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HOUSTON CIO^{OF THE YEAR} **ORBIE**[®] AWARDS

The 2020 Houston CIO of the Year[®] ORBIE[®] Awards program honors chief information officers who have demonstrated excellence in technology leadership. Winners in the Super Global, Global, Large Enterprise, Enterprise, Corporate & Nonprofit categories will be announced at the virtual Houston CIO of the Year Awards on July 31.

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PAUL FLYNN Enterprise Products Partners	RANDY LAKNER Oil States International		OKPARA YOUNG Houston Rockets

LETTER FROM THE CHAIR

CIOs Enable Largest Remote Work Experiment in History

At the beginning of 2020, no one could have imagined the enormous change we would all experience in the first year of this new decade.

By mid-March, Chief Information Officers everywhere realized their systems and teams would be stretched beyond belief in the largest work-from-home experiment in the history of the world. Thanks to cloud-first systems, tools and services created by technology innovators we have held virtual meetings, had food and goods delivered to our doors, and remained connected to colleagues, friends and loved ones. We have adapted, survived and adjusted to our new abnormal.

CIOs are leading this overnight virtual transformation from office-based to remote work. Without their planning and implementation of the systems and services to support remote work, conducting business would be impossible under these circumstances. Thanks to Covid-19, there's greater appreciation for CIOs and the technological sophistication required to provide secure, available and scalable systems to enable digital business.

HoustonCIO is an executive peer leadership network focused on helping CIOs maximize their leadership effectiveness, create value, reduce risk and share success. Convening Houston's leading CIOs in member-led, non-commercial programs, CIOs build meaningful professional relationships




with colleagues facing similar challenges, solving problems and avoiding pitfalls.

From the beginning of this crisis, HoustonCIO members have participated in regular local ZOOM collaborations and national ZOOM calls featuring CIOs from industry, higher education, healthcare and technology. In any gathering of CIOs, the answer is in the room. The challenge one CIO is facing has likely been solved by another CIO. What was their experience? What did they learn? What would they do differently? How could other CIOs benefit from sharing their experiences?

Peer-based leadership groups have incredible ROI when leaders share a common problem set. The vertical/industry and size/scale may be different, but similar approaches to effective leadership and problem solving are transferable. Every leader's perspective is valuable and contributes to the conversation - and everyone wins when leaders engage, share ideas, experiences and best practices.

For over twenty years, InspireCIO has been inspiring CIO success through the annual CIO of the Year ORBIE Awards – but this is just the tip of the iceberg. By joining HoustonCIO, technology executives take their leadership to the next level through year-round, member-led programs and interaction. The power of CIOs working together – across public and private business, government, education, healthcare and nonprofit organizations – creates enormous value for everyone.

Together, we are transforming our organizations with technology and enriching our region and our world. On behalf of HoustonCIO, congratulations to the nominees and finalists on their accomplishments and thank you to the sponsors, underwriters and staff who make the ORBIE Awards possible.

Sincerely,

Ish Cooper, HoustonCIO Chair
VP & CIO, LivaNova



InspireCIO is the preeminent executive peer leadership organization of chief information officers. Local chapters convene leading CIOs and foster meaningful relationships by hosting non-commercial, member-led programs - helping CIOs gain leadership advantage.



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2020 HOUSTON CIO AWARDS



KEYNOTE SPEAKER

BECKY BLALOCK

Successful business leaders are made, not born:

By Jim Magill

Successful business leaders are not born that way; they achieve their status by implementing certain tools for success: such as working with colleagues and subordinates to create strong teams, learning to anticipate and manage change in a fast-moving environment, and having a vision and learning how to communicate that vision to others, according to former C-suite executive and author Becky Blalock.

Blalock, the author of *DARE: Straight Talk on Confidence, Courage and Career for WOMEN IN CHARGE*, will be the keynote speaker at the Houston CIO Leadership Association's Houston CIO of the Year Awards event to be held Friday, July 31. Prior to becoming a writer, Blalock enjoyed a 33-year career at Southern Company, one

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2020 HOUSTON CIO AWARDS

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of the largest U.S. utility companies, where she became the first woman to be promoted to a number of executive positions, eventually rising to become chief information officer (CIO).

Blalock believes that the hallmark of a good business leader is the ability to foster leadership capabilities in others. "The people that are successful who think they've become the only one in their organization, they've done themselves and their organization no favors," she said.

