INFORMATION SERVICES & TECHNOLOGY COMMITTEE

One (1) appointment to fill an unexpired term expiring February 28, 2015

Nominees	Round 1	Round 2	Round 3	Round 4
Natalie Donovan	_____	_____	_____	_____
Bill Lynch	_____	_____	_____	_____
Lutemuka Zuendoki	_____	_____	_____	_____

Mecklenburg County Advisory Board Application

Please check only one of the qualifications/categories below.

- **url**: http://charmeck.org/mecklenburg/county/BOCC/AdvisoryBoards/Pages/BoardApplication.aspx
- **Name of Advisory Board:**: INFORMATION SERVICES & TECHNOLOGY COMMITTEE
- **Name:**: Natalie Donovan
- **Home address:**: 808 Hawthorne Lane, #310
- **City**: Charlotte
- **Zip code:**: 28204
- **Home Phone:**: 704-312-0444
- **Work Phone:**:
- **E-Mail:**: ndonovan2001@hotmail.com
- **Occupation:**: Sr. Business Analyst
- **Place of employment:**: The Lash Group
- **Race:**:
- **Sex:**: Selected Items
    - o (Female) Female
- **Age:**:
- **Hours per month available for position:**: 10
- **County advisory board currently serving on:**: N/A
- **Expiration date:**:
- **Education:**: B.S. Computer Information Systems/M.S. Education
- **How did you learn of this vacancy?**: Online
- **Business and civic experience:**: Sr. Business Analyst The Lash Group Charlotte, NC (09/12 to Present) • Develop business and functional requirements for technology projects. • Work with the development and testing teams to validate project requirements. • Utilize project management processes and tools across product implementation projects. Business Systems Analyst TekSystems Charlotte, NC (09/11 to 09/12) Client: Wells Fargo • Documented system requirements based on input gathered from analysis results and feedback from the business community. • Developed test plans, test scenarios and scripts based on documented system requirements. • Reviewed project deliverables for completeness, quality, and compliance with established project standards. Business Analyst TekSystems Austin, TX (05/11 to 07/11) Client: Department of State Health Services • Authored business requirements and rules documentation, process flows, and use cases. • Identified new areas of functionality in gap analysis documentation. • Coordinated sessions with customers and facilitated the resolution of conflicting requirements. Sr. Business Analyst Lockheed Martin Austin, TX (06/09 to 04/11) Client: Internal Revenue Service • Facilitated requirements-gathering sessions with stakeholders to gather business and functional requirements. • Performed analysis of business processes and existing requirements for the Transcript Delivery Service Reengineering (TDSR) effort. • Created Unified Modeling Language (UML) diagrams to illustrate business processes and system behavior. • Designed user interface for Checklist Manager Application via wireframe mockups. Business Consultant BearingPoint Austin, TX

(08/08 to 06/09) Client: Department of Information Resources • Met with various state agencies to elicit business requirements for the development of the MyTexasBiz application. • Documented requirements using use case scenarios and business process flow diagrams. • Facilitated User Acceptance Testing (UAT) sessions and documented UAT results. Consultant CGI Federal Fairfax, VA 10/07 to 8/08) Client: Internal Revenue Service • Facilitated implementation strategy meetings for the launch of an e-travel system. • Conducted analysis of data to determine voucher processing and traveler statistics. • Determined the training impact for all proposed implementation options. Sr. Business Analyst Lockheed Martin Baltimore, MD (5/05 to 10/07) Client: Social Security Administration • Authored project scope agreements, business process descriptions, functional requirements, regression test plans, systems documentation, use case scenarios, and user training guides. • Developed "How Do I" screens, authored help content, and produced "How Do I" videos for pilot release of application. • Assessed project risks, reported risk-levels, and developed mitigation/contingency plans. Consultant Centuria Corporation Sterling, VA (7/04 to 12/04) Client: Transportation Security Administration • Managed internal training initiative and the deployment of airport screening devices. • Analyzed training issues and developed solutions to meet objectives using the ADDIE model. • Coordinated inputs from subject matter experts and contributed to instructional system design efforts. Freelance Creative Services (12/98 to 2010) • Provided marketing services to businesses seeking to reinforce or establish their corporate brands. Services included: Marketing strategy development; logo, brochure, and business card design; and copywriting. Freelance Clients Included: • KPMG Peat Marwick, Montvale, NJ • Struever Bros., Eccles & Rouse, Baltimore, MD • ProTech Systems, Richmond, VA • Door & Trim Solutions, Baltimore, MD • Kayden Premier Enterprises, Baltimore, MD • So Others Might Eat, Washington, DC • GWLG, Baltimore, MD • McMillan Entertainment Mgmt., Glen Burnie, MD

