LEADERSHIP

HOW DO YOU DEFINE SUCCESS?

By: Bryan Hogan, President/CEO, Afidence Member, Technology First Board of Directors

If the most common opening question in personal relationships is “How are you doing?”, then it is fair to say that the most common opening question in leadership circles is “How is the business doing?”.

For years, my default response to that question was to provide a short update on all the positive things that were happening at Afidence. Depending on who was asking, I might even provide insight to the not-so-positive things. Nothing complicated. It was a simple question, right? That is until one day I found myself asking that question to myself: Really, how is our business doing?

A COMPLICATED QUESTION

When I started thinking about the question, it prompted what seemed like an endless stream of clarifying questions: Should I talk about our growth? Our client satisfaction? Our culture? Our awards? What information is the person looking for, and what is the right answer?

What once seemed like such a simple question, now seemed like daunting philosophical riddle that was in no way prepared to answer. Yes, I probably should have just stuck with my default response, but my “high-C” DISC profile would not stand for it. (FYI: The “C” stands for conscientiousness, which is a lot kinder than over-analyzer!). Finally, it occurred to me that what that question was really getting to, at least in my mind, was gauging our success. Therefore, what we needed to do is define what success looks like for Afidence.

OUR DEFINITION OF SUCCESS

Over the ensuing months, we spent a lot of time collaborating on what winning truly looks like for Afidence. While we had always valued the importance of culture, growth, and client relationships, this process helped us take a more holistic and long-term view of the health of our business. That effort resulted in the development of six success measures, each of which has an initial set of indicators that we now use to gauge our progress.

1. **Employee Experience** – Is our team doing well? Are they engaged? Are they thriving?
2. **Client Success** – Are we doing quality work? Are our efforts helping our clients succeed?
3. **Financial Strength** – Are we profitable? Are we stewarding our finances well?
4. **Healthy Growth** – Are we adding new clients? Are we growing our business?
5. **Scalable Model** – Are we getting more efficient? Are we eliminating unnecessary dependencies?
6. **Strategic Value** – Do we have a compelling purpose? Are we driving innovation and differentiation?

YOUR DEFINITION OF SUCCESS

What this journey taught me is that one of the most important things a leader can do is to take time with their team to define what success truly looks like for their organization. Then, figure out and implement the measures needed to track progress. Not only will this help leaders understand what is most important to the organization, but more importantly, it will help create the clarity needed within the team that will ultimately drive the desired results. And the bonus? Being able to completely answer that simple question: How is the business (or team) doing?
TECHIES 2019 CELEBRATION!!

MAY 1, 2019 | The Dayton Club

Congratulations to the 2019 Techie Leadership Award Winners and Finalists! We are proud to support such a talented, impactful IT community!!
AWARD OF EXCELLENCE - STUDENT PROJECT

WINNER:
Cedarville University IoT Laundry Monitoring System Team

For their senior design project, this student team of computer and electrical engineers addressed the frustrating dormitory dilemma of getting to the laundry room only to learn that all the machines are being used by other students. To create effective laundry monitoring in one of the Cedarville dorms, the team made a working prototype system including custom-made printed circuit boards with sensors and wireless micro-controllers to send data up to an AWS database and back-end. They also created a responsive web service for residents to monitor all 16 machines in real-time and get alerts when machines are available or when their loads of laundry are done.

FINALIST:
University of Dayton’s Application Support Team

This senior MIS capstone team from University of Dayton partnered with Dayton Children’s Hospital to provide several IT services including SharePoint database administration of application data and SharePoint communication site development for the Hospital’s end users. Their application support solution will act as a central repository of information regarding Dayton Children’s entire application catalog and should help strengthen, diversify, and expand the application services to the entire hospital.

FINALIST:
Wright State University’s Sensor Communications Team

Grid Sentry partnered with this Wright State MIS team to explore and describe outdoor alternatives for sensor-to-sensor communications between power lines. This project was particularly challenging because it was an unplanned capability for the company’s infrastructure and no literature currently exists on the matter. After much research and assessment, the team ultimately chose radio frequency, weightless wireless, and narrowback IoT as the three finalist technologies. Grid Sentry used the student’s data to move forward with obtaining proof of concepts for the various technologies.
2019 TECHIES

MOST PROMISING STARTUP

WINNER:
Ascend Innovations

Ascend Innovations is a digital health firm owned by Premier Health, Kettering Health Network, and Dayton Children’s. Their core capabilities are comprised of data science, digital design, software development, and research. They build digital health products for a variety of use cases within the health care industry. Some of their recent innovations include the Vye mobile application that monitors ocular response times to provide early detection of neurological conditions such as concussions or impairments. Other recent projects have been in coordination with Montgomery County’s opioid epidemic and with the Air Force Research Lab to assist first responders.

