

# Information Services and Technology Committee

## At-A-Glance

### One (1) Unexpired Term Expiring February 28, 2025

Name	District	Gender	Ethnicity
Ziemniak, Terrence	6	Male	Prefer not the answer

### Eligible for Reappointment

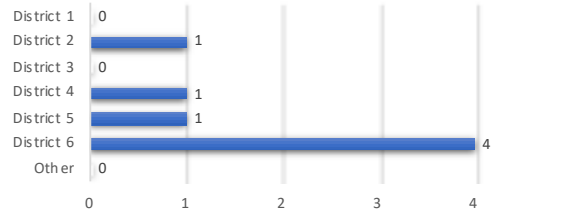
Name	District	Gender	Ethnicity
Blake, Andrew	6	Male	Caucasian/Non-Hispanic
Burgess, Travis	6	Male	African American
Jenkins, Stacey	5	Female	Caucasian/Non-Hispanic

# INFORMATION SERVICES & TECHNOLOGY COMMITTEE DEMOGRAPHICS

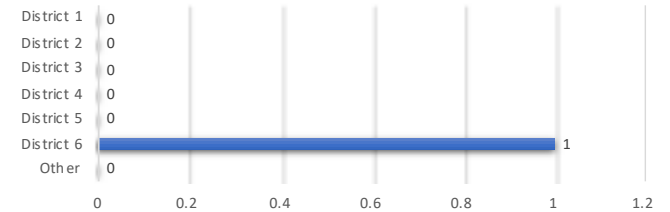
## Districts

	Members	Applicant
District 1	0	0
District 2	1	0
District 3	0	0
District 4	1	0
District 5	1	0
District 6	4	1
Other	0	0
<b>Total</b>	<b>7</b>	<b>1</b>

Members by District



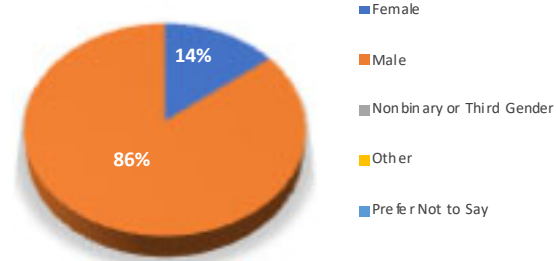
Applicants by District



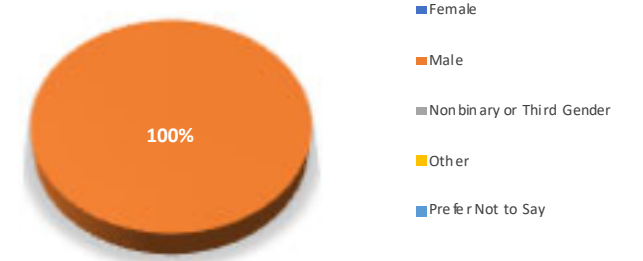
## Gender

	Members	Applicant
Female	1	0
Male	6	1
Nonbinary or Third Gender	0	0
Other	0	0
Prefer Not to Say	0	0
<b>Total</b>	<b>7</b>	<b>1</b>

