Dayton Non-Profit helps Youth Prepare for Computer and IT Occupations

3 Ways Artificial Intelligence Can Improve the Workplace
Leadership

Man and Machine Working Together to Realize Smart Manufacturing

By: Treg Gilstorf

Manufacturing is at a turning point due to evolving market dynamics and recent technological breakthroughs. Increasing product individualization, shorter product life cycles, and product and market complexities are creating difficult challenges for manufacturers. At the same time increasing automation, digital transformation, and IoT are bringing together the physical and digital environments. Manufacturers are caught between today’s traditional processes/systems and the future of Smart Manufacturing, which many believe will bring about the next industrial revolution, Industry 4.0.

The catalysts for realizing Smart Manufacturing include technologies such as AI, IoT, cloud computing, big data, cybersecurity, and advanced robotics. Coming from a robotics company I want to share how robots are breaking out of their cages to work alongside their human co-workers in order to help companies realize Smart Manufacturing. These new robots called cobots (collaborative robots) are designed to work seamlessly with people, performing complex manufacturing tasks by sensing and adapting to their environment. They are moveable, flexible, easy to use, and intended to assist, not replace a human worker.

This new smart machine no longer requires engineers for programming; the operator can program through hand guiding. It also requires a smaller footprint with fewer environmental restrictions allowing the cobot to be just another member of the team, elevating the contribution and value of their human co-workers by taking care of the work nobody else enjoys doing. The challenge is analyzing and determining how to create the new paradigms for the division of labor, the Human-Robot Collaboration or HRC.

Combine these robotic attributes with AI, IoT, and deep learning into our plants and factories and we are creating smart production lines where material input, layout changes, and optimization can be achieved according to product type and quantity. It is truly exciting to think about the changes we are going to experience as Smart Manufacturing progresses, and as IT professionals we are going to be integral to the journey. Forward-thinking IT leaders that create implementation strategies and begin to act now can help their companies stay ahead of the competition, reaping the benefits of the Smart Manufacturing future.
Technology First is excited to announce that Zack Huhn, Founder of Venture Smarter, will be presenting as the TOIT18 Breakfast Keynote. Zack will share his expertise in Smart Regions as he discusses the Ingredients of a Smart City. Some may consider this as the official ~Appetizer~ of the Taste of IT Conference!

Zack Huhn
Founder of Venture Smarter

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We live in a society that increasingly depends on technology to assist us with a multitude of tasks ranging from commerce to communication. Along with the rapid integration of technology comes the need for workers who have the knowledge and skills required to fill job positions in this growing field. According to the Bureau of Labor Statistics, employment of computer and information technology occupations is projected to grow 13 percent by 2026.

Back to Basics Youth Education Center in Dayton, Ohio is an after-school program that helps prepare inner city youth enrolled in elementary through high school for the expanding computer science job market by introducing them to the key technology that drives this field. Students who attend the program also receive mentoring and tutoring services. The Back to Basics Youth Education Center is located in the downtown district across from the Benjamin & Marian Schuster Performing Arts Center. Lawrence Lindsey, the Founder and Director, is a 1968 graduate of Paul Laurence Dunbar High School who also earned a Bachelor of Science degree in Social Work from Central State University and a Master of Science degree in Counselor Education from the University of Dayton. A commitment to helping African American students after school began long before Lindsey opened Back to Basics Youth Education Center earlier this year.

Lawrence Lindsey was as a middle school guidance counselor for the Fairfax County Public Schools for over twenty years before retiring and moving back to Dayton in 2014. Before his employment as a middle school guidance counselor, he served as a Commissioned Officer in the U.S. Army. "During my employment with Fairfax County Public Schools, I started a nonprofit after school program to mentor and tutor African American students who were struggling academically. When I moved back to Dayton in 2014, I wanted to give back to my city, and I convinced the principal of Dunbar High School to allow me to begin a free tutoring and mentoring program there," Lindsey said. Shortly after the program began at Dunbar, Lindsey decided to restructure it. Lindsey explains, "I redirected the focus of my non-profit program and began to introduce students to computer technology in addition to providing them with mentoring and tutoring services. I made this decision because I realized that students in Dayton did not have the same level of access to the technology that students in Fairfax County, Virginia had access to. I also wanted to bridge the digital divide." The digital divide is a term used to describe the gap that exists between those who have computers and online access and those who do not.