FINALIST:
Ignyte Assurance Platform

With history developing and implementing best practices regarding security, risk, and compliance, Ignyte has transformed into the ultimate translation engine for simplifying compliance across regulations, standards, and guidelines. They have created a platform to assist with data collection, analysis, and to help streamline processes across multiple security frameworks at once and provide technology enabled services to the Healthcare, Defense, Manufacturing, and Finance and Banking industries.

FINALIST:
Soar Technology Inc.

SoarTech is an artificial intelligence software company that has been doing research on AI software that “thinks the way people think” for government research customers in the Department of Defense and Department of Transportation. SoarTech’s research focuses on Autonomous Platforms and Intelligent Training, and they are a leader in developing cognitive models of human reasoning which are systems which perceive, decide, and act autonomously or alongside humans to enhance human performance. SoarTech is now exploring how to prepare and introduce their research products into the market by starting up a productization capability to bring AI to the government and commercial market.
EMERGING LEADER

WINNER:
Nicole Robbins
IT Manager
Midmark Corporation

Nicole is the IT Manager over Service Desk at Midmark Corporation. She leads a team of 15 teammates responsible for the help desk, workstation support, productivity software support, mobile technologies, and collaboration equipment as well as a host of other related responsibilities. Over the past few years, Nicole has successfully led the maturation of her team as measured by outstanding improvements in Midmark’s feedback survey results. Her passion, dedication, and her drive to improve have made the Service Desk team the successful team it is today.

FINALIST:
John Huffman
IT Service Center Specialist
University of Dayton

John is the IT Service Center Specialist for the University of Dayton Information Technologies. He provides first level customer support for a wide variety of systems and oversees a staff of over 20 student employees. John’s greatest contribution to UDIT has been the development of 3 different comprehensive training programs to best prepare his ever-changing staff of students, ultimately ensuring they provide the best services possible when engaging with customer requests.

FINALIST:
Michael Martin
CIO
Smart Data

Michael serves as the CIO for the local tech company Smart Data. His main responsibility is to enable the Smart Data teams, ensuring they can deliver the company’s values and provide excellent service to their partners. Over the past 3 years Michael has used his skills to move Smart Data to a place of agile maturity which has led to success for the company and its clients.
WINNER:
Karl Konsdorf
Director of Research, Analytics, and Reporting
Sinclair Community College

Karl is the Director of Research, Analytics and Reporting at Sinclair Community College. His role is divided between internal and external needs. Within his department Karl oversees the four major functions of database management, strategy informed research, reporting functions, and data quality. Outside of his department Karl provides leadership in the areas of data informed strategy development and assists executives with research-based assessment and planning.

FINALIST:
Treg Gilstorf
CIO
Yaskawa Motoman Robotics

Treg is the CIO at Yaskawa Motoman Robotics. He is responsible for providing overall leadership and direction for the IT department, which includes developing and implementing IT initiatives that improve the company’s efficiency, productivity, and customer satisfaction. Additionally, he leads the company’s annual strategic and business planning process.

FINALIST:
Phil Norris
CIO
Boost Engagement

Phil is the CIO at Boost Engagement. He oversees four business lines including the promotional products, e-commerce stores, therapeutic pillows, and out of the box businesses. Phil has spent his time at Boost Engagement upsetting the industry through lean platform development and data warehousing strategies. His team of highly skilled engineers helps deliver on the company’s strategies and push them past the competition.
BEST IT SERVICES COMPANY

WINNER:
Smart Data

Smart Data is a tech company that focuses on Web and Mobile Development, UI and UX Design, Custom Software, Data Science, and IT Consulting and staffing services. In the past year Smart Data’s growth resulted in 80 jobs with over 20 of those being in Dayton. Smart Data continuously makes significant financial investments in the Dayton region as well as to the greater Dayton community.

FINALIST:
Afidence

Afidence is a technology services firm. Their practices include Project Management, Application Development, Cybersecurity and Compliance, Infrastructure Cloud Computing, and Business-Aligned Technology Strategy as well as managed IT and staff augmentation services. In 2018 they hired 10 new employees and 3 contractors, 9 of which are in the Dayton region and their year-over-year revenue growth was 11%.

