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LOS ANGELES BUSINESS JOURNAL

2021 SOCALCIO^{OF THE YEAR} **ORBIE** AWARDS

The **2021 SoCal CIO of the Year[®] ORBIE[®] Awards** program honors chief information officers who have demonstrated excellence in technology leadership. Winners in the Global, Large Enterprise, Enterprise, Large Corporate, Corporate, and Nonprofit/Public Sector categories will be announced on November 12 at the virtual SoCalCIO ORBIE Awards.

KEYNOTE SPEAKER

This year's ORBIE keynote speaker, Akamai Technologies co-founder and CEO **Dr. Tom Leighton**, shares insights on the changing technology landscape.

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CHAIR LETTER

Technology has never been more important than it is today. **Brian Shield**, 2021 Chair, says CIOs are leading that charge.

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LEADERSHIP AWARD

Reflections on the changing nature of CIO leadership with this year's Leadership Award honoree, **Mary Gendron** of Qualcomm.

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SOCAL CIO^{OF THE YEAR}

ORBIE

AWARDS

Pandemic Elevates CIOs Strategic Role in 2021



2021 CHAIR, NATIONAL

Since last March, Chief Information Officers everywhere have supported the largest work-from-home experiment in the history of the world. Thanks to these innovative technology leaders, most organizations have managed to continue operating through this pandemic disruption.

Technology has enabled our new virtual lives; provided access to entertainment, food, and products delivered to our homes; and connected us with colleagues, friends and loved ones. Technology has helped us adapt, adjust, and survive our new abnormal. Without the leadership, planning, and foresight of CIOs, conducting business would be impossible under these circumstances.

SoCalCIO brings together leading CIOs of Southern California’s largest organizations to help CIOs maximize their leadership effectiveness, create value, reduce risk and share success. Through member-led, non-commercial programs, CIOs build meaningful professional relationships with colleagues facing similar challenges, solving

problems and avoiding pitfalls.

Throughout this crisis, SoCalCIO members have collaborated locally and nationally with CIOs from across industries. 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?

There is no textbook for how to be a great CIO. The best way to sharpen your leadership acumen is to join a peer leadership network with other leaders working on solving similar challenges. The industries and size may be different, but winning approaches to effective leadership and problem solving are transferrable. 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 SoCalCIO, 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 SoCalCIO, 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,

Brian Shield
2021 Chair, National
VP & IT – Boston Red Sox

CONGRATULATIONS 2021 SOCALCIO AWARDS NOMINEES

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			WILLIAM MOSES ResMed	MIKE SHADLER Pacific Life Insurance	MARK ZIRKELBACH Loma Linda University Health

KEYNOTE SPEAKER

A Look at this Year’s Keynote Presenter Dr. Tom Leighton
CEO & Co-Founder of Akamai Technologies

Few, if any, know the IT and artificial intelligence space as well as Dr. Tom Leighton, the CEO & co-founder of Akamai Technologies. Dr. Leighton also happens to be this year’s ORBIE Awards keynote speaker.

Dr. Leighton co-founded Akamai Technologies in 1998 and served as the company’s chief scientist until he became CEO in 2013. Under his leadership, Akamai has evolved from its origins as a Content Delivery Network (CDN) into one of the most essential and trusted cloud delivery and cybersecurity platforms, upon which many of the world’s leading brands and enterprises build and secure their digital experiences.

As one of the world’s preeminent authorities on algorithms for network applications and cybersecurity, Dr. Leighton discovered a solution to freeing up web congestion using applied mathematics and distributed computing. Akamai used this technology to create the world’s largest distributed computing platform, which today delivers and secures tens of millions of requests per second to billions of users around the world.

“Akamai’s mission is to make the Internet fast, intelligent, and secure,” said Dr. Leighton. “We enable and protect business online for the world’s leading enterprises, helping them to deliver fast, intelligent and secure online experiences. We do this through our intelligent edge platform that spans the world in more than 4,000 locations and through our cybersecurity portfolio that generated \$1 billion in revenue last year and grew 25% over the year before.”

During Dr. Leighton’s time as CEO, Akamai’s revenue has more than doubled, growing from less than \$1.4 billion in 2012 to \$3.2 billion in 2020, while earnings per share has more than tripled. Over the same period, annual revenue from Akamai’s security business grew from less than \$25 million to more than \$1 billion, growing 25% year-over-year in 2020.

“I am so immensely proud of and grateful for the hard work of all the Akamai employees who have worked alongside me for the past two decades to fulfill a vision,” added Dr. Leighton. “It all started in the 1990s, when Tim Berners-Lee, who was down the hall from

support millions of enterprises and billions of people everywhere,” Dr. Leighton continued. “We’ve scaled successfully thanks to our talented employees and the skilled work they do on behalf of our customers and the billions of Internet users around the world. Through ups and downs – from the dot com crash and 9/11 of 20 years ago, through the financial crisis of 2008, and now this worldwide pandemic – Akamai employees have continued their can-do attitude and customer-first mindset, enabling our platform to manage more traffic, more web transactions, and more cyberattacks than ever before. Their creativity, teamwork and tenacity are key to what makes Akamai such a unique and strong growth company.”

Dr. Leighton holds more than 50 patents involving content delivery, Internet protocols, algorithms for networks, cryptography and digital rights management. He and Akamai’s co-founder Danny Lewin were inducted into the National Inventors Hall of Fame in 2017 for having invented the methods needed to intelligently replicate and deliver content over a large network of distributed servers.

“To be honored by the National Inventors Hall of Fame is a recognition I accept on behalf of all the people who have contributed to Akamai, and all the people who inspired and taught me,” explained Dr. Leighton. “We knew we were on to something on one day in March 1999, when other platforms crashed while they tried to deliver the NCAA’s March Madness for ESPN and a new trailer that was streamed online for the Star Wars film, The Phantom Menace. Akamai’s intelligent edge platform successfully handled an unprecedented volume of hits that day for ESPN and for Entertainment Tonight, the only site that showed the trailer that evening that didn’t crash.”

