

Don Lovett, CIO, MBA, PMP, CSM, ITIL, SSCP

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CIO - IT leader with "Big 6" and CIO leadership experience in Product and Creative Solutions Delivery, Program Management, and IT Systems Management. Track record of creating and communicating the value of people, technology, and processes with experience in Public Sector and Commercial industries. Have defined project scope and integrated the Oracle eBusiness Suite, Workday, Salesforce, and Ariba solutions.

Ensured the capture of customer value building IT Strategy, Change Management, Acquisition, and Implementation to solve problems and utilizing methods and frameworks such as COBIT, ITIL, NIST, PMBOC. This provides the guardrails to establish investment priorities, governance, and management of enterprise information and technology (IT) supporting enterprise goal achievement and risk management.

CAREER SUMMARY

CIO - Office Contracting and Procurement 5/17 to 10/20

District of Columbia Government

- As the main IT Point of contact and problem solver for the agency, I set and committed to the strategic direction for information, IT infrastructure, security, and applications. Prioritized funding requests for technology-related investments. I developed a written communication plan that included creative business cases, a project plan, project schedules, and budget management with support for operations, risk management, and the modernization of the agency – established a vision, strategy, excel budgets, and implementation plans (\$23 million) for improved procurement. The results included the hiring, encouraging, mentorship of professionals, and utilized Excellent Organizational Skills for the creation of a Center of Excellence.
- Delivery of improved customer service delivery and problem resolution capabilities with continuous improvement of service response time from 5 days to 1 day and improved root cause analysis. The infrastructure included hands-on work with the agency DNS domain forest, Firewalls, security, networking, and access controls, and incident response and business continuity, for these production systems. This also funded the creation and development of Dashboards that analyze and track Contracting Officer Performance with 7,000 vendor relationships (industry) and 3,000 district application users.
- The impact when COVID-19 hit the District of Columbia Government was dramatic. Our energetic and fast-paced mission-critical need to perform was increased due to contracting's central role in procuring needed goods and services. Communication skills along with management skills were needed to provide increased capabilities for remote collaboration with the use of Microsoft Office Suite 365, Microsoft Teams, and SharePoint to collaborate Adobe Sign for the digital transformation of contract workflows, and routing with TCP/IP over VPN network protocols and it security scans for Procurement system access business requirements. With change management, work to influence and mentor others, and training for the deployment of Amazon Connect benchmarking our troubleshooting and call response analytics, we enabled virtual work from home call centers.
- Established WebEx and Microsoft Streams for the delivery of real-time and OnDemand Training Capabilities. Designed and created MS Project plan and operational and business continuity support for the life cycle of the expansion from a single warehouse to five, along with the creation of touchless IT Technical Services for the delivery, operations, and support of technology. With the hard work from my support and infrastructure team, we were able to utilize smart goals to support the rapid transition of our 4,000 vendors and 3,000 system users, along with all agency personnel, with no interruption in services.
- A tremendous amount of data was locked in an aging transaction system with regulatory and operational requirements. I built cross-functional teams to provide interactive information to the agency leadership, supplier community, and the public. There was pressure from the City Council to make improvements and meet compliance requirements. I devised a strategy and implemented actions including establishing a cross-functional team to identify best practices. It took significant work to identify, perform tuning, take corrective action, and close leaks and gaps in the current processes. I led the implementation of an innovative business process engineering and mining capability - Bpm providing big data analytical visibility for end-to-end process performance.
- I created specifications for the system including an agile project to build a new transparency web portal with SQL Server. The new system provided visibility and metrics of business process monitoring of approval and execution. As a result, the agency was able to create a data-driven culture improving transparency compliance from under 50% to close to 80% and providing performance insight and operational efficiency improvements.