Members by Gender



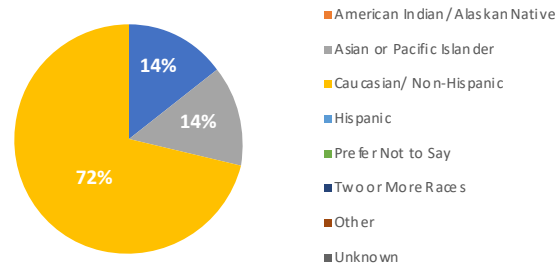
Applicants by Gender



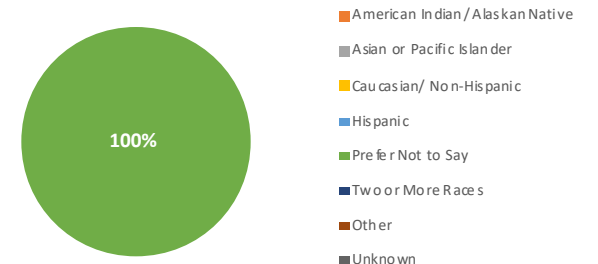
## Ethnicity/Race

	Members	Applicant
African-American	1	0
American Indian/ Alaskan Native	0	0
Asian or Pacific Islander	1	0
Caucasian/ Non-Hispanic	5	0
Hispanic	0	0
Prefer Not to Say	0	1
Two or More Races	0	0
Other	0	0
Unknown	0	0
<b>Total</b>	<b>7</b>	<b>1</b>

Members by Ethnicity/Race



Applicants by Ethnicity/Race



# Information Services and Technology Committee

## Applicant At-A-Glance

**One (1) Unexpired Term Expiring February 28, 2025**

<b>Name</b>	<b>District</b>	<b>Gender</b>	<b>Ethnicity</b>
Ziemniak, Terrence	6	Male	Prefer not the answer

Statement to Applicants

Profile

Which Boards would you like to apply for?

Audit Review Committee: Submitted  
Information Services & Technology Committee: Submitted  
Mecklenburg EMS Joint Agency Board of Commissioners: Submitted

Terrence Ziemniak  
First Name Last Name

What other names have you used? (includes, legal names, aliases, maiden names or professional monikers) NOTE: If none, please note N/A

None

tmziemniak@yahoo.com  
Email Address

625 Barington Pl  
Home Address

Matthews NC 28105  
City State Postal Code

What Mecklenburg County District do you live in? Please verify below. \*

☒ 6

How long have you been a resident of Mecklenburg County? Please include months, or years.

7 years

My age range is (please select one): \*

☒ 46 to 55

Ethnicity \*

☒ Prefer not to Answer

Gender \*

☒ Male

Interests & Experiences

## Education

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MS - Information System Security BS - Computer Engineering

North Wonders

Employer

Cybersecurity Executive  
Consultant

Occupation

## Business and civic experience

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My entire career has been in the cybersecurity/technology space. I have worked at both the technical side and executive (VP Cybersecurity, Atrium Health). I have a great deal of small, local volunteer experience including sports coaching, Boy Scout leadership, organized sports committee member.

## Area of expertise and interests/skills

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My entire career has been in the cybersecurity/technology space. I have worked at both the technical side and executive (VP Cybersecurity, Atrium Health).

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## Additional Information

If you are or have ever served on a Mecklenburg County board/commission, please answer yes or no. If yes, please disclose the Board and term-end date.

No

## Why are you interested in serving on the board(s) to which you are applying?

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I have been an active member of the community while my kids were growing - coaching, scouts, school assistance, etc. Now that they are grown, I am looking for new ways to engage with the community. I would like to leverage my skills in business, technology, and leadership to help give back to the community.

## Have you attended a meeting of the advisory board(s) to which you are applying?

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☐ Yes ☒ No

## Hours Per Month Available for Position

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4

## How did you learn of the vacancy? \*

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☒ Newspaper

[TZiemniak\\_Resume\\_CISO.pdf](#)

Upload a Resume

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## Disclosure

Are you a Mecklenburg County resident?

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☒ Yes ☐ No

Are you a current Mecklenburg County employee? (Mecklenburg County employees are prohibited from serving on any board where appointments are made by the Board of Commissioners. If you are a current, county employee who is to serve in an ex-officio and/or non-voting capacity on any board when required by law, please email [clerk@mecknc.gov](mailto:clerk@mecknc.gov) before submitting an application.)

---

☐ Yes ☒ No

Are you a current vendor with Mecklenburg County?

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☐ Yes ☒ No

• Do you have any personal or business interest that could create a conflict (either real or perceived) if appointed? If yes, please explain the conflict.