In 2018, the Marconi Society selected Dr. Leighton to receive the Marconi Prize for “his fundamental contributions to technology and the establishment of content delivery networks.” He is also a member of the National Academy of Sciences, the National Academy of Engineers, and the American Academy of Arts and Sciences.



DR. TOM LEIGHTON
CEO & Co-Founder
Akamai Technologies

‘Akamai was founded with the vision of enabling the Internet to scale so that it could support millions of enterprises and billions of people everywhere. We’ve scaled successfully thanks to our talented employees and the skilled work they do.’

me at MIT, predicted Internet congestion would be a problem – ultimately, they called it the ‘World Wide Wait’ – and he challenged some of us at MIT to solve the problem. From the beginning, we have always believed that the best way to deliver content and protect assets on the Internet is through a distributed edge platform or edge network, close to where the end users are. Thanks to the hard work of so many talented people over 23 years, that vision has grown into the Akamai we know today.”

“Akamai was founded with the vision of enabling the Internet to scale so that it could

Dr. Leighton has served on numerous government, industry and academic advisory panels. He was one of 18 CEOs invited to the White House in 2017 for the launch of the American Technology Council to develop solutions to modernize and secure the U.S. government’s IT systems. From 2003 to 2005, he served on the President’s Information Technology Advisory Committee and chaired its Subcommittee on Cybersecurity. He is also a member of the National Academy of Sciences, the National Academy of Engineering, and the American Academy of Arts and Sciences.

Dr. Leighton has also been personally com-

mitted to increasing the pipeline of students pursuing STEM careers for over thirty years, first as a mathematics professor at MIT and now through his leadership at Akamai. He is a strong supporter of the Akamai Foundation, which promotes mathematics education, and he oversaw the creation of the Akamai Technical Academy, an innovative program developed in-house, aimed at training diverse non-technical professionals for technical careers. He also supports numerous charitable organizations dedicated to improving STEM education and opportunities for K-12 students, including The Center for Excellence in Education, the Society for Science and the Public (sponsor of the Intel Science Search), The Mathematical Association of America (sponsor of the Math Olympiad), the Math Competition for Girls, and Girls Who Code.

Dr. Leighton graduated summa cum laude from Princeton University in 1978 with a B.S.E. in Electrical Engineering and Computer Science. He received his Ph.D. in Applied Mathematics from MIT in 1981.

“Research has shown that students who are exposed earlier to hands-on STEM learning opportunities, in culturally relevant ways, show increased interest in STEM,” commented

Dr. Leighton. “For this reason, the Akamai Foundation supports learning experiences for students like the ISEF (International Science and Engineering Fair) and Girls Who Code, and STEM education in general, with a focus on the pursuit of excellence in mathematics in grades K-12. Our foundation also makes grants to local and nongovernment organizations around the world to help them develop STEM-related skills in populations that are underrepresented in today’s technology workforce.”

Touching on ways to improve equity in the STEM field, Dr. Leighton shared his belief that improvement will come when more employers make a concerted effort to train and recruit people from populations that are underrepresented in STEM professions.

“We started the Akamai Technical Academy to train people without STEM backgrounds for technical roles at our company. The program has proven to be successful in launching careers in tech, particularly for women and for people of color, and the outcome and results have been beneficial to our company and our workforce. Harvard Business School recently published a case study about it, touting the model and its achievements.”

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

LEADERSHIP AWARD

A discussion with this year's ORBIE Leadership Award honoree, Mary Gendron,
Senior Vice President and Chief Information Officer of Qualcomm, Inc.

The CIO of the Year ORBIE Leadership Award will be presented this year to Mary Gendron, who serves as senior vice president and chief information officer at Qualcomm Incorporated.

Gendron was chosen for the honor in large part due to her proven track record of successful technology leadership throughout her career. She has made significant contributions to – and had a meaningful impact within the Southern California technology and business community, while inspiring others through her personal, professional and civic contributions.

For her exceptional work at Qualcomm and beyond, her accomplishments have been acknowledged by peers, industry leaders and prior ORBIE winners, and she is clearly deserving of this year's honor.

The Los Angeles Business Journal had a conversation with Gendron to learn more about her innovative work at Qualcomm and her perspectives on the evolving role of CIOs and the IT landscape in general.

Congratulations on earning the annual ORBIE Leadership Award! In your mind, what does it take to be an accomplished IT leader in 2021?

Thank you, this is a true honor.

IT is such an exciting place to be! The world is ever changing and every day it's evolving more rapidly than it was the day before. Technology change is accelerating, data is exploding, geopolitical climates shifting, and new business models are evolving. An IT leader's success hinges on speed and agility—it's essential to embrace the momentum.

Technology is becoming more complex; it's getting better and faster. At the same time, we are more connected, and business opportunities change rapidly. IT leaders need to orchestrate environments that help business stakeholders do their jobs better—environments where the speed of decision making, solutions, and responses can support the organization's dynamic business.

This requires expertise in proactively leading change by strategically aligning the IT function to the highest priorities of the broader business; making continuous measurement, refinement, and monitoring part of the organization's DNA; and shaping a culture that thrives on being limitless—one that looks beyond what's happening now and focuses on connecting longer-term dots that enable employees to innovate and help shape trends. You have to do better than simply matching the needs of the workforce you're supporting. You must get out in front of them.

How has the pandemic changed the nature of CIO leadership?

From the onset of the pandemic, I knew that it was critical to lead with empathy. While all our life circumstances are different, we can each understand another person's frame of reference when we consider their unique situation. Taking a genuine interest in your team and approaching them in a way that shows you understand their challenges and feelings helps them feel supported. While I have always strived to be empathetic, the coronavirus pandemic amplified its significance.

