ZACH GORMAN

SUMMARY OF QUALIFICATIONS

- Doctoral Candidate: Ed.D. in Educational Leadership (Research Focus: IT Strategic Perception)
- Over nineteen years of IT experience and sixteen years of progressive leadership roles
- Experienced in implementing complex, urgent, enterprise scale projects with high ROI
- Over nineteen years of experience developing standards, policies and procedures including IT roadmaps and strategic planning
- Demonstrated visionary leader with success in complex organizations and rapidly evolving environments
- Proven experience driving digital transformation led through strategic vision
- Passionate about governance, organizational change, and driving business value
- Proven vision in planning and guidance, leading diverse teams in systems and at-the-elbow support by streamlining redundant systems and optimizing processes and procedures during economically lean times

EDUCATION

Ed.D. (ABD) – Higher Education Leadership, Georgia Southern University   Expected Completion – 05/2021

M.S. – Master of Organizational Leadership, St. Ambrose University   2008
Emphasis in Leadership, Strategic Planning, Conflict Management, Communication and Human Relationships

B.S. – Management Information Systems, Iowa State University   2003

Leadership Academy – Authentic Leadership Pipelines 1 & 2, Augusta University   2016

PROFESSIONAL EMPLOYMENT

CHIEF INFORMATION OFFICER   **PEORIA, IL**
Bradley University   *5/2017 - Current*

Challenged with the perception that IT is a transactional unit; I am leading efforts to re-imagine the Division of Information Technology. I developed a team focused "new face" of IT concentrated on student success, customer satisfaction, and innovation. Through key stakeholder partnerships, I am spearheading a digital transformation strategy by expanding the university's first wholistic IT shared governance structure, implementing a strategically oriented IT roadmap that increases funding and resources for the division, and beginning the transition of a homegrown ERP to a best-in-class cloud solution. With these and other efforts, I am leading a highly resourceful team that continues to successfully increase the understanding of IT and its strategic value throughout the enterprise.

With the COVID-19 pandemic challenges presenting significant increased staff stress and uncertainty, I led the division through transparency and active communication resulting in a division level cohesion that exceeded pre-pandemic levels. By turning challenge into opportunity, I streamlined strategic operations successfully implementing multiple high-level projects with agility and a sense of urgency and focused on student success, especially with underserved populations. I developed an organizational and business model program focused on increasing efficiency, data strategy, and centralization of university shared services, resulting in such strategic projects as a cloud hosted ERP, unified communications, and organizational staff modeling. The effort identifies significant financial incentives for the IT division, lowering the total institutional IT spend, while still allowing for strategic resource growth and clarity on program ROI.

- Reduced annual non-labor OpEx spending by 25% while increasing outcomes through partnership with other higher education institutions, contract renegotiations, and university process improvement.
- Led the team to provide advanced technologies and access to the internet to underserved students displaced by COVID-19 restrictions – leading to a permanent program for the university
- Architecting a new data strategy, aimed to position the institution as a data driven decision-making organization
- Developed and implementing the first comprehensive IT Shared Governance structure on campus
- Developed and implementing the Bradley's first digital transformation IT strategic roadmap – focused on student success, online course delivery, overcoming significant deferred maintenance challenges, IT staff structure, cyber-security, and endpoint management solutions
- Architected a university wide business organizational change project with the following outcomes:
    - Streamlining operations and cost savings

- o Data strategy
- o Planning of a new ERP (transitioned from home grown solution)
- Provided strategic leadership over organizational change within the division tied to university culture
- Sponsored and directed student focused major initiatives
  - o VMWare cloud hosted student software delivery (colleges of Business and Engineering)
  - o New LMS transition (6-week rollout)
  - o Fully online student assessment and course evaluation delivery
  - o Student BYOD initiative
  - o Rearchitected the IT and AV needs for the new Business and Engineering Complex ($15 Million)
  - o Campus Network Refresh/Upgrade ($10 Million)
- Leading technology components of the Bradley HLC Reaccreditation process
- Championed the rearchitected and development of the Bradley Cultural Center with the Office of Diversity and Inclusion
- Established a collaboration of two public NPR affiliated radio stations (Private/Public Partnership) resulting in institutional operating savings of 1 million dollars every four years
- Reengaged community partnerships such as the Peoria Riverfront Museum
- Integrated standards, best practices, and approach for the Bradley Online Program(s) Strategic Initiative
- Co-authored white paper and proposal to bring development and management of all Bradley online programs in-house (vs. Online Program Management agreements)
- Financial evaluation and restructuring of IT contracts and agreements resulting in 20% cost savings
- Architecting short-term transition and long-term strategy of all homegrown solutions to cloud-hosted, enterprise scale service providers
- Elevated CIO role to sit on the President's Administrative Council and serve on the University Strategic Planning Committee (a first in the history of Bradley)