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☐ Yes ☒ No

Disclaimer

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I, hereby, authorize Mecklenburg County to verify all information included in this application. I certify that I have read the appointment policy and that the information contained in this application is true according to the best of my knowledge and belief. I certify that I am providing my legal name and address in which I reside. I understand that inaccurate or untrue information will be cause for removal from any appointed advisory board. By submitting this application, I agree to adhere to all County policies pertaining to advisory boards, including attendance. I understand if I do not achieve 65% annual attendance, I will be automatically removed from the board or commission to which I am appointed. I understand that this application is subject to the N.C. Public Records Law (NCGS § 132-1) and may be released upon request.

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☒ I Agree

Signature of Applicant (Sign Your Legal Name):

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Terrence Ziemniak

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**Board Specific Questions**

**Terrence Ziemniak, CISSP, MS Information Security, Fellow ACHE**  
**[www.linkedin.com/in/terryziemniak/](http://www.linkedin.com/in/terryziemniak/)**  
**TMZiemniak@Yahoo.com**  
**312-339-8293**

### **Chief Information Security Officer and Leader**

Accomplished cybersecurity professional with proven leadership, information security, technical and healthcare business acumen; looking to leverage this experience coupled with a flair for communication and ability to foster interpersonal relationships to help drive cybersecurity culture, maturity, and effectiveness.

### Experience

#### **North Wonders, Charlotte NC Founder**

**2017 - Present**

Working as an independent consultant established a cybersecurity practice specializing in cyber strategic planning and executive services.

- Cyber offerings and deliverables include assessments, rapid-maturity engagements, compliance oversight, strategy and roadmap development, merger support, and enterprise program redesign and reorganization.
- Successfully led companies through complex audits and certification exercises including SOC2, HiTrust, and various third-party assessments.
- Worked with a variety of clients from large enterprises down to dynamic start-ups in numerous industries (finance, healthcare, manufacturing, energy) and business models (traditional, cloud-native, managed services, SaaS, consulting).

#### **Gray Matter Analytics, Chicago IL**

**2019 - Present**

#### **Chief Information Security Officer [fractional, contractor]**

Ongoing and open-ended work as fractional CISO providing security expertise to quickly growing data analytics SaaS provider with annual revenues of \$20M.

- Executive oversight of organizational Data Protection Program with overall responsibility for cyber security, data privacy, and compliance.
- Build and operate various functions in support of organizational Data Protection Program including program planning, internal audit, technical assessments, cloud control assessments, cyber insurance, third party testing, vendor and client interactions, and executive and Board presentations.
- Work with CTO and staff to ensure implementation of technical controls needed to support the program.
- Successfully execution and maintenance of organizational SOC2 audits.

#### **PeaceHealth, Vancouver WA**

**2018 - 2019**

#### **Vice President, Chief Information Security Officer [interim, contractor]**

Built out new CISO office within the Legal department. Provided executive leadership for information security for a multi-state integrated healthcare system with annual revenues of \$2.5B.

- Executed upon executive leadership vision of independent CISO office residing outside of IT. Partnered with IT, Compliance, Legal, and HR to work through reorganization of departments, staffing and responsibilities.
- Introduced new, formalized program components including a senior leadership governance, cyber risk management, and information governance.
- Utilizing audits, assessments, risk register and leadership input, produced multi-year security roadmap. Secured buy-in from executive leadership. Worked with stakeholders to execute upon plan.
- Built strong relationships with senior leadership throughout organization. Represented PeaceHealth in external collaboratives and organizations.
- Designed and executed program to ensure alignment with NIST Cybersecurity framework. Executed gap analysis and produced roadmap to address deficiencies.
- Extended scope of key security functions (e.g., incident response) to formally incorporate systems managed by partners and vendors.

**Carolinas Healthcare, Charlotte NC**

**2016 - 2017**

**Assistant Vice President, Chief Information Security Officer**

Led strategy, operations, and budget for information security across large integrated healthcare system including 18 hospitals with annual revenues of \$5.9B.