FINALIST:
Crown Castle Fiber

Crown Castle Fiber is a tech company that offers Dark Fiber, Ethernet, Wavelength, Private Networks, Internet Access, Colocation, Cloud Connect, Optical Encryption, Ultra-low latency, DDOS Defense, and Video Transport solutions. Their expansion plans in Dayton and surrounding areas has totaled more than $1.3 million so far this year expanding their fiber footprint across multiple verticals in the market.
OUTSTANDING TECHNOLOGY TEAM

WINNER:
Technical Integration Team
Midmark Corporation

The Technical Integration Team Project began as a result of Midmark acquiring Versus Technologies, which provides Real Time Location Services to healthcare organizations, primarily hospitals and doctor’s offices. The primary goal of the team’s project was to integrate Versus into the Midmark corporate network and transition their hardware, software, and support to the existing Midmark standards including remediation of several cyber-security concerns that had been identified during due diligence. Being the first time Midmark acquired a software technology solution provider, several new challenges were encountered that had never been seen before. After a 7-month effort, the team had accomplished all the original project deliverables as well as conquered the unexpected challenges resulting in a significantly successful outcome for Midmark.

FINALIST:
IT Department, Boost Engagement

Boost Engagement’s IT Department helped solve major business problems this past year including building out a brand new e-commerce platform to meet customer needs, creating what they call Data Bridge to interconnect all the different sources of data and combining them into a single data warehouse, and the implementation of Tableau to report on data and get answers to critical business questions. Because of these accomplishments, the business has streamlined order flow through their ERP and reduce their touchpoints by a factor of three as well as make better data-driven decisions around price, margin, volume, buying behavior, inventory, and so much more.

FINALIST:
Server-Based Computing Team, Sinclair College

The Server Based Computing Team at Sinclair Community College is comprised of five impressive systems engineers. They are involved in 20 projects defined in Sinclair’s Master Plan such as migration from Windows Server 2012 to 2016, migration of faculty and staff email systems from Exchange 2010 to Office 365, implementation of new Mimecast spam filter, implementation of elastic stack centralized log management solutions, and more. Aside from their 20 plus projects throughout the year they provide 24/7/365 server and server based application support for all Sinclair’s faculty, staff and students and increased server uptime to 99.99%. This team has engaged in an incredible number of projects, solved many highly complex problems and supported each other’s efforts in innumerable ways all while saving Sinclair tens of thousands of dollars.
How startup culture improves customer success

By: Steve Messer, Senior Project Manager, Magnetic Mobile

When asked what our company does I often find myself talking about our culture as much as current capabilities. The reason for this is that after the first pitch or sale, the tenants of our company culture are really what creates “stickiness” and pushes customer relations from a traditional client-vendor viewpoint to an open partnership. We still follow all of the latest technology trends and patterns, but we also take a moment and listen to what the real problems are and how they can be resolved. Every organization is different and not every strategy or framework will work for all. That said, I’ll go through what works for us in creating a collaborative culture that drives innovation and customer success.

Open Workspaces

While thinking of the modern startup, the open workspace usually comes to mind. There certainly are pros and cons, but we’ve found that physically opening up the room results in open interpersonal communication. Easy access to team members breaks down barriers and encourages discussion. Our VP of IT does not have an office and sits at a desk identical to everyone else. If someone has a question or a problem, it usually gets resolved immediately. Often a team member who is blocked on a project just needs a quick answer in order to proceed. Each team member is on equal footing and we’ve found that the extra space can be used for huddle spaces and whiteboards. New norms will need to be established to make such an open environment work. We like to “save the mornings for work” and schedule meetings for the afternoon. The reason for this is that the mornings are our most productive part of the day before hitting the big lunch. If someone has headphones in that means he or she is focused on work and shouldn’t be bothered unless there is an urgent need.

When customers or potential clients visit the office it is very easy to introduce them to the whole team. This gives us a chance to explain our process/capabilities and also humanizes future interactions by putting faces to individuals from emails and phone calls. The open space ultimately creates authenticity; it is very hard to hide the impact of culture when there are no walls. Here is what one of our newest hires had to say:

One of the things that attracted me to Magnetic was the geek/nerd factor. I loved walking in for my interview and seeing everyone’s Funko pops and t-shirts. I love that we ask about favorite superhero and Hogwarts house in the interview, not as a “prove your nerd cred” test, but as a way to learn more about a person in a fun way. It let me know immediately that the people here shared many of my own interests and that I wouldn’t be judged for my Disney or Star Wars obsessions. It was a really easy way to start early conversations and get to know people.