DIRECTOR – INFORMATION TECHNOLOGY   ATLANTA, GA
Georgia Institute of Technology (Scheller College of Business)   *7/2016 - 5/2017*

Provided leadership, strategic direction, and operational management to fulfill institutional effectiveness goals for the College of Business at Georgia Tech using innovative technology solutions. Charged as a change manager, I estalbished and maintained customer-focused sustainable support strategies to achieve institutional outcomes including: the development and integration of newly defined support models (internally within IT and externally with service and solution providers), training and faculty development, academic support and an efficient and customer-focused request management process.

- Provided strategic leadership identifying progressive uses of technology and interactive tools supporting the Institute's mission
- Partnered with Central IT CIO to lead "IT360", a collaborative initiative to create a culture of "One IT" across diverse distributed IT units on campus resulting in governance changes, cost savings and resource opportunities
- Provided leadership and guidance to teams, faculty and staff investigating new and innovative technologies
- Actively changed reactive IT culture to one of partnership and proactive action
- Directed projects and teams for the development, implementation and management of programs and services

  - Salesforce (CRM)
  - Two-Factor Authentication
  - Online M.S. in Analytics
  - Cyber Security Policy
  - Server Platform Migration
  - EOL Desktop OS

- Spearheaded the development of various IT and Academic Technology committees
- Realigned support models with central IT allowing focus of pedagogy for distributed units
- Promoted the development of a communications strategy for IT within the College of Business
- Designed and implemented a sustainable hardware deployment and refresh cycle to include college policy change for incoming faculty resulting in an annual savings of ~$90,000.
- Utilizing cloud-first methodology, I'm adjusted contracts and budgetary lines streamlining financial processes, enhancing technological tools and service delivery models. Identified savings ~10% of annual expenses.

ASSOCIATE CIO – IT SERVICE DELIVERY   AUGUSTA, GA
Augusta University (Formerly the Medical College of Georgia)   *1/2016 – 7/2016*

Provided leadership for University and enterprise customer focused services, including integrated academic and IT support services for each college and across all five university campuses, IT support for enterprise shared services units, and enterprise audiovisual services. Responsible for administering IT operations, managing technology projects, and consulting with senior administrators to identify and implement technologies that will advance the

University's, and each individual college's, strategic goals. Through influence and partnership, I build consensus concerning technology direction, implementation, and support for the enterprise. Also, provided strategic leadership to the University's Interdisciplinary Simulation Center and to Georgia Correctional Healthcare.

- Provided leadership and vision for the use of information technologies in facilitating and advancing the mission, vision and goals of AU
- Provided support for all colleges, administrative units and remote campuses (distance learning)
- Directed various projects and teams for the development, implementation and management of programs, services and buildings per the university's roadmap including enterprise applications and distance learning
  - AU Name Change
  - Academic LMS
  - Student Housing Design
  - Student Success Center
  - Student Laptop Initiative
  - Cloud hosted file storage
  - Workforce Development LMS
  - Desktop Deployment & Management
  - Cyber Institute
  - Telehealth Strategy
- Developed, implemented, and maintained policies, objectives, short- and long-range planning
- Collaborated with department, faculty and administration to establish goals, priorities, and standards
- Created, directed, planned and budgeted for information technology operations
- Experienced with enterprise architecture principals and current information technology security best practices
- Continually identified opportunities for improvement and expansion of services to meet the needs of the enterprise
- Established and maintained a robust governance structure that includes all colleges, administrative units and the library system. Specific to the Simulation Center, I've established a two-tiered governance structure that focuses on the operation and strategy of the department
- Co-authored a white paper on telemedicine for use in rural health to include an overall University Telehealth Strategy and rural health specific strategy
- Lead a taskforce that includes representation from colleges faculty and students to create a plan, process and policy for student laptop ownership for incoming freshmen