She added that she instead looks at how successful leaders are "at identifying and grooming talent, so when they leave, there's not a big hole in the organization."

The higher up the corporate ladder a leader climbs, the less the job becomes about the individual and the more it becomes about the people the leader surrounds himself or herself with, Blalock said. "In an age when things are changing so fast, particularly in IT (information technology), you can't know it all, so you better have somebody on your team that knows what you don't know, who you can trust and depend on."

As the rate of change in the business world is increasing exponentially this is nowhere truer than in the IT sphere, making the role of the CIO all the more central to an organization's overall performance. Guiding and managing that change is one of the most crucial aspects of the CIO's job, Blalock said.

"Culturally there's a big backlash against change and the CIO is in the middle of trying to push

for change happening," she said. "A lot of what happens is that people see their jobs at risk from some of the change that happens."

Blalock said it's important too, for the CIO "to be the person driving the transformation, along with other business leaders being at their side."

The CIO and his or her team members must also have the knowledge and experience to be able to choose the best information technology to accommodate the future growth of their business and sometimes that right choice is not clear, she said. She pointed to the early days of home video, when VHS and Beta were vying to see which technology consumers would adopt.

"Beta was clearly the better product, but VHS got out there early, and got more hardware built to run their tool and ultimately they ended up winning in the market," she said.

"So you have to be somebody who's able to think about not only where the company is, but where the company is headed and which tool is going to meet that need and which one of those tools will have the support you need to get to where you want to go."

A successful business leader must also become skilled in communication, both in laying out a clear vision for their team as well as connecting that team to the goals and strategies of the larger organization.

"I used to tell people in IT that the language of the business is finance; it is not bits and bytes," Blalock said. "We have got to be able to take everything that we're communicating to the business people and put it in financial terms so they can understand

what the benefits or the disadvantages are of going in a particular technology direction."

A major concern for all companies and organization today is the growth of cyber-security threats, such as malware, hacking and ransomware, and here again the CIO plays a pivotal role, Blalock said.

"Cyber security is a challenge that's not going to go away," she said. "There's a trend in which cyber security is moving out of IT and into compliance, but still IT is always going to have to be involved in anything that happens from a security standpoint."

As a woman who has successfully navigated the difficult corporate straits leading toward an executive position, Blalock has some trenchant advice for young women just beginning their climb up the corporate ladder. She encourages potential female executives to have a clear vision of their future goals, find mentors and excel in whatever role they find themselves in.

"Be a star where you are," she said. "Don't be so focused on your next job that you're not delivering excellence where you are."

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2020 HOUSTON CIO AWARDS



LEADERSHIP RECIPIENT

WAYNE SHURTS

Wayne Shurts took big lessons from early reversals:

By Jim Magill

In business, as in life, the road to success is rocky and often paved with failure. But as Wayne Shurts, a member of the board of directors of Armstrong World Industries and retired information technology (IT) executive, can attest, sometimes those rough patches can present the greatest opportunities for learning and growth.

Shurts, who retired in 2019 as chief intelligence office (CIO) of food marketing and distributing multinational corporation Sysco, will receive the Houston CIO Leadership ORBIE award at the 2020 Houston CIO of the Year event to be held Friday, July 31 virtually.

Prior to his retirement, Shurts had spent 38 years, mostly in the IT field, including his first big job at cookie and cracker giant Nabisco where he worked for 20 years, rising to the

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2020 HOUSTON CIO AWARDS

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level of vice president of eBusiness. It was there that he experienced one of the biggest reversals of his then young career.

"I truly believe that you absolutely learn the most from your failures," he said. Shurts was working at a senior sales position at Nabisco, when he was put in charge of overseeing a major reconfiguration of the company's sales force. The initial plan called for the reconfiguration to be rolled out in a few districts before implementing the changes more broadly, but that plan was altered.

"The company wanted to move faster and shortcut that testing process and I made the mistake of agreeing to that," Shurts recalls. As a result, "rather than learn what was wrong with our design in one district in a small area, we learned what was wrong with it across the entire country."

Shurts said he learned from the experience about the importance of testing out new programs in smaller real-life situations, before implementing them on a broad scale. "There's nothing wrong with failure, but don't fail big. Fail fast, fail small, test everything, think about everything that could go wrong," he said.

At Cadbury, where he landed in 1981 after leaving Nabisco, Shurts learned another lesson in challenging the conventional wisdom. The candy company, which had extensive business presence in Europe, North America and Australia, sent Shurts to develop IT systems in developing countries, such as Brazil and India.