- Built-out multi-year security roadmap incorporating input from executive leadership, external consultancy, internal and external stakeholders. Reported on, updated, and executed roadmap ensuring appropriate level of protection for enterprise assets.
- Implemented and led CISO collaborative that included 20 partner hospitals. Leveraged partnerships to drive down costs for licensing and services for members – with forecasted savings of \$1.7M. Led tracking and reporting of high visibility security events to shared leadership.
- Designed comprehensive, multi-channel outreach program to provide role specific, timely security education and awareness for the enterprise. Included metrics showing targeted education programs decreased risky behavior by 56%.
- Accountable for enterprise Data Governance Office. Oversaw acquisition and build out of Master Data Management program including tools, reporting and formal governance structure.
- Expanded cybersecurity program scope to include devices and applications managed by outside agencies, built collaborative process to foster coordinated responses with key partners for pandemic security events.

**Presence Healthcare, Chicago IL**

**2008 - 2016**

**Director, IS Security**

Information Security Officer for integrated health system consisting of 12 hospitals and annual revenue of \$2.6B.

- Partnered with IS and business leaders to implement risk-based approach to corporate IS security. Built out or expanded many programs such as risk assessments, data loss prevention, vulnerability management, departmental auditing program and security awareness and training program.



Terrence Ziemniak

- Played key role in IS activities associated with merger of two large healthcare systems as well as during divestiture of multiple hospitals.
- Oversaw IS disaster preparedness program that was responsible for providing guidance and standards for technology disaster avoidance and recovery. Led in-housing of disaster recovery services from SunGard – saved annual costs of \$800K while improving overall capabilities.
- Oversaw technical projects led by security staff such as workstation encryption, automated account provisioning, and data loss prevention.
- Designed and implemented internal security consulting program by which security staff participated in all major IS initiatives ensuring solutions are compliant with policies and security best practices.
- Oversaw project to centralize and automate account management activities for 20K enterprise workforce members.

**Sears Holdings Corporation, Hoffman Estates, IL  
Security Operations Manager**

**2006 - 2008**

Managed team of security engineers responsible for vulnerability management, intrusion detection and computer incident response for a Fortune 100 organization.

- Led efforts to redesign corporate vulnerability management program. The resulting program supported 70-fold increase in number of devices, automated reporting and advanced remediation tracking mechanisms.
- Worked with corporate audit and compliance, implemented programs helping organization maintain compliance to PCI, HIPAA, SOX, and other internal corporate standards.

**Healthcare Information Services, Des Plaines, IL 2004 - 2006  
HIPAA Security Officer**

Information Security Officer for large orthopedic practice with over 50 locations and \$100M in annual revenue.

- Designed and executed HIPAA compliant security program covering corporate offices, seven health care practices, and a medical practice services organization.

Related Experience

**Subject, Wills, & Company, Oakbrook IL - Security Engineer**

**iFulfillment, Inc., Chicago, IL - Senior Manager, IT**

**Sage Enterprise, Rosemont, IL - Network Manager**

Education

**Master of Science, Information System Security - DePaul University, Chicago, IL**

**Bachelor of Science, Computer Science - Michigan State University, East Lansing, MI**

Terrence Ziemniak

#### Certifications and Appointments

- Certified Information Systems Security Professional (CISSP)
- Fellow of the American College of Healthcare Executives (FACHE)
- Board of Directors for non-profit cybersecurity intelligence collaboration organization, Executive Partnership for Integrated Collaboration

#### Publication and Speaking Engagements

- “System Characteristics for Risk Management Activities”, International Systems Security Association Journal, May 2008
- “Use of Machine Learning Classification Techniques to Detect Atypical Behavior in Medical Applications”, Sixth International Conference on IT Security Incident Management and IT Forensics, Stuttgart, Germany, 2011
- Frequent speaker at conferences throughout the country including HIMSS, ACM, IEEE, and Infragard.