In addition, the pandemic showed us the importance of enabling our business in a con-



MARY GENDRON

Senior Vice President and Chief Information Officer
Qualcomm, Inc.

nected world, allowing people to work from anywhere in a secure manner. Qualcomm had been enabling this vision, but in fact it wasn't until the pandemic hit that what we had been working on as possibility, quickly moved from a nice to have to a critical need. As a result of thinking ahead we were able to navigate the early days of the pandemic quite nicely. Some of the challenges we've experienced during the past two years have always been there, but the pandemic has given us the ability to reimagine the workplace and workforce of the future in new and exciting ways.

How does an effective CIO achieve collaboration and support from the other members of the C-Suite?

I've found that collaboration and support generally come through a true interest in learning and active listening, no matter the level of employee and the c-suite is no exception. Top executives want to know that you understand and appreciate their top issues. CIOs need to bring insight that spans the business, not just the IT function—this is part of getting out in front of the workforce. You have to spend enough time building relationships, understanding the business imperatives, and understanding the world so you can see issues through the other c-suite members' lenses.

Approaching work in this way enables you to be proactive and anticipate the solutions that IT can provide to create the most business value. Typically, other members of the c-suite don't initially consider what they need from IT. It's the CIO's job to take initiative, to show how IT can be a differentiator and how it can help accelerate the organizational strategy.

What's the most meaningful technology trend you've observed in the last 10 years, in terms of impact on the workplace?

Considering the rate of change, it's impossible to choose just one technology trend. So many trends have impacted our workforce. We are able to process extremely large data sets thanks to the evolution of IT architecture and the cloud, and those data sets are always increasing in size. We can also leverage data analytics, machine learning, and artificial intelligence to exploit data by identifying patterns and providing insights into solving bigger problems. What used to take hours and involve human intervention now takes minutes or seconds for a machine, freeing up humans' time to do the more important work of disseminating information and making decisions.

Another trend is moving to the edge – processing at the point where the decision is made. This minimizes latency, improves versatility, enhances reliability, eases scalability, and ultimately increases value. This has an obvious impact on the efficiency for any workforce. My favorite example of the edge is autonomous driving where automobiles adjust based on real-time information, making them safer and more efficient.

Please share the "OneIT" concept you have developed at Qualcomm.

OneIT celebrates both the individual pieces that make up the information technology organization and the collective whole of the organization. As with any IT function, ours is made up of individual capabilities, each an expert in their domain. The OneIT concept creates a

'I've found that collaboration and support generally come through a true interest in learning and active listening, no matter the level of employee and the c-suite is no exception.'

community of IT professionals who are united and working toward a set of overarching goals – creating a common linkage, direction, strategy, and values that drive the individual capabilities in the same direction. It supports aligning the IT function to the highest priorities of the broader business and allows us to make the biggest difference by creating the most business value. We can do more together. In addition, OneIT creates a brand that helps our business stakeholders understand who we are.

Are you seeing more women entering the IT space in general?

While I've seen an increase in women entering the IT space during my career, statistics show that women in tech are still underrepresented. Even today, the percentage of women in tech is drastically lower than the percentage of women in the workforce. On a positive note, the proportion of women in tech has grown slowly but steadily for the last couple of years. However, we have yet to fully understand how the coronavirus pandemic affects that trend. Some early studies have found that women in tech have felt the pandemic's impacts more than their counterparts.

Looking beyond women in general, we should be looking at representation of women of color in technology as the statistics are even more grim. We need to be comparing our organizations to the national statistics, developing strategies to outperform the averages, and continuously comparing ourselves to ourselves so we're increasingly mirroring the characteristics of the broader population.

Overall, leaders need to do a better job of creating an environment that welcomes, continuously develops, and supports the advancement of women in IT, and they need to morph that environment as the world around us changes.

Do you have any predictions for what the future might hold for excellent CIO leaders?

Information Technology has become a key differentiator for organizations as technology evolution has introduced big data, artificial intelligence, machine learning, edge computing, and other trends. Businesses are seeking to do more, increasingly accurate, and faster work, and IT is a key enabler. In a short amount of time, organizations that fail to embrace technology as one of their key pillars will struggle to deliver on their strategy and commitments. They will lose to the competition. The IT function is becoming more in demand which requires a seat at the table and alignment with the rest of the business.

As for excellent CIO leaders, there's always going to be room for innovative, courageous, capable leaders – it's always about the people!

CONGRATULATIONS

Denise Cornish

Associate VP of IT & Deputy COO

and all the nominees for
SoCal CIO of the Year



We educate tomorrow's health care professionals with scientific excellence and heartfelt compassion while building stronger, interconnected communities.



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GLOBAL FINALISTS
Over \$1.5 billion annual revenue & multi-national operations



NICHOLAS COLISTO

VP & CIO
Avery Dennison Corporation

Nick Colisto is vice president and chief information officer for Avery Dennison Corporation. He joined Avery Dennison in March 2018. In his role, Colisto is responsible for driving and executing an enterprise IT strategy for the company, including shepherding the overall company strategy with respect to information technology trends, driving efficiencies across the organization, improving delivery of IT services and products to the business, and building on our existing culture of operational excellence.

SUCCESS STORY

Through Colisto’s leadership, Information Technology is becoming a competitive strength for Avery Dennison. IT is delivering innovative, value-added technology and services to help accelerate the company’s strategies. He established the Digital Innovation Center of Excellence (DICE), delivering digital learning programs and solutions enabling digital business transformation. IDG’s CIO.com has named Avery Dennison as a 2020 CIO 100 Award Honoree and entered Colisto into the CIO Hall of Fame in 2021.