"What a lot of people told me was 'You've got the great blueprint. All you've got to do is take these great systems that were developed in North

America, Europe and Australia and give them to these emerging countries," he said. "I found out that exactly the opposite was true."

Shurts learned that because his colleagues in the less affluent countries didn't have as much money or access to resources "they were much more creative and came up with much better applications on a dime." As a result, he wound up importing ideas and innovations from the emerging countries to the wealthier countries rather than vice versa.

His early experiences helped him gain the confidence he needed to make the tough decisions to direct his next two employers to reverse course and jettison expensive IT programs already underway, first at Supervalu, the grocery store company he worked at from 2010 to 2012, and later at Sysco.

When he began work at Supervalu, the company was implementing the roll-out of a big enterprise resource planning (ERP) program, which had already been underway for several years and which was behind schedule and millions of dollars over budget.

"Those ERP projects are always difficult. It was well designed, but it turns out that in its best form, we would've spent a heck of a lot of money and it would have gotten us value three years down the road, Shurts said. However, Supervalu, then a company in turn-around mode, needed to see value right away, "so we had to adopt a different strategy to spend less money and get more value up front."

So instead of continuing with the big ERP implementation, Supervalu engaged in "a lot of guerrilla type tactics" adding applications on top of

the company's existing IT systems, thus enabling directors who ran the grocery stores to begin to see value of the changes right away.

"I made a similar decision at Sysco when we stopped their big ERP implementation that was many years under way and behind schedule," Shurts said.

In each case, the decision to reverse course was difficult to implement, because "so many employees in IT, so many senior executives who kicked off those programs, and so many people on the board were very invested in those programs," he said.

Also contributing to the success of his long IT career was the breadth of his experience.

"I didn't start as an IT guy. One of the things that helped me early on is I started as a finance guy at Nabisco, but I very quickly I did a lot of cross-functional roles: finance, sales, logistics, marketing," he said. "Early on having that broad cross-functional experience helped me to be in IT, because IT spans it all and connects it all."

Shurts said the role of the CIO has become increasingly important with the rise of cyber threats as well as the disruptive impact of new technology across a wide spectrum of industries.

"The CIO's role in cyber is to really defend the company," he said. "But where IT has gotten really important is around new business models and disruption, and how technology can be brought to bear to create a new business model that is better for customers and takes friction out of the buying experience."

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AWARDS

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2020 HOUSTON CIO AWARDS

SUPER GLOBAL FINALISTS: OVER \$4 BILLION ANNUAL REVENUE & MULTI-NATIONAL OPERATIONS



GE Power

ABHIJEET BHANDARE

General Electric Power

SUCCESS STORY: Abhijeet grew up in a middle class family in Mumbai, India. Brown outs were common and access to electricity was not a given. Today, he is the Chief Automation Officer and CIO - Finance for GE Power, a company whose mission is to provide reliable, cleaner electricity to everyone around the globe. Abhijeet helped set up the Automation Foundry to drive productivity within the enterprise through the implementation of software BOTS. This helps GE Power operate efficiently, enabling us to supply electricity to over 1 billion people in this world who still don't have access to it.



TOKIO MARINE
HCC

BRAD BREAU

Tokio Marine HCC

SUCCESS STORY: Our greatest accomplishment is the cultural IT shift that we have pivoted to towards innovation and digital transformation. We have business executives seeing the value and have positioned their leadership team to engage in idea generation, investment and project execution. As an example, our Digital Enablement and Collaboration initiative evaluates digital capabilities across every TMHCC business. Our strategy has been successful in migrating a majority of our IT portfolio into the cloud. Tokio Marine HCC's IT is now front and center as a major part of our business strategy!



Hewlett Packard
Enterprise

ARCHANA DESKUS

Hewlett Packard Enterprise

SUCCESS STORY: My greatest challenge and accomplishment at Hewlett Packard was leading the Company's largest business transformation focused on simplifying the way the business runs, accelerating new capabilities to market, improving execution, and fundamentally changing the customer, partner, and employee experience. To achieve this, business processes are being standardized utilizing the best in class technology solutions. The employees, partners, and customer experience is becoming more consistent, personalized, and mobile-enabled. This requires a massive culture change redefining the relationship between IT and the business.