- **Areas of expertise and interests/skills::** -Computer Information Systems -Information Technology -Business Systems Analysis -Requirements Elicitation -Functional, Regression, & User Acceptance Testing -Technical Writing -User Interface Design -Risk Management -Change Management
- : Selected Items
- : Selected Items
- : Selected Items
- **County Commission District::** Choose one
- : Selected Items
- **Signature of applicant::** Natalie Donovan
- **Date::**

T.E
12/4/12

Mecklenburg County Advisory Board Application

Please check only one of the qualifications/categories below.

- **url:** http://charmeck.org/mecklenburg/county/BOCC/AdvisoryBoards/Pages/BoardApplication.aspx
- **Name of Advisory Board::** INFORMATION SERVICES & TECHNOLOGY COMMITTEE
- **Name::** Bill Lynch
- **Home address::** 507 Hampshire Hill Road
- **City:** Matthews
- **Zip code::** 28105
- **Home Phone::** 7049991611
- **Work Phone::** 7049991611
- **E-Mail::** wmlynch@gmail.com
- **Occupation::** Vice President, Business Development
- **Place of employment::** Reevex
- **Race::** Caucasian
- **Sex::** Selected Items
  - o (Male) Male
- **Age::** 51
- **Hours per month available for position::** Flexible
- **County advisory board currently serving on::** NC
- **Expiration date::**
- **Education::** BA in Business, St. John's University, Collegeville, MN
- **How did you learn of this vacancy?:** Online
- **Business and civic experience::** charmeck.org website
- **Areas of expertise and interests/skills::** Extensive experience in self-service application planning, development and deployment. Currently, a senior executive with a software development company building self-service transaction applications for kiosks and mobile environments. Entrepreneurial background with most of my experience in smaller, high growth technology companies. Have managed all aspects of business. Most of my time has been in sales, marketing and project management. Frequent speaker/presenter for conferences and webinars. Recently authored the Digital Screenmedia Association's Self-Service Best Practices Wiki.
- **:** Selected Items
- **:** Selected Items
- **:** Selected Items
- **County Commission District::** Choose one
- **:** Selected Items
- **Signature of applicant::**
- **Date::**

Mecklenburg County Advisory Board Application

Please check only one of the qualifications/categories below.

- **url**: http://charmeck.org/mecklenburg/county/BOCC/AdvisoryBoards/Pages/BoardApplication.aspx
- **Name of Advisory Board:**: Information Services & Technology Committee
- **Name::** Lutemuka Zuendoki
- **Home address::** 626 N Graham St STE 626
- **City:** Charlotte
- **Zip code::** 28202
- **Home Phone::** 901-301-8154
- **Work Phone::** 866-610-1456
- **E-Mail::** lutemuka.zuendoki@aictechnologygroup.com
- **Occupation::** Managing Consultant
- **Place of employment::** AIC Technology Group
- **Race::** Black
- **Sex::** Selected Items
  - o (Male) Male
- **Age::** 38
- **Hours per month available for position::** 20
- **County advisory board currently serving on::** none
- **Expiration date::**
- **Education::** Managing Consultant of AIC Technology Group (formerly AIC,LLC) since 2007 which specializes in Information Systems Security Compliance, IT Consultants placement, and Project Management.
- **How did you learn of this vacancy?:** Other
- **Business and civic experience::** SUMMARY • CISSP, CISA, CISM & MSCE certified senior professional with experience in IS security, compliance and risk management services. • Industry experience includes Sarbanes-Oxley, HIPPA, FISMA, PCI-DSS, operational audits, Information Technology audits, financial statement audits, internal audits, external audits, business analysis and requirements gathering, project management, and class-room and computer based training • Industry experience includes COSO, COBIT, ISO/IEC 27001:2005, and GAAS. • Industry experience includes banking, manufacturing, insurance, financial services, telecommunications, mortgage, and government ACTIVE INFORMATION TECHNOLOGY RELATED CERTIFICATIONS • Certified Information Security Manager (CISM) • Certified Information Systems Auditor (CISA) • Microsoft Certified Systems Engineer (MCSE) • Certified Information Systems Security Professional (CISSP) • CompTIA A+ Certification
- **Areas of expertise and interests/skills::** Professional Experience Feb 2012 – Present Bank of America – Charlotte, North Carolina Business Continuity Consultant – Standards & Policy Manager (short-term project) • Provide expert-level consulting on corporate business continuity, and information security topics to clients with complex recovery or resiliency requirements. • Provide business continuity subject

