David Elges -Thought Leader/Strategist/Seasoned C-Level Executive

ALIGNING TECHNOLOGY AND BUSINESS STRATEGY DRIVING GROWTH, INNOVATION AND VALUE

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Overview:

As a strategic and visionary technology leader with over 35 years of experience as CIO, CTO, CDO, and CISO, I have a proven track record in aligning technology with business strategy to foster innovation and drive significant growth. My strategic planning skills have consistently positively impacted domestic and international business development and have driven ROI in various sectors. My expertise extends across cybersecurity, cloud computing, data management, and new and emerging technologies like Blockchain and ML/AI/Generative AI.

As an innovative CIO and trusted advisor to CEOs and Board Chairmen, I specialize in delivering cutting-edge, business-focused technical solutions. My approach combines business acumen with fiscal discipline and a deep understanding of diverse industries and business models. I am deeply passionate about team development, which drives my focus on talent acquisition, development, and retention. My collaborative problem-solving skills enable me to unite different operational groups, ensuring the implementation of appropriate and cost-effective technological solutions.

Professional Experience:

Managing Director, Hartman Executive Advisors (2022 – Present)
- Spearheading technological advisory services, aligning technology and data solutions with business objectives to drive outcomes and profitability.
- Collaborated with public and private sector senior executive leadership to define new and emerging technologies, IT road-mapping, and operational continuity, and established data strategies to enhance systemwide performance management and drive data maturity.
- I have led comprehensive engagements from scoping to implementation for various systems, including CRM, ERP, SIS, GIS, TPS, DSS, ESS, Asset Management, GCC/GCC-High, COOP/DR Planning, RPA, AI/ML, Data Warehouse, ETL, and Public/Private/Hybrid/Government Cloud, and serving both public and private clients Nationwide.

VP, (CIO) - Chief Information & Innovation Officer, The City of Boston (2018 – 2022)
- Pioneered the city's first cybersecurity team, led digital transformation initiatives, and drove data-driven policymaking. Instrumental in broadband and digital equity policies.
- Appointed to the Mayors of Boston's executive cabinet, leading the city's transformation into a world-class technology hub and shaping the future as a Smart City in alignment with the Imagine Boston 2030 vision (https://www.boston.gov/civic-engagement/imagine-boston-2030)
- Identified, led, and implemented multiple new and emerging technology engagements across all city agencies leveraging AI/ML, Blockchain, IoT, VR/AR, RPA, and Chatbots supporting 311/911, Transportation, HHS, Finance, and Emergency services (Police, Fire, EMS, Homeland Security) and the MBTA (Massachusetts Bay Transportation Authority).
- Led multiple comprehensive cross-departmental and cross-agency data engagements and data-sharing agreements across the city in response to the COVID-19 pandemic to identify and respond to the changing environment and new protocols coming from the federal government. This was done in partnership with the federal government's HHS agency, CDC, NIH, and MGH (Massachusetts General Hospital).
- Pioneered the City's inaugural Cybersecurity Team and appointed the first Chief Information Security Officer, developing a robust security framework to safeguard against escalating cyber threats to state and local governments and incorporating PII, ISO 22301, 27001, HIPAA, CIS 2.0, NIST 2.0 (CFS), and FEDRAMP.
- Led an award-winning Digital Team, transforming Boston's digital landscape with user-centric services and innovations like Boston.gov and BOS:311.
- Headed the Citywide Data Science Team, employing data analysis for government efficiency and policymaking in public safety and diversity areas.
- Orchestrated city policies and programs in broadband and digital equity. Pioneered digital constituent communication and facilitated Boston's groundbreaking data-sharing agreement with Airbnb in 2019.

- Budget Realignment: I worked with department heads to realign budgets based on strategic priorities. This involved reallocating funds from lower-impact areas to high-priority projects, ensuring that resources were used effectively to achieve our goals.
- Cost Reduction: I implemented cost-saving measures, such as renegotiating vendor contracts, reducing discretionary spending, and streamlining operations. These measures resulted in a **15%** reduction in operating costs, freeing up resources for critical initiatives.
- Financial Systems Upgrade: I spearheaded the implementation of a new financial management system that provided real-time visibility into budget performance. This system enabled more accurate forecasting, improved financial reporting, and enhanced decision-making capabilities.
- Transparency and Accountability: I introduced a series of financial training programs for managers and staff to improve their understanding of budget management and accountability. This initiative fostered a culture of financial responsibility and ensured that all employees were aligned with our financial goals.