In 2015, Lindsey decided he wanted to create a center that would benefit all interested students in Dayton and the surrounding areas. It took Lindsey three years to get the center up and running because he primarily used his own money to fund the program. Lindsey also contacted local businesses to ask them to donate money and computer equipment. LexisNexis responded by donating several laptop computers to the program. Additionally, Kevin Kirkle, who is employed as a full-time computer programmer, volunteered his time by teaching students how to program computers. Kirkle volunteers at the center every Monday during the school year. Additionally, Lindsey formed a Board of Trustees that includes, Horace Bowins, Program Manager, Kevin Kirkle, Computer Programmer, Dianna Harris, Treasurer, and Francia Davis, Secretary. Lawrence Lindsey is the President of the board. The Back to Basics Youth Education Center officially opened its doors in March.

Online computer modules are currently used in the program to teach students how to code computers. Understanding how to code computers is key when creating computer software, apps and websites:

- Code.org introduces students to coding games, exercises and other online tools that promote computer learning.
- CodeAcademy.com is described as a more challenging interactive platform that offers free coding learning games and modules.
- CodeNow.org provides online learning modules designed for middle and high school students and teaches foundational skills in computer programming.

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TECHNOLOGY

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- CodeAvengers.com is an online learning platform that teaches web development. It is recommended as a learning tool, if students are interested in HTML, CSS and JavaScript. It is also considered a great tool for learning computer programming.

- The Flatiron School of Computer Coding in New York City is a coding boot camp with technology’s most effective software engineering and web development courses.

In addition to learning computer science skills, students in their junior and senior year of high school have had the opportunity to intern at LexisNexis and Frontier Technology, Inc. Lawrence Lindsey often quotes former President Barack Obama when talking with students who participate in the program, “...computers are going to be a big part of your future. And if you’re willing to work hard enough that future is yours to shape.” Lindsey also likes to quote motivational speaker Les Brown who said, “It’s better to be prepared for an opportunity, and not have one, than to have one and not be prepared.”

Although the program currently receives $45.00 per student per month through the Combined Federal Campaign, a large portion of the funding continues to come from Lawrence Lindsey. Grant Writer Bonny Taggert was recently hired through GrantWriters.com to assist with securing grant funding; however, donations are also welcome. According to Lindsey, the program is still growing and obtaining additional funding is very important.

Moving forward, Lawrence Lindsey plans to add 10 more laptop computers to the center bringing the total number to 20. Additionally, Lindsey is still accepting students enrolled in elementary, middle and high school who are interested in the computer science careers. Parents are asked to provide transportation, and they must sign a letter of consent. Lindsey is also looking for more individuals to volunteer their time and expertise at the center. “If you have any knowledge of computer coding and computer programming, please volunteer at the center,” Lindsey said.

To donate and for more information on Back to Basics Youth Education Center Website: http://www.lbtbyec.org

Telephone number: (937) 963-2518.

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Suite 611
Dayton, OH 45402

Lawrence Lindsey (Director)
lbtbyec@gmail.com

Tracy Phillips is a librarian who currently co-manages a large library branch in the Dayton Metro Library system. She formerly worked for the Free Library of Philadelphia before moving back to Ohio nine years ago. She is also a freelance writer who primarily writes about education, nonprofits and library and information science.
Technology First is leading a community-wide, coordinated effort to recruit and retain IT Talent as well as BUILD an environment to attract and retain technology organizations in the region. As part of this effort, Technology First’s CIO Council invited community resources to attend and provide overviews of their respective programs at our August 9th meeting.

Program overviews were presented by the following organizations to educate industry on the resources available to the community supporting the IT Industry.

Kelly Geers – Learn to Earn Dayton, Montgomery County Educational Service Center

Elizabeth Wolfe-Eberly – Dayton Regional STEM Center

Stephanie Adams – Dayton Region STEM School

Jesse Maxfield – Career Tech Centers

Chad Watchorn – Southwestern Ohio Council for Higher Education

David Snipes – Montgomery County Development Services

Lucious Plant – Dayton Development Coalition, JobsOhio

Following the presentations, Phase One of Technology First’s Workforce Development Survey results were presented to the 70+ attendees. The Workforce Development Survey solicited input on components such as:

- Number of IT professionals hired annually
- Most successful way to fill open positions
- Most important coding languages
- Most important cybersecurity certifications
- Training and educational programs desired for continuous development of the IT workforce
- Amount budgeted for training per organization

This survey will help assess needs and next steps for coordinating regional efforts to supply existing and future companies with the IT talent they need to build and grow regional businesses for the future. What do you interpret from the chart below?

Where do you find the most success in filling open positions?

Representing higher education were Faculty, Career Service Professionals, and IT Departments from the following colleges and universities. The next step of this initiative will include discussions to ensure IT Curriculums align with skills required by hiring companies.