Team Ownership

Founders or hiring managers contribute most to company culture by finding individuals that can do the job but also naturally fit within the organization. It is important to find new team members that either fit the current culture or fit in a way that will evolve the company culture in a positive direction. Once a founder or hiring manager has brought someone onboard, culture then becomes the responsibility of them and the team. A candidate can be the most qualified individual, but they won’t last if they cannot work in a team or positively contribute to the company’s maturity.

In a startup, most of the process is owned by the team. We encourage questions and frequent feedback on how we do things. Like the software we build our process is frequently iterated upon. The openness also allows others to weigh in on projects they are not assigned to. Another of our team members had the following to say regarding process:

I like that I always feel as if I can speak my mind and express my opinion here. There’s never a feeling that I can’t chime in on something because it’s not my area. Anyone can weigh in on anything, even if they aren’t working on that project or it isn’t their area of expertise. I feel like everyone is heard and respected.

By leveraging the backgrounds and thoughts of our team members the company has access to innovative ideas that may otherwise be suppressed in traditional settings. Customers appreciate this mindset as it allows us to remain agile in the ever-changing technology landscape. The team is quick to learn and adapt as needs or requirements change (as they often do). Rather than creating a process that restricts flexibility our teams have learned to accept change and develop their own processes to deal with these pivots.

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Servant Leadership

As mentioned earlier, it's hard to hide when there are no offices or cube walls. This is especially true for leadership in startups or small companies. Team leads set the example for the rest to follow. Leaders in our culture are expected to be servants facilitating and providing guidance so team members can do their best work. This doesn't mean getting in the way and providing the exact instructions on how a task is to be completed. Rather, the lead's job is to provide support, answer questions (or hunt down answers), and serve as a mentor. Leaders in early startup culture are often on the front-lines working side by side with the team.

How a leader interacts with clients will directly affect the team's view on customer relations. Part of our culture is that we always pick up the phone and we give the bad news with the good news. No one likes being in the dark and being proactive with customer communication creates trust and credibility. If leaders maintain a positive outlook towards customers and treat them well, others on the team will pick up on this and carry forward the same attitude.

As the company grows, leadership can shift and focus on higher level objectives knowing that they’ve trained new leaders to handle day-to-day objectives. Many of our leaders today grew from the first few teams in the company.

Breaking down barriers and providing mentorship has created self-organizing teams in our company. Individuals know they can drive culture and the various teams often organize potlucks, events, and professional development opportunities. These highly adaptable teams often outpace the speed in which our customers or other third-party vendors operate. The combination of these elements will foster new ideas for services and products. Once you’ve learned to open up communication early and often within the team, you will find yourself doing the same with customers. In our experience, customers have learned to appreciate the value of acting early, learning, and iterating on a project. Projects that utilize this frequent feedback cycle are often the most successful for our customers and becomes a principal reason for coming back and staying on as a partner.
Tonjia Coverdale, PhD
Vice President for Information Technology and Chief Information Officer
Central State University

Did you always want to work in IT?
No, I actually wanted to be a math professor. I fell into the field accidentally when I changed my major in my first year in college from Math by randomly selecting Information Systems from the catalog because it looked like it was a better-balanced academic program.

Tell us about your career path.
My career path is unique because it spans both industry and academia and has even taken me to paradise! I started my career in 1997 as an IT Specialist at IBM in Gaithersburg, MD where I was a programmer and tester. I then relocated to Atlanta, GA for an IT Solutions Specialist position at HP where I began database management and design in addition to programming. After I received my MBA in Computer Information Systems at Georgia State University, Accenture recruited me as a Solutions Engineering Consultant in their Communications and High Tech service line, where I primarily served as an application architect for a large global telecommunications company. Upon receiving acceptance into the first cohort of the Ph.D. in Business Administration program at my alma mater Morgan State University (Baltimore, MD), I relocated to Wilmington, DE to continue my studies and became an assistant professor at Delaware State University in Dover. Upon completing my Ph.D. with a concentration in Information Systems, I relocated to St. Thomas, U.S. Virgin Islands for an assistant professor position at the University of the Virgin Islands. In addition to my teaching and research duties, I also served as a Director in several capacities and wrote a new BBA in Information Systems and Technology degree. While at UVI, the Governor of the Virgin Islands appointed me to serve as the President and Chief Executive Officer of the Virgin Islands Next Generation Network, which is a $118M federally funded 100% fiber-optic middle mile broadband network. During my tenure, I completed the construction of the network, which is one of the first networks in the United States to cover an entire State/Territory. Currently, merging my industry and academic experiences, I am the Vice President for IT and CIO at Central State University, where I focus on strategic technology implementation for operational efficiencies and institutional effectiveness with an emphasis on the deployment of innovative, smart technology-based solutions to support student success, retention, and institutional growth and sustainability.