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matter consulting support in audit and regulatory matters • Work within the End-to-End Testing organization to manage and support various information security and business continuity related projects that impact the supplier testing, integrated testing, and disaster recovery functions of the Global Business Continuity and Recovery (GBCR) organization. Feb 2012 – June 2012 ServiceMaster – Memphis, Tennessee Senior PCI-DSS Consultant (short-term project) • Served as a PCI DSS assessor at ServiceMaster • Performed compliance interviews with various levels of management and provided guidance on the design and operating effectiveness of PCI DSS controls • Conducted testing of the 12 Payment Card Industry Data Security Standard (PCI DSS) requirements June 2011 – Feb 2012 FedEx – Collierville, Tennessee Senior Consultant (short-term project) • Served as the project manager for user access management training. User access management training was a project targeted to the developers, system administrators, and general IT personnel of FedEx Services. User access management training was to consist of auditorium training and eLearning modules also known as computer based training. This initiative is brought about due to excessive internal audit findings concerning user access and identity and access management. • Duties and additional responsibilities included the following: o Created a business justification document and Microsoft Office Project plan. o Identified work resources (input from other groups, presenters, etc.) and material resources (auditorium, placards, marketing materials, etc.) needed to complete the project o Completed a mock audit on an internal information security group and their statement of procedures (SOPs) which resulted in over 13 findings and recommendations o Created scripts that would be used to create computer based training o Met with various layers of management in order to gain their participation and buy-in for user access management training March 2011 to May 2011 United States Postal Service/PricewaterhouseCoopers – Raleigh, North Carolina Senior Audit Consultant (short-term project) • Was granted a sensitive clearance after completing Standard From 85P and Declaration for Federal Employment (OF 306) and undergoing a employment, credit, and criminal background check to show whether I was reliable, trustworthy, of good conduct and character, and loyal to the United States. • Performed testing of controls and subsequent remediation for a federal government client and their SOX 404 compliance • Performed testing of controls for Oracle, DB2, IDMS, and SQL databases • Performed testing of controls for Windows servers, Active Directory, Mainframe, UNIX, LINUX, and VMS • Performed testing of controls for user access and change controls and application controls Aug 2010 to Feb 2011 SAIC – Little Rock, AR Senior Compliance Consultant (short-term project) • Created policies and procedures that adhered to NIST SP 800-53, NERC CIP, ISO27002, AMI-SEC and COBIT IT Security frameworks. Polices and procedures were created for Access Control, Audit and Accountability, Identification and Authentication, System Communications Protection, Security Awareness and Training, Configuration Management, Contingency Planning, Incident Response, Media Protection, Physical and Environmental Protection, Personnel Security, System and Information Integrity, Certification Accreditation and Security Assessments, Risk Assessment, Systems and Services Acquisition, Information Systems Connections, Plan of Action and Milestones, Continuous Monitoring, Rules of Behavior, Privacy Impact Assessment, Security-Related Activity Planning, Security Categorization, and Vulnerability Scanning • Drafted system hardening procedures for HP-UX 11i and Red Hat Enterprise Linux 5 for a utility company located in New Mexico Apr 2009 to Present AIC,LLC – Memphis, TN Consultant (ongoing) • Responsible for leadership, training, productivity and continuance, status reports, continuing client support and billing, and off-site transition. • Interviewed and performed due diligence of candidates for permanent and short-term job placement. • Managed the client relationship to include proposals, contract negotiations, and Statement of Work agreements. Dec 2008 – Apr 2009 Transaction Network Services (TNS) – Reston, Virginia Senior Audit Consultant (short-term project) • Project management of 7 professionals providing value-added consulting services as a subject matter expert on IT internal controls for business processes located in the USA and Great Britain. • Supported SOX compliance by documentation to include mapping of financial and operational process flows, and design of internal controls. Aug 2008 – Nov 2008 U.S. Government Printing Office (GPO) - Washington, DC Senior Consultant (short-term project) • Provided project leadership for independent assessments of the GPO's information security program and practices to determine their