Cedarville University
Central State University
Clark State Community College
Sinclair College
University of Cincinnati
University of Dayton
Wittenberg University
Wright State University

Stay tuned for the next meeting on this topic as we continue to connect Academia, Industry, and Government Professionals to Build Tomorrow’s IT Workforce!

Please contact us if you would like additional information (info@technologyfirst.org).
James Alford  
- Montgomery County Data Processing  
Director of IT

1. **What was your first job?**

   My first job (besides a Journal Herald & Dayton Daily newspaper boy) was in the United States Army. My Military Occupational Specialty code was 13 Echo. As a Computer Cannon Fire Direction Specialist in Field Artillery I learned so many things about building teams, respecting others and to stay calm under pressure. I entered the Army at the age of 17 and that is when I got my first “Taste of IT”.

2. **What roles or skills are you finding (or anticipate to be) the most difficult to fill?**

   There is a high demand for mobile developers, software and .NET developers. I believe the demand is so high because it is constantly changing. Also Cyber Security talent is in demand and the realization is now apparent that there is definitely a need for it. It would great to have that certification in house however, it is difficult to hold on to that type of talent within the organization.

3. **What’s the best career advice you ever received?**

   Don’t ever be ashamed about saying you don’t know or ask someone to explain what you don’t understand. Remember you cannot always do everything by yourself and learn to allow others to be part of the team. Sometimes you may fall but don’t stay down, learn to get back up and try again.

4. **What advice would you give to aspiring IT leaders?**

   I have learned that the highest factor in being a great leader in any area is the face-to-face communication and building trust. Your communication must be prompt, direct, and respectful. In Information Technology one must remain "open" and receptive because technology is changing all the time. New Leaders must be prepared to step out of their element or stretch their wings and embrace. Leading means showing that you care about the individual. Always check in to see how your team is doing or ask if they have all the resources available to them. Make sure you thank them and make sure you show sincerity when you tell them “thanks for coming in today.” These little gestures will demonstrate that you don’t just think of them as machines and make sure to keep spirits up especially when the workload is heavy or morale is low.

Matt Giblin - Norwood Medical  
IT Manager (3.5 years)

1. **What was your first job?**

   During high school, my first job was a camp counselor at Woodland Trails Scout Reservation on the high-ropes course and climbing tower.

2. **Tell us about your career path.**

   While working on my Bachelor’s degree in Computer Science at Wright State University, I found an advertisement on one of the bulletin boards around campus about a local company wanting help updating the company website. I contacted the company, and ultimately assisted with the website update. A couple months later, the company, Norwood Medical, contacted me about an internship in the IT department.

   I continued the internship with the company, and accepted a full-time position after graduation as a PC Administrator in 2007. After several years, I moved into the role of Systems Administrator and had the opportunity to work with newer technologies like storage area networks and server virtualization. In 2012, I completed my MBA at Wright State University. In 2015, I accepted the role of IT Manager. During my tenure at Norwood Medical, I have had an amazing experience learning and cultivating new skills in a fun and creative environment. On June 4, 2018, I celebrated my 14th year at Norwood Medical.

3. **What business or technology initiatives will be most significant in driving IT investments in your organization in the coming year?**

   One of our largest objectives this year is upgrading our ERP system. Due to the new version’s significant system requirements, this upgrade has also triggered several other projects. We have added additional computing resources to our virtualization cluster, 10 Gbe networking, and an All-Flash SAN. During our upgrade phases, we have also been working on updating related software packages that interface with our ERP system, such as document-control and business intelligence systems. Our company has been working very hard to ensure the implementation will go smoothly.

3. **What advice would you give to aspiring IT leaders?**

   Do not worry about implementing latest technology “buzz” words. While these technologies are new and sometimes very powerful, they do not always solve the problems that your organization is currently facing. Instead, focus on technologies that will help your organization achieve greater efficiencies, streamline operations, complete strategic objectives, or gain competitive advantages. Technology should enhance the services and products provided by your organization, not hinder it.
W. David Salisbury, University of Dayton Sherman-Standard Register Professor of Cybersecurity Management, has been tapped as the first leader of the University's new Center for Cybersecurity & Data Intelligence, which was established to enhance the cyberhealth of the Dayton community with a lead gift from Premier Health.

“Dave brings a great deal of expertise and collaborative experience to this position. We are extremely excited about the new opportunities in experiential learning, research and industry outreach the center will develop under his leadership,” said Tom Skill, University of Dayton chief information officer.

Salisbury, who helped create and now administers the cybersecurity course sequence in the University of Dayton’s School of Business Administration, specializes in examining criminal and terrorist uses of information technology. In addition to his cybersecurity work, Salisbury has researched information technology influences on small group interaction, managing organizational knowledge and prices in online markets.