Are you leading a digital transformation?
I am definitely leading a digital transformation at Central State University that emphasizes both customer experience and revenue growth and operational efficiency. I am able to balance the two because I am focused on transforming the entire educational experience, which encompasses streamlining organizational processes in addition to academic processes, to support student success and retention through the strategic implementation of information technologies. For example, by transforming the registration, financial aid, academic advisement, and other related organizational processes through innovation and improving efficiencies in these areas, the overall Central State experience improves for our students leading to increased enrollment and retention rates, which translates directly into revenue growth for the University. Our digital transformation is “Central” to our continued growth and sustainability.
Donald H. Hopkins  
**Interim Director, Adjunct Assistant Professor - ISSCM Master’s Programs**  
**Wright State University**

**What was your first job?**
Working in an auto body shop mostly sanding and shaping fiberglass repairs. It was a very dusty and probably not a very healthy job.

**Tell us about your career path.**
I started my professional career as a high school teacher in mathematics, physics and chemistry. After starting a class in basic programming, I began working part time with the organization providing data processing support to the city of the Dayton and the county schools. After determining that I both enjoyed and was capable of programming on a professional level, I took a position at NCR Corporation. I spent almost thirty years advancing through various positions of increasing responsibilities, including vice president of Global Application Development and vice president of Global Infrastructure, cumulating in the Chief Information Officer (CIO). After technically retiring from NCR, I took a position with SunGard Availability Services as CIO and vice president of Global Procurement. The role as the head of procurement was a new role and based on my success in cutting costs while the vice president of Global Infrastructure for NCR. After a number of years at SunGard Availability Services, I had the opportunity to move to Reno Nevada to be the CIO and vice president of Global Procurement. This was an opportunity to manage a supply chain in support of a manufacturing operation. One of my most proud moments in the role was when we were able to migrate our manufacturing in China back to the USA. Most recently, I have returned to my education roots by working and teaching at Wright State University.

**What’s the best career advice you ever received?**
I was very fortunate at NCR to have leader, who mentored me, when selected for my first management role. This mentor sat down with me and provided me a matrix of diverse experiences required to lead an IT organization (this was before NCR had a CIO role, but he anticipated broader IT roles in the future) and the current positions that might provide those experiences. I used that roadmap throughout my career at NCR, eventually becoming CIO.

**What advice would you give to aspiring IT leaders?**
I believe this advice applies to any leader of a service organization within a company. First, build relationships. It is through this process that you will be able to align your organization with the business. You have to understand what is driving the company and what their concerns are. Second, deliver on commitments. You will only be able to keep or build on our relationships, if you deliver on these commitments. Often decisions on who will lead an organization are based on the trust built through relationships and the past delivery on commitments, more than the skills related to the particular job. At NCR, I recall having an individual from the business (without a technical background) run the data warehouse development team and then later selecting him to run our data center operations. He did an outstanding job in both roles and he always delivered on his commitment to me. I believe that one of the greatest things about working at NCR was the opportunities that it provided individuals to expand their career horizons.
Cybersecurity, automation, artificial intelligence. If you pick your favorite technology publication or queue your go to podcast, it is not difficult to deduce the current and forecasted IT trends. Understanding and embracing each of these topics is without a doubt important to maintaining, growing, enhancing, and protecting your organization. IT leaders cannot be adverse to challenging current practices and scrutinizing their operations for potential risk. The benefit of investing in new technologies is well-documented and publicized, but few sources address a critical aspect of implementing these new technologies – customer impact. Whether you are B2B, B2C, education, non-profit, government, or corporate; you have a customer.

Amidst the business strategy, project plans, meetings, and development, have you made it a priority to hear from your customer base how the new product or process will affect their current operations? If not, you may have missed a crucial opportunity to collaborate with your customers and create a plan that not only suits your needs but in a manner that instills trust with your customers that you have their best interests in mind. Do your customers understand why changes are being made and the intended return on investment? Return on investment can be particularly tricky to explain to customers when it is not a feature enhancement they get to take advantage of but an intangible risk mitigation that protects the customer from not experiencing an unpleasant breach that could be detrimental to an individual or the company itself.