VP & (CIO) – Chief Information Officer, District of Columbia Government - Washington DC (2016 – 2018)
- Directed the strategic direction of technology, overseeing large-scale system launches, budgeting, and risk assessment. Established overarching technology strategy and architecture.
- Appointed to the Mayors of the District of Columbia's executive cabinet to lead strategic technology direction and implementation and shaping the future as a Smart City in alignment with the G40 cities.
- Managed P/L, multimillion-dollar launches, and budgeting, focusing on risk assessment and business analysis.
- Crafted and aligned technology strategy with evolving stakeholder needs, ensuring infrastructure supported organizational growth and change.
- Drove IT strategic planning and operations, prioritizing initiatives and managing IT systems for enhanced organizational performance.
- Led Deployment of an international enterprise-wide PMO office to support a **$68.2MM** multi-phase case management system.
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SEI Inc. (2000 – 2016)
- Managed a substantial IT organization, focusing on business transformation, data strategy, and technological integration. Led mergers and acquisitions, technology due diligence, and post-acquisition activities.

Executive Director of Global IT Operations, VP & Chief Data Officer (CDO) (2008 – 2016)
As CDO, I have championed data analytics to drive innovation and business growth. I have spearheaded initiatives to harness the power of big data and advanced analytics, enabling the organization to gain deeper insights into customer behavior, market trends, and operational efficiency. My leadership in this area has empowered teams to make data-driven decisions that have led to the development of new products, services, and business models.

Fostering a data-driven culture is a critical component of my role as CDO. I have worked tirelessly to ensure that data literacy is embedded across the organization, from the executive to front-line employees. I have developed and delivered training programs that equip employees with the skills and knowledge needed to leverage data daily.

- Data Governance Framework: Implemented a robust data governance framework that improved data quality by **30%**, reduced data duplication by **25%**, and enhanced regulatory compliance across the organization.

- Cost Reduction: Streamlined data management processes, resulting in a **20%** reduction in data storage costs and a **15%** improvement in data processing efficiency.
- Oversaw developing and implementing a comprehensive data strategy, leading to a **30%** increase in data accuracy and a **20%** reduction in data processing time.
- Led the successful integration of multiple data sources, enabling seamless data flow and enhancing business intelligence capabilities across the organization.
- Managed a 162-member IT team, overseeing a **$20M** operating budget, **14MM** capital and investments, and **$12MM** in ERP projects. Formulated agency-wide data strategy, setting KPIs, SLAs, OLAs, OKRs, and governing division resources.
- Directed M&A technology assessments and post-acquisition integrations.
- Facilitated company expansion from one to **176 locations across the US and EU**, scaling IT support accordingly.
- Upgraded data center to a private cloud infrastructure, enhancing capacity, redundancy, and accessibility.
- Reduced operational expenses by **32%,** implementing an enterprise-wide automation solution.

Executive Director of IT Support & Telecomm, VP & Chief Information Security Officer (CISO) (2000 – 2008)
As a Chief Information Security Officer (CISO), I have been responsible for safeguarding organizations' digital assets and sensitive information.
My key achievements have successfully transformed the organization's security posture by implementing a multi-layered architecture.
- Security Architecture Transformation: Led the design and implementation of a multi-layered security architecture that reduced the risk of data breaches by **40%** and enhanced the organization's ability to detect and respond to threats in real time.
- Regulatory Compliance: Achieved and maintained compliance with key cybersecurity regulations, resulting in successful audit outcomes and preserving the organization's reputation in a highly regulated industry.
- Risk Management Leadership: Developed an enterprise-wide risk management framework that reduced the organization's risk exposure by **30%**, ensuring that critical vulnerabilities were identified and addressed proactively.
- Security Awareness Enhancement: Increased employee participation in security training programs by 50%, leading to a significant reduction in phishing-related incidents and an overall improvement in security hygiene.
- Vendor Risk Management: Established a comprehensive vendor risk management program that ensured third-party partners met the organization's security standards, thereby reducing supply chain risks.

