# Hernan Londono, Ph.D.

## » Bio

Dr. Hernan Londono is Associate Vice-President for Information Technology and Chief Technology Officer (CTO) at Barry University. In this capacity, Dr. Londono is responsible for the design, development, and deployment of technology systems and services in support of academic and administrative functions, as well as all cybersecurity efforts aimed at protecting such system. Dr. Londono is a veteran of the IT profession now in his 22$^{nd}$ year in the industry. Dr. Londono's IT experience over the past two decades spans across tactical and strategic tasks in major areas of Information Technology such as, telecommunications and networks, datacenter operations, software development, ERP and CRM platforms,  with the past 7 years with an intense focus on information security. Dr. Londono's academic qualifications include being a Barry University Alumn class of 2000 and 2003, with a B.S. in Computer Science, and M.S. in Information Technology respectively. Dr. Londono earned his PhD in Computer Science from Nova Southeastern University in 2013; he conducted research in the area of Software Engineering, specifically on the Evolvability of Aspect Oriented Software. Amongst his many accomplishments, Dr. Londono has presented in numerous national Information Technology and Cybersecurity conferences, and has been quoted and interviewed by a number of Information Technology news organizations, and trade publications such as Campus Technology, University Business, and ZDnet on a topics ranging from dual-mode fixed mobile convergence, to detecting and preventing network cyberattacks amongst others. Dr. Londono's successful career, accomplishments, and contributions have been recognized in multiple occasions and as such, he has served as Vice-Chairman of the Board of Directors of the South Florida Digital Alliance (SFDA), as well has being in the advisory board of Silicon Valley cybersecurity companies such as Cyphort, Vectra, and SANS – Securing the Human. Dr. Londono's recent honors and awards include being the recipient of Barry University's Visionary Award of Excellence 2014, the 2016 South Florida Digital Alliance's - Digital Advancement and Excellence Award for Education, and more recently, being a graduate from the FBI Citizens Academy.

# Hernan Londono, Ph.D.

## » Areas of Expertise

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|---|---|
| Digital Transformation | CRM |
| Applications Development | Leadership |
| Budgeting | Network Operations |
| Datacenter Operations | Project Management |
| Enterprise Resource Planning (ERP) | Team Building |
| Information and Network Security | Training and Mentoring |
| Information Technology Infrastructure Library (ITIL) | Vendor Management |

## » Education

**Nova Southeastern University**, Davie, FL
Ph.D. Computer Information Systems

**Barry University**, Miami, FL
M.S Information Technology

**Barry University**, Miami, FL
B.S Computer Science

**Federal Bureau of Investigation (FBI)**, Miami, FL
FBI Citizen's Academy

## » Work Experience

**Barry University,** Miami Shores, Florida
*Associate VP for Technology and CTO, 2016-Present*

The person in this position is tasked with leading and overseeing the entire IT organization. It is  responsible for the design, development, and deployment of technology systems and services in support of academic and administrative functions.  The position is responsible for overseeing the implementation of all infrastructure and operations technology initiatives within the organization. The responsibilities of this position are covered under 4 main areas:

1.   Partnering with the VP for Technology in formulating technology vision:

- Overseeing the execution of high-impact, strategic initiatives
- Overseeing the development of enterprise technology standards, benchmarks and performance metrics to ensure IT delivers value to the University

2. Driving development of the technology architecture, infrastructure and operations:
   - Coordinating and executing large scale, cross-departmental IT projects
   - Planning, implementing, directing and monitoring the integration of new technologies into the infrastructure. Providing in-depth technical expertise in support of university wide business decisions.
   - Identifying and implementing best practices for optimizing infrastructure and operations costs, improving system performance, and ensuring service level requirements are met.
   - Providing operational oversight for the risk management and compliance activities by acting as primary point of contact with contracted service provider.

3. Oversee daily operations for telecommunications and networking, conferencing and media services, datacenter operations, applications development, information security, client services, CRM and ERP services and project management
   - Provide effective leadership and direction to staff including mentoring and development.
   - Developing and implementing key performance indicators (KPI), Service Level Agreements (SLAs) and internal Operational Level Agreements (OLAs) to monitor and report on the performance of all supervised units.
   - Contingency Planning across all infrastructure and operations units for Disaster Recovery and Business Continuity

4. Participate in operational governance:
   - Assisting the VP for Technology with establishing divisional goals, budget planning for technical operations and allocation of IT resources.
   - Facilitating communications across IT groups, user and customer communities
   - Representation of the IT organization at planning meetings, ad-hoc workgroups, committees and councils, and external professional groups.
   - Working closely with the VP for Technology to develop training and development plans for all staff members

- Assuming full VP for Technology responsibilities (or responsibilities as directed) during the VP for Technology's absence

Developing and maintaining strategic vendor and partnership relationships.