Some of the most effective IT leaders strive to complement their technical, cutting-edge visionary skills with interpersonal, relationship building skills. Continuing to develop, reflect on and apply these skills can be a driving factor to successful customer relations and an organizational culture that prides itself as customer-centric. When you think about your organization, do you feel confident that you are exemplifying what it means to be customer-centric? In a fast-paced world of complex problems and technology, it might seem elementary to go back to the basics; but just as technology changes quickly so can interpersonal strategies to optimize customer relations and manage customer expectations.

Are you implementing products or services for your customer or with your customer? Keeping the customer or key stakeholders involved at all steps of the process can ensure that you are on track to deliver value. Partner with your customers to determine other stakeholders that might be affected, either intentionally or unintentionally, by your product or service. Product or service design needs to be human centered.

What has worked in the past may not be working now. Never assume that just because you have not heard from your customers that they are satisfied. Scheduling formal feedback sessions paired with the occasional brief, impromptu phone call or e-mail can show that you are committed to maintaining a long-term relationship. When attending these meetings approach them with the attitude that this is the customer’s show. Listen without the intent to respond and show empathy to their concerns. Verbal feedback is important but also consider experiencing how an end customer is actually using the product or service.

Know what delivery medium, how often, and what information is important to your customer. Regularly check in on communication strategy during your recurring meetings to get feedback on how you are doing and have an agreed upon plan to communicate changes. It is easier to make small incremental changes to how you communicate rather than a large shift or reinvention in communication strategy.

No matter how many times you have heard these strategies, how are you keeping your organization focused on creating a customer-centric culture? Be intentional in your actions to create this environment. Are you clearly defining your organization’s values and mission regularly? Do you create cross functional teams, placing a customer advocate at the table? Are exemplary examples of customer service being rewarded? Does your organization have opinion leaders that can help educate others on the value of customer-centric behavior? Creating a customer-centric culture is a journey not a destination and is a team effort. It takes leadership at all levels, focused on a common goal, committed to the relentless pursuit of enhancing customer experience to create and sustain a customer-centric culture.

University of Dayton Center for Cybersecurity & Data Intelligence

Building partnerships to advance
- Research and practice
- Hands-on education
- Workforce development

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Cyber for the Common Good
UPCOMING EVENTS

MAY

TECHIES 2019

ANNUAL AWARDS CELEBRATION!

Wednesday, May 1 | 4:00pm-6:00pm
The Dayton Club
40 N. Main Street (top floor)
Dayton, Ohio 45423

CIO/CEO Council (IT Leaders Only!)

From Easy Targets to Resilient Allies: The Social Science of Cybersecurity Awareness Training
Facilitated by: Dr. Thomas Skill & Dr. James Robinson
University of Dayton Center for Cybersecurity & Data Intelligence
Thursday, May 16 | 11:30am-1:00pm
Business Solutions Center
1435 Cincinnati Street, Suite 300
Dayton, Ohio 45417

Data Analytics SIG

Data & Application Integration
Facilitated by: Mark Wyatt
Friday, May 17 | 8:30-10:00am
Business Solutions Center
1435 Cincinnati Street, Suite 300
Dayton, Ohio 45417

Infrastructure/Cloud SIG

PowerShell
Facilitated by: Paul Moorman
Friday, May 17 | 11:30am-1:00pm
Business Solutions Center
1435 Cincinnati Street, Suite 300
Dayton, Ohio 45417

Municipality IT/City Managers SIG

Security Policy + Survey Results
Facilitated by: Scot Ganow, Taft Law
Wednesday, May 22 | 3:00pm-5:00pm
Business Solutions Center
1435 Cincinnati Street, Suite 300
Dayton, Ohio 45417

JUNE

Women 4 Technology - CINCY

Leadership Panel
Panelists:
Tammy Buchholz (Western & Southern)
Melanie Church (Great American)
Cristine Cravens (Fifth Third)
Nathalie Potier (Kroger)
Moderated & Sponsored by: Great American
Thursday, June 6 | 8:00am-10:00am
Great American Dixie Terminal (Lobby Rooms 1&2)
49 E. Fourth Street
Cincinnati, OH 45202

Tech Thursday

Afterhours Networking with TEKsystems!
Thursday, June 13 | 5:00pm-7:00pm
Eudora Brewing Company - Thunderball Room
3022 Wilmington Pike
Dayton, Ohio 45429

CIO/CEO Council (IT Leaders Only!)