Innovation and Future-Ready Security
- As the threat landscape evolves, my role as CISO has also involved staying ahead of emerging trends and technologies.
- Build and mentor a top-tier security team, ensuring robust succession planning and continuous professional development.
- Work closely with other executives to establish the organization's risk tolerance and develop comprehensive risk management strategies.
- Implement and Oversee Security Policies and Protocols.
- Led data security initiatives, managing a **$12.3MM** budget and the Security Operations Center (SOC).
- Achieved a **99.2%** SLA satisfaction rate and mentored a high-performance executive team.

Education:

M.Sc. Information System Management, Strayer University | *Magna Cum Laude*
B.Sc. Political Science & International Relations, West Virginia Wesleyan

Technical Proficiencies:

IT Infrastructure & Operations: Cloud Computing: AWS, Azure, Google Cloud Platform (GCP), Data Center Management: Virtualization, Load Balancing, Storage Solutions, Network Architecture: LAN/WAN, SD-WAN, VPN, DNS, DHCP, Server Management: Windows Server, Linux, UNIX.

Cybersecurity: Cybersecurity Frameworks: NIST, ISO 27001, CIS Controls, Identity & Access Management: Single Sign-On (SSO), Multi-Factor Authentication (MFA), LDAP, Threat Detection & Response: SIEM, IDS/IPS, Endpoint Protection, Data Security: Encryption, DLP, Data Masking.

Enterprise Applications & Platforms: ERP Systems: SAP, Oracle, Microsoft Dynamics, CRM Systems: Salesforce, HubSpot, Microsoft Dynamics CRM, Enterprise Resource Planning: SAP, Oracle, Microsoft Dynamics, Content, Management Systems (CMS): SharePoint, WordPress, Drupal, Collaboration Tools: Microsoft Teams, Slack, Google Workspace.

Software Development & Integration: Software Development Lifecycle (SDLC): Agile, Scrum, DevOps, Programming Languages: Java, Python, C#, SQL, APIs & Integration: RESTful APIs, SOAP, Microservices Architecture, Database Management: SQL Server, MySQL, Oracle DB, NoSQL (MongoDB, Cassandra).

Data Management & Analytics: Data Strategy & Governance: Data Warehousing, Master Data Management (MDM), ETL Processes, Business Intelligence: Power BI, Tableau, QlikView, Big Data Technologies: Hadoop, Spark, Kafka, Data Privacy & Compliance: GDPR, CCPA, HIPAA.

Project & Program Management: Project Management Tools: Microsoft Project, Jira, Trello, Asana, Portfolio Management: PMO Setup, Project Portfolio Management (PPM), Budget & Resource Management: Cost Estimation, Resource Allocation.

New and Emerging Technologies: Artificial Intelligence (AI) & Machine Learning (ML): TensorFlow, PyTorch, Scikit-learn, Internet of Things (IoT): IoT Platforms, Device Management, Data Analytics, Blockchain Technology: Smart Contracts, Distributed Ledger Technology (DLT), Robotic Process Automation (RPA): UiPath, Blue Prism, Automation Anywhere.

Compliance & Regulatory: IT Governance & Compliance: ITIL, COBIT, SOX Compliance, Vendor Management: Contract Negotiation, Service Level Agreements (SLAs), Audit & Compliance: PCI-DSS, SOC 2, HIPAA, NIST 2.0, (CMMC), FEDRAMP, CIS 2.0, Operational Level Agreements (OLA's), Key Performance Indicators (KPI's), Objectives and Key Results (OKR's), FERPA.

Disaster Recovery & Business Continuity: DR Planning, Backup Solutions, High-Availability ERP, Cloud Computing Solutions, IT and Security Risk Management Tools, Incident Management Tools, Communication and notification Tools, Business Continuity Management tools, ITSM TGRC.

Certifications: Cybersecurity Maturity Model Certification (CMMC); Certified Kaizen Leader; Lean Six Sigma Black Belt (ICBB); COBIT5 Certification; Avaya SSWP Certification; ITIL® Certification; Certified Information Systems Security Professional (CISSP), Avaya SIP School Certified Associate Certification (SSCA)Avaya SIP School Certified Associate Certification (SSCA), Avaya Services Certifications (ACIS)Avaya Services Certifications (ACIS), Certified NetWare Engineer Certification (CNE) Certified NetWare Engineer Certification (CNE), Microsoft Certified Systems Engineer Certification (MCSE) Microsoft Certified Systems Engineer Certification (MCSE), Certified NetWare Administrator Certification (CNA), Microsoft Certified Systems Administrator Certification (MCSA)Microsoft Certified Systems Administrator Certification (MCSA).