**Barry University,** Miami Shores, Florida
*Associate Chief Information Officer, 2008-2016*

Responsible to overseeing specific areas within the IT organization including datacenter, telecommunications and networks, application development and information security. The oversight provided by this position includes:

- Provide effective leadership and direction to staff including mentoring and development.
- Developing and implementing key performance indicators (KPI), Service Level Agreements (SLAs) and internal Operational Level Agreements (OLAs) to monitor and report on the performance of all supervised units.
- Contingency Planning across all infrastructure and operations units for Disaster Recovery and Business Continuity
- Assisting the CIO with establishing divisional goals, budget planning for technical operations and allocation of IT resources.

*Adjunct Professor of Computer Science, 2003-Present*

Responsible to teaching Computer Science, Computer Information Systems, and Information Technology classes from introductory to advanced level topics.

- CS 406 Operating Systems Environments
- CS 305 Computer Systems
- CS 212 Computer Programming II
- IT 190 Microcomputers Operating Systems
- CS 180 Introduction to Computers

*Associate Dean, Information Technology/ Director Academic Computing Services, Division of Information Technology, 2007-2008*

Responsible for overseeing all operational aspects of teaching and learning information technology support. This areas of support include computer labs and teaching facilities, television studio facilities and services and conferencing and audiovisual services.

Additionally responsible for liaising with Deans of different schools to determine technology academic needs.

*Assistant Dean, Instructional Computing Services, 2001-2007*

Responsible for overseeing all operational aspects of teaching and learning information technology support. This areas of support include computer labs and teaching facilities, television studio facilities and services and conferencing and audiovisual services.

*Manager Computer Labs, 1999-2001*

Responsible for maintaining all technology aspects of public instructional facilities operational. This included operating system deployment and configuration, edge network equipment deployment and configuration, development of applications and administration of file servers.

*Computer Lab Supervisor, 1998-1999*

Responsible for overseeing technical support staff for all public instructional facilities.

*Lab Assistant, 1998-1999*

Responsible for providing technical support to users in public instructional facilities.

**Miami Dade Collage,** Miami, Florida
*Adjunct Professor of Computer Information Sciences, 2003-Present*

Responsible to teaching Computer Science, Computer Information Systems, and Information Technology classes from introductory to advanced level topics.

- COP 2171 Advanced Visual Basic
- COP 1220 Introduction to Programming Using C++
- COP 1170 Introduction to Visual Basic.NET
- CGS 1020 Introduction to Microcomputers

**Barona's Car Service,** Woodside, New York
*Assistant Manager, 1995-1997*

Responsible for operations for a transportation company with a fleet of 120 luxury sedans with 24X7 service.

**KMSD Systems,** Maspeth, New York
*Systems Instructor, 1996-1997*

Responsible for instruction dispatching staff in the use of computer systems and software designed to transportation companies

## » Professional Associations, Memberships

**South Florida Digital Alliance,** Miami, Florida
*Vice-Chairman Board of Directors, 2012 – 2014*

**Miami Dade Broadband Coalition,** Miami, Florida
*Member Technology Subcommittee, 2009-2012*

**Chyphort,** Irvine California
*Member Advisory Board, 2016-2018*

**Vectra**, San Jose, California
*Member Advisory Board, 2015-2017*

**SANS- Securing the Human**, North Bethesda, Maryland
*Member Advisory Board, 2015-2017*

## » Committee Participation

**Barry University** Miami, Florida
*Chair Library Director Search Committee, 2018*

*Member Strategic Agenda Operational Plan Committee 2017*

*Chair Director of Telecommunications Search Committee, 2010*

*Chair Library Director Search Committee, 2009-2010*

*Chair Instructional Technologies Task Force, 2009*

*Ex-officio Member Academic Affairs Graduate Council, 2007-Present*

*Ex-officio Member Academic Affairs Undergraduate Council, 2007-Present*

*Member Process Redesign Committee, 2008*

## » Scholarly Work

**Presentations**
Londono, H. (2010). The Best Value for the IT Dollars: Distance Ed Over Web
    Videoconferencing. *Campus Technology 17th Annual Education Technology Conference*
    . Boston, MA: Campus Technology.
Londono, H. (2012). Improving Faculty-Student Communication. *Blackboard Student
    Engagement Summit.* Miami, FL:
Londono, H. (2013). Results Using Mass Notification Inside and Outside of the Classroom.
    *Blackboard World 2019.* Las Vegas, NV.
Londono, H., & Brown, Y. (2010). Biggest Bang for the IT Buck: Remote Academic Instruction
    Using Desktop Videoconferencing. *EDUCAUSE Southeast Regional Conference 2010.*
    Atlanta, GA.