Baker Hughes 

JENNIFER HARTSOCK

Baker Hughes

SUCCESS STORY: Since 2017, we brought two companies together and are now separating from a majority shareholder. The Digital Technology function has been critical throughout the process – consistently excelling in uncertainty. We support incredible transformation while orchestrating the largest transaction in our industry. With all of that change, I am most proud of our culture and people. Through similar transactions, many companies see their culture falter. Instead, we have fostered an energizing climate that values diversity and inclusion while leading the industry during the energy transition. The Baker Hughes team inspires me every day.

2020 HOUSTON CIO AWARDS

GLOBAL FINALISTS: OVER \$1 BILLION ANNUAL REVENUE & MULTI-NATIONAL OPERATIONS

**DULCE BORJAS**

ENGIE North America

SUCCESS STORY: My greatest accomplishment is managing through a significant business transformation while building new digital offers that have created innovative new solutions for customers. The Smart Institutions platform which is live at a major university with more installations planned in 2020, is not only leveraging the latest AI technology, but helps address sustainability goals for our customers and that's something I'm very proud of!



Health innovation that matters

ISH COOPER

LivaNova Plc

SUCCESS STORY: Achieving cultural transformation. This transformation includes how we engage, how we communicate, how we align, how we execute, and most importantly how we win - As One Team. My team, which once operated in a very fragmented nature post merging of the two companies, now speaks with one voice. Ideas are challenged, debates are constructive, but in the end we value Team and we trust one another. In my opinion, there is no greater accomplishment.

**NATIONAL OILWELL VARCO****CORMAC LYNCH**

National Oilwell Varco / Rig Technologies

SUCCESS STORY: NOV's Rig Technologies division had grown through acquisition which resulted in 50+ ERP systems and data masters, poor IT maturity, and a myriad of processes. We completed the project to re-engineer our systems and business processes, from replacing legacy ERP to implementing complete product life-cycle management, global master data management and business intelligence solutions. Today 100% of our business is on a single PLM, operating on 2 ERP systems with single global data masters. This standardization allows the business to leverage data, technology and automation to improve productivity across our vertically integrated facilities and lower overall costs of doing business.



TOSHIBA INTERNATIONAL CORPORATION

ALLEN WUESCHER

Toshiba International Corp.

SUCCESS STORY: The most rewarding part of being CIO is my involvement in the personal and professional growth for people working around me. I take pride in the many internal departmental promotions we have had at Toshiba and this extends to the advancements of those at partner companies that serve Toshiba. I enjoy providing the safety net as needed for anyone trying to accomplish the next phase of their career and playing a part as they achieve their full potential.

2020 HOUSTON CIO AWARDS

LARGE ENTERPRISE FINALISTS: OVER \$2 BILLION ANNUAL REVENUE



KIM HALES
NRG Energy

SUCCESS STORY: It's been my honor to support the most significant transformation in NRG Energy's history through IT leadership. Our transformation included both significant cost reduction and growth objectives, and my incredible team helped achieve both. Technology is evolving our sector to become smarter, more sustainable, and more reliable for businesses and residents across the country. At NRG, we're doing this by empowering our employees with user-friendly digital tools and delivering innovation and efficiencies through data analytics and robotic process automation. Our digital transformation is helping us bring the power of energy to people and organizations throughout North America.



ANNESSA MCKENZIE
Calpine Corporation

SUCCESS STORY: My largest professional accomplishment has been to watch the personal and professional growth of our team members through value driven IT improvements to our business and to their personal success. I am thankful for our teams' dedication to our organization's mission and look forward to continuing our journey to provide continued business value through our collective IT and Security teams.



JOE SHANNON
Whataburger

SUCCESS STORY: Download the Whataburger app today. My team and I architected, designed and custom built a restaurant mobile ordering and rewards app for apple, android and .com. It integrates into multiple Point of Sale platforms at over 800 restaurants. This integration was done to reduce the amount of change management in the restaurants. The app makes it easier to place an order and faster to pick it up. The app has created a new revenue stream and is driving increased sales dollars per transaction and increased transactions. We now have an online and mobile omni channel experience for our customers.



JONATHAN SIDER
Mattress Firm

SUCCESS STORY: My greatest accomplishment is leading Mattress Firm's acquisition and integration of Sleepy's (1,050 stores) and Sleep Train (310 stores) and consolidating four ERPs down to one. Multiple ERPs within the same business creates an immense strain for operations due to the amount of effort required to consolidate financial reporting, logistics/inventory and sales/invoices. The undertaking is so massive that it can delay forward facing initiatives within the company. Having a single ERP enabled us to work more efficiently to apply updates, launch new functionality and unlock the benefits of a truly unified system rather than chase system discrepancies.