effectiveness. • Managed the Plan of Action and Milestones (POA&M) process and Certification and Accreditation (C&A) process. • Managed and evaluated compliance with NIST standards and guidelines utilizing FIPS 199, FIPS 200, NIST SP 800-37, NIST SP 800-53, OMB Circular A-130, and NIST SP 800-30, and NIST SP 800-18. • Managed and performed various SOX walkthroughs and testing of change, access, automated, preventative, detective, and complementary controls to ensure they were performed on time and within project deadlines • Evaluated agency controls protecting Personally Identifiable Information (PII) Apr 2008 – Aug 2008 Freddie Mac – McLean, Virginia Senior Audit Consultant (short-term project) • Utilized the COSO risk assessment internal control framework, develop operational, financial and global risk and controls for effectiveness, efficiency and economic benefit of mortgage and financial services operations. • Performed reviews of controls and reviews of quality for financial systems development and enhancements that undergo the Systems Development Life Cycle (SDLC). • Negotiated findings with external auditors • Communicated findings to the Project team, Business team, and Information Technology teams. Oct 2007 – Jan 2008 Transaction Network Services (TNS) – Reston, Virginia Senior Project Consultant (short-term project) • Performed detailed reviews of Sarbanes-Oxley Act (SOX) compliance regarding the effectiveness of network transmission controls in their (POS) Point of Sale system technologies, (FMS) Fraud Management Systems, Telecommunications Accruals system, and Network Connectivity software and hardware service charge systems. • Performed SOX walkthroughs and testing of entity-level controls, change controls, access controls, automated controls, preventative controls, detective controls, and complementary controls Mar 2007 – Sep 2007 Gagum & Gagum, LLC – Raleigh-Durham, North Carolina Senior Audit Consultant (short-term project) • Performed effectiveness testing of inter-system connection and application controls. • Designed and recommended Information Security Policy and Procedures utilizing the ISO/IEC 17799 information security standard which was a precursor to ISO/IEC 27002. • Recommended technical security controls solutions and designed an Information Security Awareness program. • Developed a security program that included system hardening, updates, and monitoring, and Intrusion Detection & Prevention System activities. Sep 2006 – Mar 2007 Fannie Mae – Washington, District of Columbia Senior IT Audit Consultant (short-term project) • Served as a Systems Development Life Cycle (SDLC) and change management expert as part of Fannie Mae's SOX and financial restatement efforts. • Performed Gap analysis of key controls with recommendations for acquisition, funding and servicing processes of the single-family product line of business. • Managed a quality assurance project of 90 plus business owned applications. • Documented findings with quality facilitators and provided recommendations for remediation of audit findings. • Participated in periodic project status meetings to communicate progress to the Risk Quality Management Team. Feb 2006 – Aug 2006 Transamerica Worksite Marketing - Little Rock, Arkansas IT Audit Project Consultant (short-term project) • Coordinated SOX walkthroughs for internal controls. • Ensured compliance with GAAP guidelines and Sarbanes-Oxley legislation • 25% reduction in risk and increased SOX compliance through operational discipline and streamlining processes. • Assessed security risk utilizing the Octave methodology and collaborated with business groups for mitigation. • Participated in weekly meetings, delivered dashboards, and communicated corporate guidance to the divisional level. June 2004 – Feb 2006 Ernst & Young, LLP - Memphis, Tennessee Senior IT Assurance Professional • Managed audit teams and monitored peer and staff's performance • Worked closely with management to identify and test key controls and measure their continued compliance with Section 404 of the Sarbanes-Oxley Act (SOA) utilizing COBIT, COSO and ISO17779 • Performed various walkthroughs and testing of entity-level controls, change controls, access controls, automated controls, process related controls, and other general controls such as disaster recovery, backups, and business continuity • Performed Service Auditor's engagements which resulted in Type 1 and Type 2 SAS70 Reports • Performed audits of various operating systems, databases and applications, including but not limited to SAP, PeopleSoft, Windows 2000 and Active Directory, AIX, UNIX, Mainframe, Oracle and proprietary technologies. • Performed security risk assessments and developed application focused risk matrixes for a banking client June 2002 – May 2004 International Paper Company - Memphis, Tennessee Auditor • Performed risk assessments and audited Information Technology, Operational and Accounting processes •