ALLEN FAZIO

CIO
Houlihan Lokey

Allen Fazio is the CIO for the global investment bank Houlihan Lokey. Prior to his role at Houlihan Lokey, Fazio was the CIO of The Word & Brown Companies working to drive technological advancements and enhance their IT services to bring innovative solutions to their customers across all seven of their companies. During a 20 year career with

Walt Disney’s Theme Parks division he spent 10 years as the CIO of both the Disneyland Resort and Walt Disney Imagineering.

SUCCESS STORY

“Transforming our IT department from a state of merely surviving into one that is thriving is a proud achievement. We’ve evolved from an organization that could not control business priorities, accepting new assignments at the expense of all other commitments, a lack of governance process to manage expectation, to one that is currently flourishing. We’ve implemented a formal governance model combined with an agile methodology to provide clarity and communication around functionality, cost, and timing. In addition, our team is now advancing a data strategy and implementing architectural upgrades that are transforming how the entire firm conducts business.”



SAI KOORAPATI

SVP, Global IT
Callaway Golf

Sai Koorapati joined Callaway Golf in 2014 as vice president, global information technology. He is responsible for driving operational excellence across Callaway’s Global IT department and championing technological innovation across all of the company’s golf and apparel brands. He oversees a team of 250 IT professionals spanning North America, Asia and Europe, all working together to advance Callaway’s global business growth and profitability by delivering IT solutions that positively impact the company’s bottom line.

SUCCESS STORY

“We built a high performance technology team to support Callaway Golf & its brands (Ogio, TravisMathew, Jack Wolf-skin, Topgolf) revenue growth. Others goals accomplished, include:

- Transforming the technology team from supporting mostly a US based business to a global team supporting multiple businesses/brands in North America, Europe and Asia.
- Establishing a strong Direct to Consumer (DTC) technology teams and that supported the expansion of revenue growth in e-Commerce and retail business.
- Completing in a rapid timeframe multiple ERP projects to modernize and standardize core processes globally.”



RHONDA VETERE

EVP & CIO
Herbalife

Rhonda Vetere serves as chief information officer for Herbalife Nutrition with responsibility for leading the company’s information technology strategy and implementation. She also serves as a member of the executive committee. She provides strategic and tactical direction to ensure that all IT investments are aligned with, and support, the company’s purpose, business objectives, corporate goals and strategic plan.

SUCCESS STORY

“Managing through this pandemic has been one of the most challenging in the career however servant leadership mindset throughout my life has proven to be what have relied on to keep the global Team members motivated. We pivoted the technology organization during the pandemic to ensure we were focused on the right priorities for the Distributors and Employees. We streamlined the technology organization focused on the business outcomes, with collaboration, new ways of working, saturation management and endless hours of zoom to ensure we didn’t drop the ball in keeping the operations running and stability remains key. Being the one of the first females to run through the Serengeti/Africa 55 miles back to back years, I drew upon the athlete mindset to manage through 2020, 2021 and to this day and lead by example. It is all about the Team and knowing the long range plan while celebrating the Team along each milestone. Change management is key and I live to serve others daily professionally and personally to make this world a better place through #STEM.”



MICHAEL ZAHIGIAN

SVP & CIO
Amgen

Mike Zahigian is senior vice president and chief information officer of Amgen, responsible for leading the organization that delivers global technology and information systems that enable successful development and commercialization of Amgen’s products. This includes a continued focus on driving enterprise-wide, cross-functional digital innovation, from research through manufacturing and commercial sales. Zahigian joined Amgen in 2001 and has held roles of increasing responsibility within Information Systems. Most recently, Zahigian served as vice president, information systems.

SUCCESS STORY

“Re-establishing Information Systems as a critical part of the Amgen value chain is, I believe, my most significant accomplishment. This positions us to best leverage our technology, our data and our talent capabilities, to truly accelerate biotechnology science at Amgen. I’m proud of the progress we’ve made to not only introduce powerful tools and capabilities to Amgen, but to do this within an inclusive environment that we’ve built with diligent intention. The best is yet to come as we focus on building talent and digital capabilities to drive enterprise-wide, cross-functional digital innovation, from research through manufacturing and delivery to patients.”



L.A. Care Health Plan Salutes
Tom MacDougall

and the other
ORBIE Award Finalists

And gives special thanks to
SoCal CIO

*For its commitment to recognizing excellence
in technology leadership*



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FINALISTS

Over \$4 billion annual revenue



JONATHAN

BEHNKE

CIO

City of San Diego

Jonathan Behnke is the chief information officer for the City of San Diego. He has over 20 years of IT experience man-

aging and implementing technology for a broad range of industries including public sector, contract services, oil, construction, automotive, distribution, consulting, and manufacturing. In his current role he is responsible for the technology strategy and operations for America's eighth largest City in support of over 11,500 users and 1.4 million citizens.

SUCCESS STORY

Census data revealed that over 53,000 households in San Diego lack broadband access. Last year the department of IT created a Digital Equity Working Group that created a new program called SD Access 4 All. The program expanded Wi-Fi access at over 300 locations across the City, provided hundreds of devices for the public to check out, and created a digital literacy program for the community. The SD 'Access 4 All' program has a direct impact on the lives of many San Diegans supporting their education, work, health, and family communications.



JOEL GOLUB

CIO

Orange County

Joel Golub is the CIO of Orange County CA, which is the nation's 6th largest county and 3rd largest in California supporting over 3.2 million

constituents. He has created one of the state's largest public managed services contracts. Golub joined Orange County California as CIO in May 2017 and is bringing a vision of innovation and digital transformation to these efforts. He has over 40 years of technology experience both from within the private and public sector spaces.