Congratulations to the Nominees & Winners of the 2020 Inspire Houston CIO Orbie Awards

BlueSky IT Partners is a trusted adviser to CIOs, building the right foundation for their digital transformation initiatives. BlueSky is the expert in network and telecom connectivity, and have over 200 provider and carriers in our ecosystem. We offer consulting and solutions in the following areas:

- Software-Defined Wide Area Network (SD WAN)
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- Hosted Voice Services
- Telecom Expense Management
- Wireless and Wireline Audit / Optimization
- Mobility Solutions
- Data Center / IaaS
- Security
- Global Field Services

BlueSky is a certified Women Business Enterprise (WBE) and supports Houston through its work with IT leaders and many local charities.



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Congratulations to the Houston CIO of the Year finalists and winner, from Utegration, a Houston-based energy and utilities technology consulting firm. We are proud to sponsor this year's award.

2020 HOUSTON CIO AWARDS

ENTERPRISE FINALISTS: OVER \$500 MILLION ANNUAL REVENUE



Hines
JESSE CARRILLO
Hines

SUCCESS STORY: Historically, the commercial real estate industry has been slow to adopt technology and Hines was no exception. A very important part of my role as CIO during my tenure, and what I consider one of my most significant accomplishments, has been the ability to raise the awareness level of the value that the right technology, at the right time, can bring to an organization and our industry. Through my involvement with real estate peer groups/organizations and the PropTech startup community, I have been able to help position Hines as a leader in digital transformation.



Key
Energy Services
GREG MORENO-EARLE
Key Energy Services

SUCCESS STORY: One of my team's greatest accomplishments is the implementation of a fully digital Lead-to-Cash platform which enabled Key Energy Services to improve revenue, reduce costs, and differentiate our services in a highly competitive commodity market. The project drove digitization of processes across multiple areas of the business and a technical transformation from on premise legacy systems with manual/paper data capture to a cloud-based platform with smart devices at point-of-activity. Most significantly, this initiative provided the foundation for Key Energy Services to demonstrate our digital innovation in our segment.



Conn's
HomePlus
TODD RENAUD
Conn's HomePlus

SUCCESS STORY: One of our greatest IT team accomplishments at Conn's is the conversion of a legacy paper-based loan application and sales process to a fully digital, electronic signature-based, point-of-sale experience using tablets. This has fundamentally changed our sales process resulting in a more interactive and positive experience for both customers and associates. The initial results include reduction and elimination of manual processes and paper, decreased associate training time, enhanced operational efficiencies, financial benefits to the company and serves as the foundation for continued feature expansion for both employee and customers.



ENCINO
Energy
BARON UNBEHAGAN
Encino Energy, LLC

SUCCESS STORY: Directed the implementation of all platforms, applications, systems, network, infrastructure, communications and cyber security in under 6 months to meet our contractual ability to exit Encino's transition services agreement on time, while setting a technology strategy to position Encino as the leading data and technology driven Oil and Gas provider with a "Cloud First" approach to IT architecture. Deliverables in that time period encompassed implementation of 5 mission critical platforms for: drilling and completions, production operations, land, accounting and administration (ERP), and marketing/trading, 85+ tier II applications, corporate networks in Houston and Ohio, a SCADA system and mobile communications packages.

2020 HOUSTON CIO AWARDS


CORPORATE FINALISTS: UP TO \$500 MILLION ANNUAL REVENUE



 **RESERVOIR GROUP**
KERRY BRAY
Reservoir Group

SUCCESS STORY: I recently completed a 2 year journey migrating all data, services, and systems from on-premise to completely cloud based. This has resulted in a 40% reduction to the IT budget, 50% reduction in headcount, while providing a higher level of service to our users. Everything we have accomplished has been achieved with 3 core goals in mind; Agility, Efficiency, and Client Focused. By moving to the cloud we have provided more reliable, stable, scalable and accessible platforms for our clients (internal and external), as well as simplifying the IT systems (SaaS, IaaS, PaaS), at a lower cost to the company.