# Information Services and Technology Committee

## At-A-Glance

### Eligible for Reappointment

Name	District	Gender	Ethnicity
Blake, Andrew	6	Male	Caucasian/Non-Hispanic
Burgess, Travis	6	Male	African American
Jenkins, Stacey	5	Female	Caucasian/Non-Hispanic

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**Statement to Applicants**

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**Profile****Which Boards would you like to apply for?**

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Information Services &amp; Technology Committee: Submitted

Andrew

First Name

Blake

Last Name

**What other names have you used? (includes, legal names, aliases, maiden names or professional monikers) NOTE: If none, please note N/A**

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A B Blake

andrew.blake@gmail.com

Email Address

2200 Hogan Ct

Home Address

Charlotte

City

NC

State

28270

Postal Code

Mobile: (980) 245-0020

Primary Phone

Home: (704) 644-8877

Alternate Phone

**What Mecklenburg County District do you live in? Please verify below. \***

---

☒ 6**How long have you been a resident of Mecklenburg County? Please include months, or years.**

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8 years

**My age range is (please select one): \***

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☒ 46 to 55**Ethnicity \***

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☒ Caucasian/Non-Hispanic**Gender \***

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☒ Male

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**Interests & Experiences**

Andrew Blake

## Education

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Masters of Business Administration | Technology Marketing | Babson College | Wellesley, MA | 2002  
Bachelor of Science in Psychology | University of Illinois | Urbana, IL | 1994

Opening Bell Ventures

Employer

Managing Director (Digital  
Transformation Consulting)

Occupation

## Business and civic experience

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With over two decades of experience in the consulting, retail, insurance, and financial services industries, I am a transformational leader who excels in determining strategic direction and building cost-effective digital solutions that deliver exceptional business results. I have a proven track record of improving organizational performance and building engaged, impactful teams that consistently deliver on their commitments. As a pioneering leader, I have the expertise to drive sustainable change and deliver value to organizations of all sizes. • Transformation Expertise: Demonstrated success driving digital and data transformation at Ally Financial, LPL, Wells Fargo and other Fortune 500 organizations. • Leadership: Proven leader adept at managing complex transformation programs from inception through completion. Able to bring senior stakeholders together to develop consensus and program success. • Innovation: Creative thinker with demonstrated ability to identify business opportunities and partner with internal and external teams to achieve measurable results. • Financial Management: Keen ability to analyze and improve team performance, improving return on investment and reducing overall costs to the organization. In addition to my professional experience I have strived to give back to my community in a number of ways: INFORMS Data Organization | Chicago, IL | Treasurer | 2022-2023 Rotary International | Charlotte, NC | Member | 2021-present George Washington University | Washington, D.C. | Program Advisor | 2020-2022 Hembstead Homeowners Association | Charlotte, NC | President | 2017-2019 South Charlotte Middle School | Charlotte, NC | Leadership Team | 2016-2018 Town of Shrewsbury | Shrewsbury, MA | Town Meeting Member | 2007-2008

## Area of expertise and interests/skills

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Areas of Expertise: Digital Transformation , Data Strategy, Business Architecture, Agile Methodologies, Product Management, Financial Analysis, Resource Management, Innovation, Governance, Blockchain, Cryptocurrency, Data Literacy

## Additional Comments

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Dear Sir or Madam: Re: Letter of Interest - Information Technology Services Advisory Committee I am writing to express my sincere interest in reappointment to the Information Technology Services Advisory Committee. I continue to be excited about ISTAC and the opportunity to contribute my skills and expertise to ensure the best possible technology solutions for both employees and residents. As a dedicated professional with a strong background in information technology, I have spent over 20 years working in various roles that encompass both technical and strategic aspects. My experience includes overseeing million-dollar digital transformation programs, managing complex software implementations, and developing innovative technology strategies to optimize operational efficiency. Additionally, I have a deep understanding of emerging technology trends and advancements which I believe can greatly benefit the committee's efforts. Throughout my career, I have consistently demonstrated a commitment to leveraging technology to enhance the user experience and streamline processes. I firmly believe that efficient and reliable technology is paramount in supporting the County's employees and residents in their daily activities. By joining the Information Technology Services Advisory Committee, my goal would be to contribute my knowledge and insights to help shape decisions that align with the County's goals and address the evolving technological needs of all stakeholders. Thank you for considering my reappointment. Yours sincerely, Andrew Blake