SUCCESS STORY

"Success is a result of our team, the involvement by our board and chief executives and great partners all working towards the same objectives in a cooperative method. It requires all of us to freely share information, to work diligently towards our goals and to work in an agile manner so we can pivot quickly when required. In our business, we need to be committed towards the longer term goal of improving services and access by our citizens, businesses and visitors and reimagining our business to create 'Amazon-like' experiences for those who use government services."

Whatever you're trying to solve,

we want to solve it with you.



Google Cloud

g.co/cloud/solving



DR. BEN GORDON
SVP, CIO & CDO
San Diego Gas & Electric; SoCal Gas

Ben Gordon is senior vice president, chief information officer and chief digital officer for San Diego Gas & Electric and Southern California Gas Company, Sempra Energy’s regulated California utilities. As chief information officer, he develops and executes policy and strategic initiatives for all matters related to information and digital technologies to mitigate threats and drive business growth. He oversees an information technology team dedicated to optimizing IT infrastructure performance and decreasing enterprise risk.

SUCCESS STORY

“As CIO, the accomplishment I’m most proud of is changing the hearts and minds of executives around the power technology holds to transform our business. In an industry grounded in engineering and infrastructure, technological innovation is relatively new terrain. Therefore, to hear our executives proficiently discuss digitalization and the cloud as an integral part of our business strategy—not just a tool—has been a remarkable achievement. The significance behind this mindset shift is that digitalization and the cloud provide the greatest opportunity to create speed and resiliency in the face of unprecedented climate risks and industry pressures.”



TODD INLANDER
SVP & CIO
Southern California Edison

Todd Inlander is senior vice president and CIO for Southern California Edison, responsible for managing the company’s IT infrastructure and applications. He is responsible for a diverse portfolio of technology assets, including the company’s expansive fiber network, support for its SCADA Systems, as well as the cybersecurity organization.

SUCCESS STORY

“In my current role, my greatest accomplishment is the transformation of our IT organization, resulting in improved service delivery and reliability and reduced costs, while creating an environment of openness and transparency. Transformative change is difficult, and I’m proud that our team has achieved significant changes by focusing on our people and our team culture, which is encouraging employees to bring their authentic selves to work and to innovate. Our recent successful pivot to teleworking, and our operational metrics tell an uplifting success story with quantifiable improvements in reliability, operating costs, and significant increases in internal customer satisfaction. I am very proud of our accomplishments and could not be prouder of my team.”



THOMAS MacDOUGALL
CIO & CTO
LA Care Health Plan

Tom MacDougall is chief information and technology officer at L.A. Care Health Plan. He is responsible for all technology strategy and delivery across the enterprise. MacDougall joined L.A. Care Health Plan in 2018 as chief technology officer, a role in which he and his team solidified the enterprise technical architecture and data management functions serving as the foundation for a multiyear roadmap to deliver on the vision of L.A. Care leadership over the next three years.

SUCCESS STORY

“Pandemic reaction was our greatest success. The pandemic was imminent, given the fact our DR plan called for bringing a large number of people to a small space to perform Business Continuity we had to develop and execute our plan on the fly. We began preparations three weeks prior to the Shelter In Place order in CA and were ready to support our business almost 100% remotely by the time it was ordered. During the crisis we ensured we could pay our small providers so they could remain open and serve our vulnerable population who were being disproportionately affected.”

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SOCAL CIO^{OF THE YEAR}

ORBIE

AWARDS

ENTERPRISE

FINALISTS

Over \$2 billion annual revenue



DAVID BAKER

CIO

Pacific Dental Services

As SVP, chief information & digital officer (CIDO), David Baker leads Pacific Dental Services' technology teams, enabling the organization's hyper growth. Since joining PDS in 2016, Baker has delivered a set of proven technologies ensuring consistent core IT services and driving operational excellence all while providing seamless scalability as the company continues its expansion. In parallel, an enviable innovation team continues to develop and deploy moonshot initiatives ensuring that PDS stays at the forefront of digital leadership.

SUCCESS STORY

"The biggest digital platform build and investment in the DSO space the USA has ever seen. Over \$200 million of proven Enterprise technologies deployed by a world class team to 850 offices and growing rapidly. Medical and dental data has finally been pulled together, breaking the traditional separation bringing powerful oral-systemic health connections to the patient and driving actionable outputs into the hands of clinicians. No longer is dental data siloed and stagnant. We can truly learn about our combined health record from head to toe and within a patient platform that is user-centric and helps drive quantifiable Health Care decisions."



JOSH GOODE

CIO

SCAN Group and Healthplan

Josh Goode is chief information officer at SCAN. He provides leadership, strategy and support to the company's Information Technology (IT) department while also leading the Consumer Experience team. During his time at SCAN, Goode has led a digital transformation effort modernizing SCAN's technology ecosystem, working closely with his business counterparts to help SCAN achieve its high level of performance, being recognized as a leader across key Medicare Advantage industry metrics.

SUCCESS STORY

"SCAN is a leader in the Medicare Advantage industry, recognized nationally for its operational and service excellence. Through our Technology Modernization strategy, the IT team has enabled the business transformation over the last seven years transforming SCAN, driving operational excellence through digitalization, developing innovative solutions positioning SCAN as a thought leader, and fueling market growth. The transformation and stabilization of our core business has allowed SCAN to diversify, expanding into new lines of business, growing from a regional health insurance payer to a national one, and extending our best-in-class model to serve more older adults."



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MARK HAGAN
Chief Information &
Digital Officer
AMN Healthcare

Mark Hagan, chief information and digital officer of AMN Healthcare, is responsible for the company’s digital strategy, technology R&D, enterprise information technology infrastructure, operations, development, security, and program management operations. Hagan brings to AMN a tremendous amount of experience in systems integration and platform rationalization, innovation, and leading the enterprise technology execution and evolution for multiple acquisitions.

