixes to impact results, and customization to industry standard. As a result, Year Up is closing the opportunity divide through a technology foundation designed for change in order to scale our ability to empower young adults to reach their potential through careers and higher education.



NONPROFIT

MICHAEL CRONES

CIO & Principle Director of Program Operations, Draper

Mike joined Draper as the Chief Information Officer in September 2015 to enable and support an overall corporate transformation. Mike led a struggling IT department through a transformation to a high performing, leading-edge team.

Prior to Draper, Mike was with MIT Lincoln Laboratory (MITLL) serving in roles from technical staff, to program management, and eventually culminating as the Deputy CIO. During his time with MITLL, he helped run the Laboratory's central IT services and was intimately involved all aspects of supporting research and development activities. Additionally, Mike has held technical IT implementation, management and architecture roles across various industries.

Mike is actively engaged with local universities as a mentor, guest speaker and champion for student transitions to the workforce. He holds his bachelors from Merrimack College and a masters from Brandeis University.

SUCCESS STORY:

The greatest accomplishment has been building my leadership team and seeing the impact that they have on my overall department. Initially it was just about getting the "right" people on my leadership team and having all of the roles filled. Over a couple of years, we began to jell and become a true team. A team of individuals who had subject matter expertise, respect from peers and great emotional intelligence. Through mentoring and leadership we have developed a diverse team of motivated staff who are managed by extremely capable leaders with exciting future opportunities.



NONPROFIT

MITCHEL DAVIS

VP & CIO, Dartmouth College

As of July 1, 2017, Mitch Davis started leading Information, Technology and Consulting at Dartmouth College. His responsibilities include providing vision, leadership, and long-range direction for development and implementation of information and technology initiatives that align with Dartmouth's mission. During his 14 years at Bowdoin as a Senior Vice President and CIO, it was transformed into one of the most technically advanced liberal arts college in the nation. Before Bowdoin, he was one of the executive directors of ITSS at Stanford University, an Associate Dean and CIO for Stanford Law School, and the Assistant Dean for Information Technology at University of Oregon School of Law. Prior to joining higher education, he was a consultant to law firms, hospitals, advertising, publishing and education.

SUCCESS STORY:

As Dartmouth's CIO, I have dedicated myself to these goals and principles, which collectively form what I call the CIO's Oath: ITC is unified in its purpose, diverse in its thinking and staffing, confident, trusted and focused on providing exceptional leadership, consulting, and the information/technology services our clients need to do their work and challenge the future. Every ounce of ITC's resources should be focused on working with the entirety of Dartmouth faculty, students and staff as together we engage with the world's great challenges at a renowned liberal arts college and internationally acclaimed research university.



NONPROFIT

RAYMOND LEFEBVRE

Vice Chancellor for Technology & CIO, UMass Boston

Ray Lefebvre is Vice Chancellor for Technology and CIO at UMass Boston, with 37 years' leadership and IT experience, the last 12 in higher education, including Bridgewater State University and the University of Massachusetts Medical School. Ray served from 2016 through 2017 as chairperson of the Massachusetts Public Higher Education CIO Council, a consortium of the 24 public universities and community colleges in the commonwealth.

Ray holds a B.S. and MBA, both Summa Cum Laude, from Nichols College, and is a graduate of the Harvard Business School Management Development Program for Academic Leadership.

Ray and 92 members of his IT staff look forward to launching the "UMB IT CARES -Community Assistance Raises Everyone's Spirits" volunteerism campaign to help others in need.

SUCCESS STORY:

During my time at UMass Boston I have worked hard to bring the IT division together by connecting and advocating for IT, students, facility and staff. The success of any organization relies on mutual respect, excellent communication and the specific skills each collaborator brings to the table. To this point, I created IT Outcomes, an annual publication, to emphasize IT's innumerable cross divisional successes. While technology marches forward, changing direction as needed, it is vital to adapt while remaining responsive and supportive. I believe positive outcomes will result from people working together where everyone feels valued, respected, and engaged.



NONPROFIT

STEVEN ZUROMSKI

VP IT and CIO, Bridgewater State University

Purpose, pride and passion define Steven's 15 years of leveraging technology to meet the ever-increasing challenges fundamental to higher education.

Hired in 2004, he began as a technical support specialist and advanced through the ranks to his current position.

Steven is a true son of Bridgewater, having earned a bachelor's degree in Management Information Systems and a master's degree in Technology Management from BSU. He holds multiple industry certifications from ITIL (Foundations & Practitioner), Cisco, and is a Microsoft Certified Systems Engineer.

He appreciates the personal nature of the campus, understands the culture of the institution, and has an authentic interest in helping our students, faculty, and staff succeed.

SUCCESS STORY:

Purpose, pride and passion define Steven Zuromski's 15 years of leveraging technology to meet the ever-increasing information challenges and demands fundamental to higher education. As Vice President of Information Technology and Chief Information Officer at Bridgewater State University (BSU), Zuromski is responsible for providing senior leadership and operational oversight of the Information Technology Division. In 2019, Zuromski and his team discovered fiber optic cabling that originates at the Bridgewater, MA campus and travels up the railway system into Boston. The fiber, which lay dormant for decades, is now activated and providing tremendous value and cost savings to the institution.

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