In addition to Premier Health, the center’s partners include the Southwestern Ohio Council for Higher Education and CinDay Cyber Corridor, which work to increase the pipeline of students pursuing cybersecurity careers, and the Dayton information technology trade association Technology First.

The center hosts the Dayton Regional Cyber Range, a hands-on cybersecurity simulator that provides students with real-world experience in detecting and managing threats to computer systems. Funded by the Ohio Department of Higher Education’s RAPIDS program, this cyber range is part of a regional collaboration with Sinclair, Clark State and Edison community colleges and Central State University.

The center’s partners also work with the University of Dayton’s faculty experts and information technology staff to grow a trained cyber workforce in the region, identify and test new cybersecurity practices, create education and awareness programs for employees, train information technology teams on incident readiness and response, share best practices with the greater Dayton community, and bring all that expertise into university classrooms.

Partners also benefit from opportunities to interact with University of Dayton students and graduates for internships and employment recruitment, as well as discounted access to the cybersecurity center’s training and continuing education workshops, institutes and certification sessions.

“Bringing the region’s experts together to address data security and analysis helps everyone better predict cyber risks and respond to and recover from cyberattacks,” Salisbury said. “All of the partners support the goals of educating, attracting, retaining and supporting a local workforce that can recognize and respond to growing threats to information security.”

The center, which will have a permanent home on the third floor of Miriam Hall, provides free, public resources to help protect sensitive data, including a blog and webinars.

Any organization interested in becoming a partner in the center can contact Salisbury at salisbury@udayton.edu.

For more information, contact Shawn Robinson, associate director of news and communications, at 937-229-3391 or srobinson@udayton.edu.
Artificial Intelligence (AI) is one of the biggest technology trends of recent years. AI is transforming everything from marketing to shopping to online gaming. Businesses are finding many creative ways to utilize artificial intelligence, such as chatbots to enhance customer service and tools for marketing automation. Another overlooked area that AI can help businesses is by making life easier for employees. Let’s explore some of the ways AI for workplace apps can enhance the internal operations of your business.

IMPROVING RECRUITMENT AND EMPLOYEE ONBOARDING

AI can make life easier for both recruiters and job applicants. Furthermore, it can simplify the onboarding experience for new recruits. These possibilities are already being realized by many companies, especially in the hospitality industry. For example, Marriott International uses an innovative chatbot for Facebook Messenger that makes it easier for candidates to learn more about career opportunities. These types of tools help to attract better targeted and better-informed candidates and take a load off HR departments.

Artificial intelligence can also improve onboarding and training. For example, the AI training tool Chorus listens to sales calls and is able to offer suggestions to improve results. As AI gets more advanced, there will be more and more ways that it helps with training.

BOOST PRODUCTIVITY

Workplace apps are already enhancing productivity, allowing for the automation of many everyday tasks. AI has the potential to take this a step further. Every business has tedious administrative tasks that add up to many hours in a week. AI software, such as automated personal assistants, can help to perform many related tasks. For example, when it comes to organizing a meeting, AI could interface with your scheduling apps (e.g. Slack) and save people from having to make lots of phone calls or send out multiple emails. AI can also help with tedious tasks such as payroll and timesheet management. Just as chatbots can help customers with FAQ, they can perform a similar function with employees. A smart AI can answer employee questions on a variety of topics such as information about products, benefits, company policies, and other issues. In some cases, the AI will need to refer people to a human but this is a valuable function as well. In large companies, it’s often confusing for employees, especially newcomers, to know which person or department to consult.

ENHANCE COMMUNICATIONS

Modern business depends heavily on effective communication, both internally and externally. As noted, AI can help with tasks such as planning meetings. It can even help you communicate with people around the world who speak different languages. For example, Skype Translator is a multilingual AI assistant that can be used in conference calls. This futuristic software supports 10 languages for voice and 60 with text, making it possible to communicate normally with people who couldn’t otherwise understand one another.

The age of artificial intelligence is just beginning and has been noted as a technology on the rise in 2018. No doubt, there will be numerous ways to incorporate AI for workplace apps and other essential everyday responsibilities. Businesses will be able to free up time and handle many tasks more efficiently. This will benefit management, employees and customers alike.

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The Data Analytics Special Interest Group (DASIG) met on August 24th after a summer break. Facilitated by Lewis Myers, Ben Scharer, and Matthew Savage, the group discussed ServiceNow Performance Analytics and Reporting to Drive a Data Driven Operation. Thank you Managed Technology Services, LLC for sharing your experiences with the DASIG!