SUCCESS STORY

“My greatest accomplishment has been the transformation of the IT organization into a customer-focused and agile team driving digital and business outcomes. It was this change that helped AMN respond to COVID-19, an unprecedented public health crisis and the resulting critical need for clinicians in regions severely impacted the pandemic. The technology team developed and deployed AMN Passport, an app with a matching algorithm that identifies and matches the best clinicians for the right opportunity in seconds and minutes. Our platform provided over 50,000 clinicians with the ability to quickly find opportunities to work and where patients needed them most.”



MONTAQUE HOU
CTO
Newegg

Montaque Hou joined Newegg in 2007 and in 2016 was promoted to the chief technical officer. In this role, he is responsible for all technical aspects of the Newegg shopping experience, including the website, mobile app and other touchpoints. Mr. Hou’s global technology team, of more than 500 Engineers, designs, develops and deploys the technology that underpins site design, customer service, Newegg’s marketplace, resource planning, logistics and inventory management of more than 100M unique SKUs.

SUCCESS STORY

One key success has been leading a passionate global team with a top-down strategy and execution to bring Newegg to the next level, including but not limited to:

- Cybersecurity and digital transformation.
- Growth Acceleration. (Built Newegg Partner Service to connect sellers/vendors/partners to the E-Commerce system)
- Core shopping platform upgrade (4.8+ rating for mobile app)
- Delivered the 1st e-commerce platform with Dark mode
- Innovated way to address the GPU hot demands through Newegg Shuffle



TED ROSS
CIO &
General Manager
City of Los Angeles

Ted Ross is CIO for the City of Los Angeles and general manager of the Information Technology Agency (ITA). His department of 455 employees delivers enterprise IT services to 48,000 employees across 45 City departments and digital services to over 4 million residents. Appointed by Mayor Eric Garcetti in 2015, Ross has over 23 years of private and public sector technology experience, earning various awards along the way. He has been featured as a presenter at many global technology conferences.

SUCCESS STORY

“There’s no time that citizens rely on government more than during a crisis. I am most proud of my work during the COVID-19 pandemic. We transformed from 35 to 18,173 teleworkers within 10 days! We created L.A.’s first COVID testing app in only 72 hours, with 60,000 tests in the first few weeks! Our team created apps, such as rental assistance app to distribute \$100 Million in rent relief, Senior Meals App to distribute 120,000 meals, distribution app for millions of pieces of PPE, etc. During COVID, we demonstrated just how important technology was when it counted most.”

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SOCAL CIO^{OF THE YEAR}

ORBIE

AWARDS

LARGE CORPORATE

FINALISTS

Over \$1.5 billion annual revenue



DAN

ABUSHANAB

CIO

Esri

Dan Abushanab is currently the CIO of Esri, the GIS platform leader based in Redlands. He equates his IT orga-

nization to the central nervous system for the company – you don’t really see it directly, but when it’s working correctly all the parts of the body work well together. Sadly, the converse can also be true! Abushanab got his start in IT while working as a manufacturing engineer and doing side work to find information systems to help improve quality.

SUCCESS STORY

“I’ve been fortunate to oversee a complete IT overhaul in my 10 years with Esri, from core infrastructure and data centers to web plat- forms, CRM, and ERP. It’s been a great run! Yet, the thing I’m most excited about is our year-old ‘digital twin.’ The digital twin includes our four-million-entry CMDB, the automation to feed it, and Esri’s Arc- GIS to visualize it. Having a trustworthy CMDB is huge for operations and security. Now, with business capabilities, business processes and a knowledge base added we’ve made it a framework for understanding and analysis that will drive ever greater value for Esri.”



FREDERICK

DONATUCCI

VP of IT, Head of IT

New-Indy

Containerboard, LLC

Fredrick “Fred” Donatucci is currently the vice-president, IT/ head of IT for New

Indy Containerboard. He provides strategic leadership across the enterprise and provides leadership and vision for the growing IT team. He is responsible for forming a central IT Team from the many New Indy acquisitions. He believes the key role of IT is enabling value for the organization and being a business leader to help the orga- nization achieve its strategic goals.

SUCCESS STORY

“New-Indy is at a critical part of its growth. Last year, our IT organization was fragmented and operating as independent organizations. We lacked a strategic vision. My greatest accomplish- ment was launching our ‘One New-Indy’ initiative. It allowed us to consolidate the IT organization, bring in new talent, and implement a new operating model. We are driving to make the IT team feels empowered and understand our vision. We implemented a common technology stack (eliminating competing technologies). With all the changes and new capabilities, we are changing the perception of IT to be viewed as a business partner across the organization.”

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SOCAL CIO^{OF THE YEAR}

ORBIE

AWARDS

Congratulations to the 2021

SOCAL CIO of the Year

Award Winners and Nominees



RANDI LEVIN
CIO & Director for IT
NASA/Jet Propulsion
Laboratory - Caltech

Randi Levin is an innovative and transformational business and technology executive with proven experience in government, the private sector domestically and internationally, consulting and many other industries. She is a flexible and highly experienced leader with emphasis in strategic planning, transformation, transparency and efficiency initiatives and leading edge thinking as well as implementation. She is a results-oriented business manager with outstanding interpersonal skills.

SUCCESS STORY

“As JPL’s CIO, my greatest accomplishment thus far has been enabling the systems and technologies for a successful launch and landing of the Perseverance rover and Ingenuity helicopter on Mars – while simultaneously overcoming unexpected challenges related to the pandemic and remote work. Despite major disruptions in 2020 and the move off Lab for a majority of JPL staff, it was imperative that development and testing of the rover and helicopter continue as scheduled. If we had missed the three-week launch window, we would have had to delay the mission 18 months or longer, at a cost of approximately \$2.7 billion.”