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## Additional Information

Andrew Blake

**If you are or have ever served on a Mecklenburg County board/commission, please answer yes or no. If yes, please disclose the Board and term-end date.**

Current member of ISTAC - term ending in 2025. Would like to be re-appointed!

**Why are you interested in serving on the board(s) to which you are applying?**

Throughout my career, I have consistently demonstrated a commitment to leveraging technology to enhance the user experience and streamline processes. I firmly believe that efficient and reliable technology is paramount in supporting the County's employees and residents in their daily activities. By continuing my tenure to the Information Technology Services Advisory Committee, my goal would continue to be to contribute my knowledge and insights to help shape decisions that align with the County's goals and address the evolving technological needs of all stakeholders.

**Have you attended a meeting of the advisory board(s) to which you are applying?**

☒ Yes ☐ No

**Hours Per Month Available for Position**

10

**How did you learn of the vacancy? \***

☒ Other

**If you answered other - Where did you learn of this vacancy?**

Current ISTAC member

[2023 A Blake Resume - Data.pdf](#)

Upload a Resume

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## Disclosure

**Are you a Mecklenburg County resident?**

☒ Yes ☐ No

**Are you a current Mecklenburg County employee? (Mecklenburg County employees are prohibited from serving on any board where appointments are made by the Board of Commissioners. If you are a current, county employee who is to serve in an ex-officio and/or non-voting capacity on any board when required by law, please email [clerk@mecknc.gov](mailto:clerk@mecknc.gov) before submitting an application.)**

☐ Yes ☒ No

**Are you a current vendor with Mecklenburg County?**

☐ Yes ☒ No

• Do you have any personal or business interest that could create a conflict (either real or perceived) if appointed? If yes, please explain the conflict.

☐ Yes ☒ No

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#### Disclaimer

I, hereby, authorize Mecklenburg County to verify all information included in this application. I certify that I have read the appointment policy and that the information contained in this application is true according to the best of my knowledge and belief. I certify that I am providing my legal name and address in which I reside. I understand that inaccurate or untrue information will be cause for removal from any appointed advisory board. By submitting this application, I agree to adhere to all County policies pertaining to advisory boards, including attendance. I understand if I do not achieve 65% annual attendance, I will be automatically removed from the board or commission to which I am appointed. I understand that this application is subject to the N.C. Public Records Law (NCGS § 132-1) and may be released upon request.

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☒ I Agree

Signature of Applicant (Sign Your Legal Name):

---

A B Blake

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#### Board Specific Questions

# Andrew Blake

📍Charlotte, North Carolina, United States ✉️andrew.blake@gmail.com ☎️9802450020 🌐https://www.linkedin.com/in/andrewblake1/

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## SUMMARY

With over two decades of experience in the consulting, retail, insurance, and financial services industries, I am a transformational leader who excels in determining strategic direction and building cost-effective digital solutions that deliver exceptional business results. I have a proven track record of improving organizational performance and building engaged, impactful teams that consistently deliver on their commitments. As a pioneering leader, I have the expertise to drive sustainable change and deliver value to organizations of all sizes.