GEORGE CRAWFORD
Catapult Energy Services

SUCCESS STORY: My greatest achievements are creating business value and organizational alignment; consistent business process improvement through unified technology and shared systems environments; and giving back by serving on advisory boards with HBU, LoneStar, GenesysWorks and UofH to help our youth develop a foundation of growth. The irony of the CIO role is that the focus is not on technology, it's on understanding the business and working with each companies' board, C-Suite and management teams to cultivate alignment between business vision/initiatives and enabling technologies that will drive business value and competitive advantages, generate revenue and reduce corporate risk.




MICHAEL DEAN
Tellurian Inc

SUCCESS STORY: Tellurian is developing a portfolio of natural gas production, LNG trading, and infrastructure that includes an ~ 27.6 mtpa LNG export facility and an associated pipeline. Tellurian management is laser-focused on delivering its growth objectives and managing a pace of change that most companies rarely, if ever, see. Achieving strategic alignment through partnering with my business leaders, especially in this vibrant and transformational environment, is my greatest accomplishment. To achieve this alignment, I work closely with business partners to collaboratively define the short- and long-term digital strategy of the company.




MARK SEALE
Nova Medical Centers

SHORT BIO: Starting from running late night reports in a hospital and progressing to leading IT organizations supporting more than 300,000 employees, Mark's experience covers the gambit of IT in the corporate world. He was fortunate to have had the experience of growing with a business from a successful regional cell phone company to being a cornerstone piece of the re-creation of AT&T. On leaving AT&T, Mark returned to healthcare and over the past 10 years, he has developed a passion for healthcare IT and feels there is a path to improving healthcare outcomes, accessibility, and costs using technology.




OKPARA YOUNG
Houston Rockets

SUCCESS STORY: Many moments are centered around my ability to adapt to the pressures of a situation quickly and ensure the stability of the environment. There have been a few situations over the years, such as the loss of sole email server during the beginning of my career to more recent recovery from disruption of revenue-driven services that have been testaments to the processes that I have established and continue to use. I was able to introduce technology (e.g. arena-wide Wi-fi implementation) to a fan-base during a time that others in the industry had not attempted fully or successfully.

2020 HOUSTON CIO AWARDS

NONPROFIT / PUBLIC SECTOR FINALISTS: GOVERNMENT, EDUCATION & NOT-FOR-PROFIT ORGANIZATIONS



TEXAS SOUTHERN UNIVERSITY

MARIO BERRY

Texas Southern University

SUCCESS STORY: My greatest accomplishment thus far is working with other TSU President Cabinet Members to 'Tell the Story' of what the institution needs to do to transform its technological culture and history through a shared, collaborative digital transformation initiative named "Renew 2022". This is a complete reimagining, redesigning of the technology landscape from business process redesign, security enhancements, infrastructure upgrades, and service delivery all geared toward overall institutional successes.



YOUR CREDIT UNION

MURSHID KHAN

TDECU

SUCCESS STORY: OUR HUMAN-ROBOT HYBRID WORKFORCE - ROBOTIC PROCESS AUTOMATION (RPA): in 2019, we implemented Robotic Process Automation tools to automate the complex operational tasks and simplify the processes within the mortgage loan disbursement process hence achieving higher & faster production rate as well as reducing compliance risks. 2019 was the year of learning. In 2020 we plan to go aggressive to automate more of our processes: The goal of RPA: - Performing the tedious, Manual, Repetitive tasks & Processes, - Reduce Compliance risks - Expedite the process and Mitigate future headcount needs.



MARIA O'NEILL

American Bureau of Shipping

SUCCESS STORY: Under my direct leadership, a global team of more than 200 employees from IT, Operations, Finance, Business Development, Marketing and Communications, and Change Management departments recently developed and deployed ABS Freedom, the company's largest-ever software and systems development project in our 157-year history. Designed with our customers top-of-mind, we delivered the \$50 million project successfully in more than 70 countries with ZERO service delivery interruptions. We consider this to be a remarkable feat for any software development and deployment project of this scale.



CHARLES THOMPSON

Port of Houston Authority

SUCCESS STORY: Port Houston is highly strategic to the Gulf Region and the nation, with an economic impact of \$336B, or 20%, of the GDP for the State of Texas. Port Houston IT is the "Trusted Partner for Goods & Services." My dual roles as CIO & ISO are critical to safe and efficient operations, and my greatest accomplishment has been leading my team and the larger Port organization to increased operational capacity and nearly 10% year-over-year growth in revenue. A great CIO's success is measured by quantifiable business value that sustains beyond their tenure.

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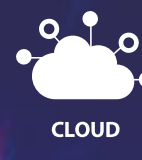


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