Cloud Security Considerations
Facilitated by: Jon Scruggs, Hobart Service
Friday, June 14 | 11:30am-1:00pm
Business Solutions Center
1435 Cincinnati Street, Suite 300
Dayton, Ohio 45417

ON THE RADAR:

JULY

Women 4 Technology - DAYTON

Leadership Presentation
Featuring: Dr. Cheryl Schrader, Wright State
Tuesday, July 2 | 3:00pm-4:30pm
Business Solutions Center
1435 Cincinnati Street, Suite 300
Dayton, Ohio 45417

CIO/CEO Council (IT Leaders Only!)

Artificial Intelligence and Automation: Overview and Anticipated Outcomes
Facilitated by: Dr. David Wright, University of Dayton
Thursday, July 18 | 11:30am-1:00pm
Business Solutions Center
1435 Cincinnati Street, Suite 300
Dayton, Ohio 45417
13th Annual Taste of IT Conference - November 13, 2019 | Dayton, Ohio
Presentation Proposal Submission Deadline: June 28, 2019

**Audience:**
CIO's, CEO's and IT leaders from all industries (healthcare, manufacturing, technology, legal, academia, etc.) come to learn, experience and network. A sub-committee of Technology First Board of Directors determines the content and drives the attendance of their peers and direct reports.

**More information:**
Technology First is seeking dynamic and leading edge presentation proposals. Proposals will be reviewed by the Taste of IT Conference Committee in the order of receipt and respondents will be notified of decisions no later than July 15, 2019.

A session can be a formal presentation of a successful implementation, administrative solution, or technical solution. Topic content should focus on information technology and may range from introductory to advanced or from operational to strategic. Each program session will last 50 minutes, including 10 minutes for Q&A.
Sinclair’s new Centerville campus offers many degree and certificate programs including:

- Cyber Investigation
- Secure System Administration
- Information Systems Security
- Network Engineering Security
- Linux Security and Networking Essentials
- IT Fundamentals
- Network Engineering
- User Support

People are at the heart of every successful business initiative. At TEKsystems, a leading provider of IT staffing and IT services, we understand people. Every year we deploy over 80,000 IT professionals at 6,000 client sites across North America, Europe and Asia. Our deep insights into the IT labor market enable us to help clients achieve their business goals while optimizing their IT workforce strategies.
Technology First Board of Directors

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<td>Executive Director, Technology First</td>
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<td>Diana Bolden</td>
<td>Former CIO, Teradata</td>
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<td>John Huelsman</td>
<td>Director of Business Support Solutions, Hobart Service</td>
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<tr>
<td>Don Hopkins</td>
<td>Interim Director, Adjunct Assistant Professor, Wright State University</td>
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<tr>
<td>Andy Lehman</td>
<td>CIO &amp; Senior VP, Kettering Health Network</td>
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<tr>
<td>Scott McCollum</td>
<td>Chief Information Officer, Sinclair Community College</td>
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<tr>
<td>Monique McGlinch</td>
<td>VP, Information Technology &amp; Proj Mgt Office, MidMark</td>
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<tr>
<td>Dave Mezera</td>
<td>President, DataYard</td>
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<tr>
<td>Paul Moorman</td>
<td>Former IT Strategist, ND Paper</td>
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<tr>
<td>Robin Poffenberger</td>
<td>Systems Manager, Washington Centerville Public Library</td>
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<tr>
<td>Christopher Roe</td>
<td>Vice President, Information Technology Services, Speedy LLC</td>
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<tr>
<td>Thomas Skill, PhD</td>
<td>Associate Provost &amp; CIO, University of Dayton</td>
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<tr>
<td>Diana Tullio</td>
<td>Principal, DLT Consulting, LCC</td>
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<tr>
<td>Jeff Van Fleet</td>
<td>President, Lighthouse Technologies</td>
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</table>

Technology First would like to thank and recognize its Board of Directors. They provide input into the strategic direction of the organization and actively lead working committees that drive our programs and services.
Established in 1997

22 BOARD MEMBERS
- 4 Quarterly Meetings

11 ANNUAL PARTNERS

150+ CORPORATE MEMBERS

SHARE KNOWLEDGE

DATA ANALYTICS
- Artificial Intelligence / Machine Learning
- Analytical Algorithms
- Data Strategy & Analysis Tools
- IoT Applications

CIO COUNCIL
- Company’s Highest Level IT Executive
- Monthly Meetings
- 25-30 Attendees Each Session
- Strategic Planning and Leading Edge Topics

CEO COUNCIL
- Business Owners, CEO’s, Presidents of Regional IT Companies
- Strategic Planning
- Peer Sharing
- Business Development