Londono, H., & Brown, Y. (2012). Evolving Traditional Computer Labs to the Cloud. *19th Annual Education Campus Technology Conference.* Boston, MA: Campus Technology.

Londono, H., & Brown, Y. (2013, April 30). How Dual-Mode Fixed Mobile Convergence Technology Supports Mobility for Today's Work Force. San Dego: Campus Technology. Retrieved from http://events.campustechnology.com/events/ct-forum-conference/information/sessions.aspx

Londono, H., & Brown, Y. (2013). Supporting the Mobile-Worker through Dual-Mode Fixed Mobile Convergence. *Acuta Winter Seminar 2013.* Tampa, FL: ACUTA.

Londono, H., Brown, Y., & Ramirez, M. (2011). Deploying Wireless in a Highly-Distributed University Campus . *ACUTA Winter 2011 Seminar.* Phoenix, AZ.

Londono, H., Gareau, T., & Eney, D. (2013). The Cybersecurity Ecosystem: What You Can't See Will Hurt You. *SFTA Security Panel.* Fort Lauderdale, FL.

Londono, H., Moses, J., & Bronw, Y. (2011). The Transition of the Physical Computer Lab to the Cloud Lab. *Acuta Winter Semina.* Phoenix, AZ: Acuta.

### Press Releases & Interviews

Ford, T. (2011, January 12). @ ACUTA: Wireless in dorm saves university close to $100k. *RCR Wireless* . Phoenix, Arizona, US. Retrieved from http://www.rcrwireless.com/article/20110112/networks/acuta-wireless-in-dorm-saves-university-close-to-100k/

Gavin, K. (2012, October). Barry University selects ShoreTel Mobility for fixed-mobile convergence solution. *Infotechlead.*

Knudson, J. (2013, January 3). Take Your Office Phone Call Anywhere. Retrieved from http://www.higheredtechdecisions.com/article/take_your_office_phone_call_anywhere/P2

Namahoe, K. (2012, October 11). Florida University Deploys Enhanced Communications System. Retrieved from Campus Technology: http://campustechnology.com/articles/2012/10/11/florida-university-deploys-enhanced-communications-system.aspx

Ramsey , R. (2012, October 16). Barry University Extends Campus Phone System with ShoreTel Mobility, AT&T DMMV. *TMCnet.* Retrieved from http://www.tmcnet.com/channels/ip-phone-maker/articles/312243-barry-university-extends-campus-phone-system-with-shoretel.htm

Roden, M. (October, 2012 11). Barry University Launches Communications System: Powered by ShoreTel.

The New York Times. (2012, October 9). Barry University Leverages ShoreTel Mobility Technology for Enriched Communication. Retrieved from Business Day Markets: http://markets.on.nytimes.com/research/stocks/news/press_release.asp?docTag=201210090900BIZWIRE_USPRX____BW5709&feedID=600&press_symbol=7976896

## » Community Service

**Blitz Volunteer**
*Habitat for Humanity***,** Miami, Florida, 2005-2006

**A+ Certification Instructor**

*Global Engagement Multifaceted Stakeholders (GEMS) Grant Project***,**  Overtown, Florida
2003

## » Certifications, Accreditations & Awards

**Industry Leadership**

*South Florida Digital Alliance's - Digital Advancement and Excellence Award for Education*

*Barry University's Visionary Award of Excellence*

*Blackboard Connect™ Communications Strategy Award*

*Aspiring CIO, Gartner Academy for Leadership Development*


**Non-Industry Professional (FEMA)**

*IS-100.b - Introduction to Incident Command System, ICS-100*

*IS-200.b - ICS for Single Resources and Initial Action Incidents*

*ICS 300 - Intermediate Incident Command System*

*IS-800.B National Response Framework, An Introduction*


**Industry Professional**

*CISCO Certified Network Associate - CCNA*

*Computing Technology Industry Association - A+*

*Dell Certified Technician in Latitude Notebooks*

*Dell Certified Technician in Optiplex Desktops*

*Microsoft PowerPoint® 97 User Specialist Expert Level*