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## EXPERIENCE

### **Managing Director | Opening Bell Ventures | Austin, TX | 2021-present**

- Opening Bell Ventures provides high-impact strategic transformational services to Fortune 500 organizations to help them shape and successfully execute on their Omni-Channel Digital Strategies.
- Overall Responsibility for Data Transformation Practice, including delivery of Data Enablement, Advanced Analytics, Machine Learning & AI, Hybrid Clouds, Secure & Ethical Data Management Practices and Agile Transformation programs.
  - Advised, structured and led Data Integration program for largest loyalty Credit Card issuer in the United States.
  - Led organizational assessment, Data Strategy creation and subsequent implementation for a Big-4 Global Audit and Advisory Firm.
  - Drove leading edge GraphDB proof-of-concept for the largest private hedge fund servicing firm in the world.
  - Assisted with Data Strategy creation, communication and funding approval for one of the largest Asset Management firms in North America.

### **Senior Director, Enterprise Data Group | Ally Financial | Charlotte, NC | 2017-2021**

- Drove business case creation, budget and resource planning, consulting engagements and partner management for \$120M multi-year data transformation program to consolidate, streamline and monetize Ally's data assets.
- Successfully transformed 100-person CIO division to an Agile-based work methodology, including organizational restructuring, training, and business partner engagement.
- Led Ally's Business Intelligence Data Strategy and responsible for all BI products, including Power BI and Ally Search Analytics, Ally's leading predictive analytics platform.
- Led strategy and implementation of Ally's \$10M Master Data Management Solution, including integration with Digital and Customer Management platforms.

### **Vice President, Business Technology Services | LPL Financial | Charlotte, NC | 2013-2017**

- Led technology business operations teams, including the Demand Management, Resource Management and Portfolio Management functions for \$100 million Enterprise technology portfolio.
- Drove the selection and implementation of a \$1M Enterprise Portfolio Management solution to radically transform how initiatives are envisioned, designed and released across the organization, resulting in a 22% improvement in feature velocity.
- Instituted effort to benchmark LPL technology productivity against industry peers using parametric estimation technology, resulting in 20% improvement in software estimation accuracy and efficiency.

### **Vice President, Technology Services | Wells Fargo | Charlotte, NC | 2007-2013**

- Spearheaded the technology planning for new investment banking trading environments, developing consistent best practices for trading floor technologies, and worked with senior business leaders to define 5-10 year trading floor technology and funding roadmaps.
- In partnership with key business leaders formulated effort to analyze infrastructure spending patterns and developed comprehensive plan that resulted in over \$5 million in yearly savings.
- Orchestrated Wachovia-Wells Fargo technology merger activities, including development of labor forecasting models, which were used to identify \$20M in cost savings and efficiency opportunities across the larger Wells Fargo technology organization.
- Founded Wachovia's International Engagement team, responsible for coordinating all International IT efforts and ensuring integration across 8 regional IT teams.
- Chaired the vendor selection process for Wachovia's International Software Foundation effort, including scorecard development, application performance profiling, and subsequent \$14 million implementation.

### **Vice President, Technology | Evergreen Investments | Boston, MA | 2003-2007**

- Drove business and technology strategy and execution for corporate sales and marketing systems, including CRM and Digital workflow and publishing systems.
- Directed vendor selection, design and implementation of a \$2M enterprise-wide content management system to manage all digital content, including web, print and mobile assets. System produced a 25% increase in marketing efficiency and improved compliance oversight.
- Established Evergreen's Global Sourcing Program and generated \$2 million dollars in yearly cost savings by successfully implementing offshore competency centers.
- Pioneered corporate technology transition to a J2EE and Open Source platform, including software and hardware evaluation, development



methodology and software rollout. The new platform improved reliability by 35% and enabled the creation of substantial end user functionality.

#### **E-Business Manager | OneBeacon Insurance Group | Boston, MA | 2001-2003**

- Created new web and mobile technology strategy for major business units within organization to support revised corporate business strategy.
- Delivered new enterprise-wide J2EE technology platform, including hardware and software acquisition, user design, global staffing, training plan creation, and project plan development.