Also back from summer break, the Infrastructure/Cloud Special Interest Group (ICSIG) met on August 24th to discuss Job Skills in a Cloud World facilitated by Danielle Chaney, Tagg Madden (pictured above), and Gerald Parish. The group discussed market data/supply & demand of cloud professionals, personal transitions from infrastructure to cloud professions, and organizational and mindset change for leadership. This awesome session was put together by TEKsystems and Managed Technology Services, LLC – thank you!

Here you’ll see Gerald Parish thinking through a tough question asked by the group – there are always ways to stretch your brain at the SIG meetings!
While not a new story, the looming threat of disaster is not going away and, in fact, is continually gaining momentum. Disasters come in all shapes and sizes; in the past, natural disasters and recovery focused primarily on hurricanes, tornadoes and flooding. And while these risks are significant and occur year over year, people and businesses have a basic plan and hopefully insurance in place. But who would think that so far in 2018, over 5 million acres would burn in nearly 39,000 wildfires. Often caused by people, fires cause the loss of life, property and billions of dollars. Are you prepared to survive a natural disaster on that level? Those losses could be yours, your employees, your suppliers and your customers. According to FEMA, 40% of small businesses never reopen after a disaster and another 25% that do reopen fail within a year. The National Archives and Records Administration states that more than 90% of companies that experience at least seven days of downtime will go out of business in a year. You can’t lower the risk of a natural disaster, but there are critical steps you can take to protect yourself and your business. A disaster recovery plan and adequate insurance are keys to recovery.

Important elements of a business continuity plan include:

- A written plan that is shared with employees; everyone is trained and ready to respond
- A plan that is detailed down to each step with all responsibilities assigned
- A complete and up-to-date list of important phone numbers and addresses
- A communication strategy internally and externally to prevent loss of customers
- Back up plans that are operational and tested; this includes duplicates of important documents stored offsite
- Insurance plans that are reviewed on a regular basis and policy limits and deductibles that are understood

Small businesses are often not prepared for a disaster and assume they are covered by insurance if something should happen. It’s difficult to designate time and resources for something that may or may not happen and therefore they are left extremely vulnerable during the critical recovery period.

And then there are other types of Disasters ….

From Rob Arnold’s CyberSecurity A Business Solution, “Businesses have been keen to capitalize on the increasing value of data. Small and medium businesses are no exception, and have enjoyed this trend right alongside their larger peers. Even the tiniest companies are awash with valuable data because technology has made its collection ubiquitous. A single smartphone contains more data than a room full of computers could handle just a few decades ago. The volume and value of information we can effortlessly collect is truly incredible.”

Data can be lost, corrupted, compromised or stolen. Think about how often your data files change throughout the workday. Any data loss, no matter how small, can result in a significant disruption to your business. An IT disaster recovery plan is as important as your physical plan.

Many small businesses turn to a Managed Service Provider (MSP) to add a layer of protection and to manage their disaster recovery process. Some MSP’s offer only the technological aspects of data by protecting the data center, systems, applications and the data itself. Others offer layers for IT Security and Infrastructure Management. If you plan to outsource disaster recovery, you will need to know exactly what is covered and what is not. An MSSP (Managed Security Solution Provider) will typically provide data filtering, detection of malware threats, scheduled patching and maintenance of all software and systems, and best practice restoration in the event of an emergency. A great resource for basic controls can be found at www.cisecurity.org.

No matter your business, you are digitally active and you cannot afford to lose your data. According to Security Week, data loss has increased more than 400% over the past couple of years and the trend doesn’t appear to be slowing down. Data is massive and it’s challenging to protect.

Small business may think this type of security is never going to be an issue for them, but the bad guys are always on the hunt for easy targets and small business is often on their radar. According to a recent Verizon report, small data breaches (with fewer than 100 files lost) can cost over $35,000. One of the keys to recovering is to understand your vulnerabilities before a disaster strikes and balance this with preparation. The time and money spent putting a plan of action together, understanding your risks and mitigating the impact of a breach or data loss will be well worth your efforts. People make mistakes and systems fail, there’s no way around those issues, and you’ll be wise to protect your business and establish a proactive approach to recovery.
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Formerly President of KeyBank Dayton

Lori Anello
VP, Integration and ERP Platforms, GE Digital

Casey Moran
VP, Digital Operations, Service Management, and Lifecycle Operations, GE

Barbara Hogan
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“The Moneyball CIO – Learning the Science of IT Decision Making”

Featuring: Wesley McPherson, Associate Research Director for the Security and Risk practice at Info-Tech Research Group
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WHO’S HIRING?

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• Segue Technologies
• Montgomery County BCCIT
• Speedway

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