JOEL MANFREDO
CIO
Motion Picture Industry
Pension & Health Plans

Joel Manfredo is the chief information officer at the Motion Picture Industry Pension & Health Plans. In this role, Manfredo is responsible for all aspects of information technology, including strategy and architecture, digital transformation, security, infrastructure and operations, business application delivery, the project management office, and IT administration. Prior to joining the Plans, Manfredo served as the chief technology officer for the County of Orange, in the CIO role for the Irvine Company, among other CIO and CTO roles.

SUCCESS STORY

The Motion Picture Industry Pension & Health Plans’ (MPI) participants include 29 unions, most people behind the camera. Many abruptly lost their jobs in March 2020 due to COVID. MPI’s Board decided to add a new benefit enabling participants to withdraw funds, a hardship withdrawal. The resultant project entailed changes to two systems, real-time data and computational interfaces, an online adaptive interview creating a form and a robot to email and file the form. This very fast five-week project enabled over 7,600 participants to withdraw over \$109 million in relief, in some cases saving homes from foreclosure.

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SOCAL CIO^{OF THE YEAR}

ORBIE

AWARDS

CORPORATE

FINALISTS

Up to \$700 million annual revenue



DR. JOSEPH CEVETELLO
CIO
City of Santa Monica

Dr. Joseph Cevetello, a Fulbright Scholar and nationally recognized technology leader, is CIO for Santa

Monica. He is responsible for the city’s information technology strategy, infrastructure, services, and for ensuring an exceptional digital experience for citizens, visitors, and businesses. He directs operations in support of 2000 staff, 93,000 citizens, and \$53 million in technology operations and projects.

SUCCESS STORY

“Santa Monica has long been at the vanguard of addressing homelessness. We allocate significant Police, Fire, and Human Services resources to support our homeless populations, but lacked real time awareness of the care provided to any one individual. In response, Information Services developed ‘Connect’ an app/data sharing platform enabling comprehensive awareness, coordination of care, and improved outcomes for those experiencing homelessness. Connect represents a remarkable collaboration among first responders, City services, and Akido Labs. It prioritizes and protects privacy while facilitating a coordinated City response. Connect’s success in Santa Monica has led to wider adoption by municipalities throughout LA County.”



GHALIB KASSAM
EVP & CIO
Los Angeles Times

Ghalib Kassam is the EVP and CIO at the Los Angeles Times. He drives IT strategy and provide executive

oversight at the LA Times, the San Diego Union-Tribune, and their community businesses and affiliates. From 2013 to 2016, he was the CIO of Tribune Publishing Company. He leads a growing team of technologists focused on integrating the core mission of journalism with business transformation and technology strategies.

SUCCESS STORY

“Los Angeles Times and San Diego Union-Tribune were purchased from a publishing chain in 2018, with provisions including a two-year Transition Services Agreement and no IT staff. My greatest accomplishment was handpicking the most talented subject-matter experts that now make up my Technology, Data, and Digital organization. This team is responsible for many of the revenue-generating and cost-sensitive initiatives that helped breathe life back into the 184-year-old company. I grew my team from 0 to 285 employees. We are squarely focused on aligning the company’s core mission of journalism with technology strategies to optimize operational performance through continuous improvement initiatives.”



JOSH GOODE
Chief Information Officer



SCAN Health Plan congratulates Josh Goode on becoming a finalist for the

2021 SoCal CIO of the Year® ORBIE® Award in the Enterprise category.

Thank you, Josh, for your leadership and your work to keep seniors healthy and independent.



MATTHEW MARCH
EVP & CIO
Sunwest Bank

Matthew March is an innovative technology leader, builder, creator, and change agent whose experience

begins with the industry's early inception. He has built a successful career empowering organizations with effective technology solutions. In his current role as EVP, chief information officer for Sunwest Bank, March oversees all bank systems and related technology, digital transformation efforts, data management, information security, information technology governance and regulatory compliance.

SUCCESS STORY

"In March, 2020, we developed an effective technology solution to automate our SBA process to support the SBA Payroll Protection (PPP) Loan Program, which enabled Sunwest Bank to fund over 3600 PPP loans for new and existing customers, providing payroll relief to over 100,000 individuals. A component of the solution included a new internally developed online business account opening solution ('SNAP') which enables new customers to open a business bank account with Sunwest bank 100% online. Sunwest Bank is one of a few commercial banks in the U.S. that has a fully digital, online commercial bank account opening experience."



DR. DEREK PETERSON
CTO
Boingo Wireless

Derek Peterson, Ph.D., is chief technology officer at Boingo Wireless. At Boingo, he is responsible for the company's

technical vision and strategy. Under his leadership, Boingo is pioneering the adoption and deployment of the latest wireless network technologies including 5G, CBRS, Pass-point, network virtualization, edge computing and convergence. He is responsible for building and operating Boingo's core technologies and systems, including web applications, client software, networks, authentication, billing, advertising, IPTV, business intelligence and IT infrastructure.

SUCCESS STORY

Dr. Derek Peterson is an exceptional leader with the outstanding ability of understanding how the wireless technology industry will evolve long before the market begins to change. As Boingo CTO, Dr. Peterson is the company's lead technical strategist, and his vision for connecting the physical and digital worlds through the best wireless technologies available has driven standards adoption across the wireless landscape. Most central to what Peterson does—where his passion and legacy lies—is in making wireless simple to access and ready to fuel future innovations.



ERIK QUADE
CIO
Tillys

Erik Quade has built an impressive career supporting both public and privately held companies across multiple business sectors. Most recently he was

the CIO for Tillys and Hot Topic where he worked at building and supporting 800 retail stores, wholesale and ecommerce driven organization. Other notable roles include CIO at Billabong, CIO of Fox Racing and global CIO at Spy Optic. He shares a true passion for retail and connecting people with great products using technology.