Managed a project involving a cross-functional team of auditors in which we evaluated financial and IT controls and presented findings to upper management. This was a multi-million dollar project involving a time-clocking system utilized for paper mills • Performed a user access and control audit of SAP R/3 • Prepared various styles of audit programs, audit engagement letters, status reporting and final recommendations reporting May 1999 – June 2002 International Paper Company - Memphis, Tennessee Server and Network Analyst • Provided network, software and hardware technical support for Project Viking, Paper Pro, and Unisys Information Technology business groups within International Paper Company • Managed user security of Windows 2000 user accounts and network resources • Configured, maintained, and administered Windows NT, Windows 2000, Active Directory, Cisco and networking technologies

- : Selected Items
- : Selected Items
- : Selected Items
- **County Commission District::** Choose one
- : Selected Items
- **Signature of applicant::** Lutemuka Zuendoki
- **Date::**

Mecklenburg County
Advisory Boards, Committees and Commissions
Board Appointments Due
Renewals From 5/1/2013   To 6/30/2013

INFORMATION SERVICES & TECHNOLOGY COMMITTEE
Number of BOCC Members: 12   Term Length in Years: 3

Purpose   The Information Services & Technology Committee will serve as an advisory group to the Board of County Commissioners and will review plans at a conceptual level for major new automated systems. The Committee also validates the processes associated with implementation of automation plans and monitors the implementation of major automation projects. Appointments are made for three-year terms with no one serving more than two consecutive full terms.

Qualifications   Members should have expertise in managing Information Systems. Must be a resident of Mecklenburg County.

Special Notes   One (1) appointment to fill an unexpired term expiring February 28, 2015.

1 Appointment(s) For 3 Year Term:

Name	Qualifications	Appointed:	Expires	Eligibility
Jamison, Wendy		3/15/2011	02/28/2015	Has not met attendance requireme

INFORMATION SERVICES & TECHNOLOGY COMMITTEE Applicants:

Name	Qualifications	Race/Sex	
Donovan, Natalie		/	F
Lynch, Bill		W /	M
Zuendoki, Lutemuka		B /	M

INFORMATION SERVICES & TECHNOLOGY COMMITTEE Members:

Name (* = Chairman)	Apptd By	Qualifications	Race/Sex		Appointed	Expires	Elig Code	Expired Position
Ashford, Charles	BOCC		W /	M	7/3/2012	2/28/2015	EL	
Beebe, Jeff	BOCC		W /	M	2/16/2010	2/28/2016	NE	
Carson, John	BOCC		W /	M	2/21/2012	2/28/2016	EL	
Dunn, Maurice	BOCC		W /	M	8/14/2012	2/28/2015	EL	
Gjertsen, Kenneth	BOCC		/	M	8/14/2012	2/28/2015	EL	
Hardin, Gregory	BOCC		W /	M	2/3/2009	2/28/2015	NE	
Hill, Mike	BOCC		W /	M	4/19/2011	2/28/2015	EL	

Mecklenburg County
Advisory Boards, Committees and Commissions
Board Appointments Due
Renewals From **5/1/2013** To **6/30/2013**

INFORMATION SERVICES & TECHNOLOGY COMMITTEE Members:

Name (* = Chairman)	Apptd By	Qualifications	Race/Sex	Appointed	Expires	Elig Code	Expired Position
Hodges, Bill	BOCC		W / M	2/3/2009	2/28/2015	NE	
Jamison, Wendy	BOCC		W / F	3/15/2011	2/28/2015	AT	<==
LaSalle, Lawrence	BOCC		W / M	9/18/2012	2/28/2015	EL	
Owen, Mark	BOCC		W / M	8/14/2012	2/28/2015	EL	
Rossi, Paul	BOCC		W / M	3/18/2008	2/28/2016	NE	