Principal Consultant and Founder 11/05 to 4/17

ProjectBits Consulting – Sample Engagements

- Consultant working to replace an aging custom system. This system relied on a proprietary technology platform that had critical components slated for de-support. The American Institute of Public Accountants (AICPA) has a regulatory responsibility to administer a national Peer Review program in coordination with the state chapters across the US. The initial goal was to understand the complex requirements and create a functional design for the management of the periodic review decisions of the more than 40,000 CPA forms in the program. My project management skills told me that we needed a business sponsor and partner who understand the details of the current and future design. Interpersonal skills were required to work with stakeholders from all 50 states. The first step was to break the project plan requirements into a series of functions and search for products and methods that provided a minimum viable solution. We were able to quickly architect the case management, status tracking, and correspondence need with off-the-shelf components from Oracle.
- Levering the Business Intelligence (BI) suite including the Data Warehouse Builder and BI Publisher products we were able to provide highly configurable and easily expanded capabilities that could support the internal stakeholders and the ever-changing needs of this dynamic system. We utilized the Application Express tools, Business Process Execution Language (BPEL), and API's Database in our design. This allowed the automation and creation of user-driven reporting in the system. This project had infrastructure technical support and an Agile Development approach and a team that provided iterative demos and showcases for product features. This system was accepted by the Peer Review Board responsible for auditing the program.
- Responsible for Securing Data integration at scale is a challenge for organizations such as large HMO. Aging infrastructure and the need to proactively prevent interruption of service drove the need for updates to the Service Architecture and Infrastructure. As a member of the technical and business operations team, the requirement was to lead the update of SOA and REST Application interfaces to move data between the 100+ systems in the Colorado Region alone with additional HIPPA and other PII, requirements
- I was able to quickly breakdown the complex business and technical implementation needs into detailed plans that were coordinated and executed with the business owners of each of the systems. By including the Enterprise Resource Planning data testing and validation steps in the deployment plans, the services were successfully migrated and updated delivering reliability for the 17 million messages that flow between WAN and LAN systems each month.

Partner / Senior Manager / Managing Director Enterprise Solutions 7/95 to 11/05

KPMG & BearingPoint Consulting

- Developed Proposals, Solution Footprints, and Implementation Plans for complex projects. Sold and delivered multiple consulting engagements in a competitive market for Oracle Enterprise (ERP) software implementations, development projects, and integration needs for a variety of clients and industries. The Mountain Region needed a practice built with solutions sales and delivery capability. I engaged with other local and regional practices (Line of Business, Tax, and Audit), along with building relationships with the Business Development Team. I was able to deliver services by hiring skilled consultants with our alliance channel partners based on industry trends.
- A proficient hands-on professional with attention to detail in leading the alliance program with Oracle and identified cutting-edge solutions while leading and encouraging the solution development centers. In pursuing these opportunities by submitting proposals and working on sales calls, we were able to win and deliver new consulting business (\$3 to \$5 million a year) in the highly competitive central part of the US. With the creation of a 30-person regional practice built from the ground up with high utilization and realization (70%+), I grew the solution delivery capabilities of the consulting firm while supporting multiple National Consulting Projects and quality review investigations.

EDUCATION and PROFESSIONAL CREDENTIALS

MBA Finance: University of Houston,
BBA Accounting: University of Houston
Affiliate Faculty MBA-MSOL Program, Graduate School - Regis University
Certificate in Software Engineering, University of Texas Graduate School of Computer Science
Certificate in Telecom Management, University of Dallas Graduate School of Business
Project Management Professional - PMP Certification; Former Director Roundtables Mile Hi PMI Chapter
Certified Scrum Master (CSM), Scrum Alliance Certification
System Security Certified Practitioner (SSCP) (ISC)2
Information Technology Infrastructure Library (ITIL) Foundation Certification
Certified Public Accountant (CPA) – Texas (Not Active)
Microsoft Azure Fundamentals (AZ-900) Certified
Public Trust Security Clearance (Not Active)

PROFESSIONAL ASSOCIATIONS

Service in the following professional groups:

American Council for Technology and Industry Advisory Council IoT Co-Chair 2021 Working Group
American Council for Technology and Industry Advisory Council (ACT-IAC) Blockchain Working Group
American Council for Technology and Industry Advisory Council Artificial Intelligence Working Group
Advanced Technology Academic Research Center (ATARC) Mobile Working Group
National Association of State CIO's (NASCIO) Privacy and Data Protection Working Group
NASCIO National Innovation Forum
District of Columbia Cloud Committee
District of Columbia IT Investment Board
District of Columbia IT Policy Committee

Speaker industry events, including:

2021
Capital Cyber Exchange – (Ottawa Canada) The Role of Government in Identity Management
2020
FCW (Federal Computer Week) Virtual Zero Trust Roundtable.
Advanced Technology Academic Research Center IDEA Act and Digital Transformation Webinar
Google Sponsored - Unlocking the Potential of the Decentralized Workforce
2019
NCS Madison Facilitator CIO & CISO Strategy Meeting - Adaptive IT: Staying Responsive to your Organization's Business Needs
Corinium Intelligence Discussion Group 1B: Staying Timely when Time is Against you
Corinium Panel Discussion: How to Encourage the Safe Sharing of Data – Creating a Confident Data Process