SUCCESS STORY

"Tillys is truly an amazing company to work for, I joined right before the pandemic hit. The greatest accomplishment within my role was to support our business and even expand the business through the global pandemic. With most companies furloughing employees I was able to keep IT employees employed and focused on strategic competitive initiatives. We pushed key initiatives such as curbside pickup, same day deliveries through Postmates, touch-less customer pickup and built a new data-center incorporating Disaster Recovery and business continuity. The ability for my team to deliver under such circumstances and while working 100% remotely was truly amazing."



Rady Children's

congratulates

Albert Oriol

for being a finalist in the

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in the

Nonprofit/Public Sector



Albert Oriol,
Vice President and
Chief Information Officer,
Rady Children's Hospital

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ORBIE
AWARDS

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PUBLIC SECTOR FINALISTS**

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DENISE CORNISH
Associate VP & Deputy COO
Western University of Health Sciences

Denise (NeeCee) Cornish is an experienced, inspiring, and influential IT and organizational leader. As the associate vice president, deputy chief operating officer and CIO at WesternU, Cornish’s goals include continuous improvement of the IT governance process and creating transparency of the IT Department’s project portfolio, building a business

intelligence center of excellence, cultivating and maintaining effective stakeholder relationships, strengthening business continuity, optimizing resources, and crafting career paths for the IT team.

SUCCESS STORY

“As I reflect on my journey of going from a fresh out of undergrad database programmer to leading the most talented, amazing, and humanistic IT team at Western University of Health Sciences, I am blessed beyond what I ever thought possible. The IT team at Western University of Health Sciences consistently delivers innovative solutions to the business and our students. I continue to be in awe of what they do and grateful to be part of something bigger than me. It has been one of my greatest honors to serve this team.”



DR. STEVE GARSKE
SVP & CIO
Children’s Hospital Los Angeles

Dr. Steve Garske began his assignment as senior vice president and chief information officer at Children’s Hospital Los Angeles in October 2016. He is transforming the IT team by ensuring there is a modern, efficient, and funded IT strategy, while restructuring the IT team to meet the rapidly evolving healthcare requirements. He leads a team of over

250 technical associates, physicians, and nurses, across the system with a total fiscal year 2018 budget exceeding \$112 million.

Dr. Garske is responsible for managing all IT operational services for the system including complete IT responsibility, clinical engineering, applications, education, governance, and research technologies. Dr. Garske and the team have restructured IT management and suppliers producing an annual savings of over \$2 million while performing 25 IT Leadership changes. He and the team created an IS Strategic plan incorporating the organization’s strategic direction with a three-year roadmap for all IT initiatives.



RAY LOWE
SVP & CIO
AltaMed Health Services

Raymond (Ray) Lowe is the SVP/CIO for AltaMed Health Services, which serves over 300,000 Latino, multiethnic, low income and underserved patients in the Los Angeles and Orange County. He is a skilled transformational IT leaders focusing on visionary strategic and innovative approaches to solve complex business as well as IT challenges. He has successfully implemented a mobile first digital

strategy for the medicaid population transforming traditional healthcare delivery models to a quality focused real time patient centric care.

SUCCESS STORY

“I am honored to serve as the SVP/CIO for AltaMed Health Services. Our team has digitally transformed the care delivery for this most vulnerable patient population reducing health equity gaps. By leveraging a digital first strategy, we have enabled patients to engage with their providers digitally - mobile, PC or tablet. This has changed the delivery model impacting the lives of over 400,00 patients in the underserved communities providing ease of access that did not exist before. I’m humbled to have led an amazing team of talented individual and we proved that you can make a difference!”



ALBERT ORIO
VP & CIO
Rady Children’s Hospital San Diego

Albert Oriol serves as vice president, information management and CIO at Rady Children’s Hospital – San Diego. His background and expertise center around IT strategy, emerging technologies and innovation, organizational change management, project and portfolio management, IT quality assurance, process improvement, technology infrastructure, and information security and privacy. With over 20 years of IT leadership experience, Oriol has led Electronic Health Records implementations, IT infrastructure deployments, interoperability initiatives, and has rolled out technology for new facilities and emerging medical fields.

SUCCESS STORY

The technology that crystalized the Rady Children’s Health Network enables sharing of clinical and other patient information across ambulatory clinics, emergency room, urgent care centers, operating rooms, inpatient units, and ancillary support departments (e.g. lab, radiology, pharmacy, etc.), and extends to 500+ pediatricians across medical groups covering San Diego, Imperial and Southern Riverside counties. Having each patient’s complete clinical, scheduling, patient registration, and billing information in a single platform affords clinicians and researchers an unparalleled longitudinal view to quickly meet both, individual patients’ and community’s needs, by identifying trends, spotting improvement opportunities, and devising new diagnostic and therapeutic solutions.



ASHWIN RANGAN
SVP Engineering & CIO
ICANN - The Internet Corporation for Assigned Names & Numbers

Veteran business leader Ashwin (“Ash”) Rangan joined ICANN (the Internet Corporation for Assigned Names and Numbers) as the chief innovation & information officer in March 2014. He currently serves as an officer of the corporation; and as ICANN’s SVP, engineering and CIO. He is based

in ICANN’s Los Angeles hub office. Throughout his career, he has driven global expansion, with a keen eye on leveraging IT for economy, efficiency and speed-to-value.

SUCCESS STORY

“Serving as an officer, and SVP engineering & CIO for ICANN is undoubtedly the high-point of my professional career. Here, I found an organization which leverages the breadth of my personal interests in global affairs and the depth of my professional engineering skills. My specific role is to serve as the leader of a team of top-flight, mission-driven technology professionals. I set vision and direction. They define, develop and deliver solutions which improve internal organizational productivity, and enable “frictionless” externally-facing, global stakeholder engagement mechanisms. Together, we have the awesome privilege of defining and shaping a technically critical part of the Internet!”

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