WOMEN 4 TECHNOLOGY
- Four Areas of Focus
  - Leadership
  - Networking
  - Professional Development
  - Mentoring

TECH FORUMS
- 50+ Attendees Each Session
- Recognized Thought Leaders
- 3x/year

WEB SITE
- 26,000+ Unique Annual Visitors

TECHNOLOGY FIRST MAGAZINE
- Expert Articles contributed by Members
- 50+ Retail locations
- 70,000+ readers

E-NEWSLETTER
- 4,000+ Subscribers
- Event News
- Job Opportunities
- Member Highlights
- Annual Partner Recognition

TECH SOURCE
- Helps IT Buyers find Suppliers
- Locate Resources in our Region

SCAN TO SIGN-UP FOR EMAILS

SOCIAL MEDIA

TECHNOLGY FIRST LEADERSHIP AWARDS
- Recognizes contributions of Technology professionals
- Outstanding Technology Team
- Best IT Services Company
- IT Executive of the Year
- Emerging Tech Leader
- Most Promising Startup
- Award of Excellence – Student Project

TECH THURSDAYS
- Casual After Hours Networking
- 5x / year

INFRASTRUCTURE/CLOUD
- Migration to Cloud Storage
- IaaS vs PaaS
- Mobile Device Management

TRAINING EXCHANGE
- Partnership with Sinclair Workforce Development
- Continuing Education Programs

WEBSITE
- 26,000+ Unique Annual Visitors

TECHNOLOGY FIRST MAGAZINE
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E-NEWSLETTER
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TECH SOURCE
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SCAN TO SIGN-UP FOR EMAILS

SOCIAL MEDIA

2 ANNUAL CONFERENCES

TASTE OF IT
- 13th Annual
- Anything Technology
- 200+ Attendees
- 23+ Speakers including Expert Panels
- 40+ Exhibitors

OHIO INFORMATION SECURITY CONFERENCE
- 16th Annual
- Focus on Management, Technical and Implementation
- 200+ Attendees
- 23+ Speakers including Expert Panels
- 20+ Exhibitors

BUILD FOR THE FUTURE

DIGITAL MIXER
- Casual Career and Networking Night
- 35+ Employers
- 200+ Students
- Local Colleges and Universities

WORKFORCE FORECAST & SALARY SURVEY

BUILD FOR THE FUTURE

DIGITAL MIXER
- Casual Career and Networking Night
- 35+ Employers
- 200+ Students
- Local Colleges and Universities

WORKFORCE FORECAST & SALARY SURVEY

S C H O L A R S H I P S
- $6,000 in Scholarship Money to 6 students
- 2018 Winners from University of Dayton, Wright State University, and Cedarville University

JOB POSTINGS
- Unlimited Position Postings for Members
- Full-time, Part-time, and Internship Opportunities

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Design & Production: Executive Director:
Publisher:
Director, Member Services:
Marcia Albers Technology First
Kaitlin Regan
Established in 1997
2019
Technology First | MAY-JUNE 2019
2019 EVENTS

CIO COUNCIL
(Executive Leadership Only - 11:30-1pm)
January 17 - Tech Forum (Open Event)
February 21
March 29
April 18 - Tech Forum (Open Event)
May 16
June 14
July 18
August 16
September 12
October 10 - Tech Forum (Open Event)
December 5

DATA ANALYTICS
(Open to ALL - 8:30-10am)
January 11
February 22
April 5
May 17
August 23
October 4
December 6

INFRASTRUCTURE/CLOUD
(Open to ALL - 11:30-1pm)
January 11
February 22
April 5
May 17
August 23
October 4
December 6

CONFERENCES
(Open to ALL)
OISC - March 13, 2019
Taste of IT - November 13, 2019

SPECIAL EVENTS
(Open to ALL)
Digital Mixer - February 13, 2019
Leadership Awards - May 1, 2019

TECH THURSDAYS
(Open to ALL - 5-7pm)
February 7
April 11
June 13
Sept 12
Oct/Nov - TBD

WOMEN 4 TECHNOLOGY
(Open to ALL)
January 23: DAYTON
June 6: CINCY
July 2: DAYTON
September 5: DAYTON

MUNICIPALITY IT
(for City Managers and Muni IT Leaders)
May 22
Summer- TBD
Fall - TBD
Winter - TBD

For Registration and Membership information, visit www.technologyfirst.org or call 937-229-0054

Read our Tech First Magazine at issuu.com/technologyfirstdayton