DIRECTOR - UNIVERSITY IT
Augusta University (Formerly the Medical College of Georgia)

AUGUSTA, GA
1/2011 – 1/2016

With the academic leadership from each school, faculty, students and team members, I provided vision, strategic planning, design, development, implementation and ongoing support of enterprise academic technologies to support teaching and learning. Successfully developed and implemented a hybrid-distributed organizational model that included ~60 staff in teams focused on instructional, classroom and av services, academic & event scheduling, walk-up service desks and desktop support. Following the success of the model, I expanded it to include the operation of service delivery at Georgia Correctional Health Care (33 prisons across Georgia). Charged with providing leadership as Interim Director of the Interdisciplinary Simulation Center.

University IT
- Assisted with design and creation of a new comprehensive public research institution with an academic health center by consolidating two unique public universities. Outcomes include building the organizational structure, financial planning, enterprise application consolidation and 1-5-year operational plans utilizing cutting edge technologies.
- Directed the IT portion of the Medical College of Georgia's re-accreditation (LCME) resulting in no findings or comments. Further MCG's self-assessment noted that IT was a valued partner and an integral component to their academic mission
- Directed the IT portion of the institution's Name Change to Augusta University
- Successfully directed multiple learning space buildouts to include a 1.8-million-dollar, multi-year effort
- Directed the implementation of academic and IT components of various buildings and learning spaces
  - Cyber Institute (.5 mil)
  - Simulation Center (4 mil)
  - College of Dental Medicine (3 mil)
  - Education Commons (4.8 mil)

- Collaborated with University business operations, intelligence and ERP systems
- Responsible for all contract negotiations and annual review, BAA's and SLA's,
- Chaired various strategic planning committees providing university governance
- Established and maintained customer-focused sustainable strategies for enterprise instructional systems though the development and implementation of policies, processes and controls for the provision of end user support

- Provided consultations and training for academic programs to individual faculty for the development of Instructional Technology strategies, selection of tools, and best practices to meet instructional needs
- Established key partnerships with stakeholders, building trusted relationships and dedicated support

Simulation Center
- Lead the successful operational startup of AU's newly built Interdisciplinary Simulation Center
- Established staffing model and long-term support plan through 2019
- Contract manager for outsourced operational management program with CAE
- Improved Center service delivery responsiveness and established a proactive response model for Center staff
- Established technical programs and procedures to streamline operations in center minimizing academic downtime and increase faculty satisfaction

Georgia Correctional Healthcare
- Established IT Staffing Models for operational support of 33 GCHC sites around Georgia
- Evaluated current IT state and assisted in identification of clinical requirements for future state

IT MANAGER   IOWA CITY, IA
University of Iowa, Anesthesia Department   *8/2004 –1/2011*

Responsibilities included leading the Support Help Desk, Desktop Support team and providing leadership and assignments to employees to ensure necessary knowledge, equipment, tools, and supplies to perform exceptional client services. Other duties included budget oversight, evaluation, project management, policy/procedure development, and strategic development through committee membership and university governance. Co-developer of department intra and Internet web presence.

IT SPECIALIST & WEBMASTER   IOWA CITY, IA
University of Iowa, College of Public Health   *2001 – 2003*

SYSTEMS SUPPORT SPECIALIST II & WEBMASTER   AMES, IA
Iowa State University   *2000 - 2004*

PROFESSIONAL DEVELOPMENT, AFFILIATIONS, & PUBLICATIONS/PRESENTATIONS

- Member: Educause
- Chair: PeoriaNEXT
- Co-Author: Building Bradley University's Online Infrastructure: A Strategic Initiative   2019
- Keep IT in the Loop – Toggle Magazine   2018
- Augusta University Leadership Pipeline II   2016
- Co-Author of Rural Health Whitepaper w/ Dr. William Kanto   2016
- Lead Presenter of "Enabling Student Success by Migrating Traditional Distance Learning to Immersive and Interactive Education" at the Educause Annual Conference   2016
- Augusta University Leadership Pipeline I   2015
- Assisted in the development of "On the Road" Leadership Development for IT   2015
- Educause Leadership Institute   2013