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## **EDUCATION**

**Masters of Business Administration | Technology Marketing | Babson College | Wellesley, MA | 2002**  
**Bachelor of Science in Psychology | University of Illinois | Urbana, IL | 1994**

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## **PUBLIC SPEAKING**

**Data Literacy Within Your Organization | Analytics Frontiers Conference | Charlotte, NC | 2023**  
**Generative AI Panel Discussion | Informs Chicago Chapter | Chicago, IL | 2023**  
**Winning Hearts & Minds with Data Literacy | Informs Business Analytics Conference | Denver, CO | 2023**  
**A Digital Transformation Journey | PegaWorld | Las Vegas, NV | 2019**

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## **CERTIFICATIONS**

**DataBricks Fundamentals | DataBricks. | 2022**  
**AWS Cloud Practitioner | Amazon | 2020**  
**Certified ScrumMaster (CSM) | Scrum Alliance | 2019**  
**Agile Release Planning | LeanAgile Training | 2019**  
**Kanban Practitioner | Kanban University | 2019**

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## **INVOLVEMENT**

**INFORMS Data Organization | Chicago, IL | Treasurer | 2022-2023**  
**Rotary International | Charlotte, NC | Member | 2021-present**  
**George Washington University | Washington, D.C. | Program Advisor | 2020-2022**  
**Hembstead Homeowners Association | Charlotte, NC | President | 2017-2019**  
**South Charlotte Middle School | Charlotte, NC | Leadership Team | 2016-2018**  
**Town of Shrewsbury | Shrewsbury, MA | Town Meeting Member | 2007-2008**

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## **SKILLS**

**Digital and Data Strategy, Digital Transformation, Agile Methodologies, Program Management, Financial Analysis, Resource Management, Governance, Blockchain, Data and Analytics Technologies**

Statement to Applicants

Profile

Which Boards would you like to apply for?

Information Services & Technology Committee: Submitted

Travis Burgess  
First Name Last Name

What other names have you used? (includes, legal names, aliases, maiden names or professional monikers) NOTE: If none, please note N/A

N/A

buryor@aol.com  
Email Address

11939 Canter Dr  
Home Address

Mint Hill NC 28227  
City State Postal Code

Mobile: (704) 618-7139 Home: (704) 501-7260  
Primary Phone Alternate Phone

What Mecklenburg County District do you live in? Please verify below. \*

☒ 6

How long have you been a resident of Mecklenburg County? Please include months, or years.

24 years

My age range is (please select one): \*

☒ 46 to 55

Ethnicity \*

☒ African American

Gender \*

☒ Male

Interests & Experiences

Travis Burgess

## Education

---

B.S. Mathematics

Bank of America

Employer

Sr. Service Delivery Manager

Occupation

## Business and civic experience

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I am an active Associate Member of the ITSMP (Information Technology Senior Management Forum). I also have served as a coach and mentor in the Charlotte Mecklenburg Recreational Basketball program for over 5 years. I have volunteered in support of Habitat for Humanity and the Crisis Assistance Ministry.

## Area of expertise and interests/skills

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Software Delivery Management, Contact/Call Center Management (CONUS and International), Project Management and Leadership, Portfolio and Program Leadership, Executive Leadership Training, Former Teacher - Secondary Education (Middle School and High School - Mathematics)

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## Additional Information

If you are or have ever served on a Mecklenburg County board/commission, please answer yes or no. If yes, please disclose the Board and term-end date.

Currently serving on the ISTAC meeting.

Why are you interested in serving on the board(s) to which you are applying?

Currently serving as the Chair of ISTAC and it has been very rewarding.

Have you attended a meeting of the advisory board(s) to which you are applying?

☒ Yes ☐ No

Hours Per Month Available for Position

14

How did you learn of the vacancy? \*

☒ Word of Mouth

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## Disclosure

Are you a Mecklenburg County resident?

☒ Yes ☐ No

Are you a current Mecklenburg County employee? (Mecklenburg County employees are prohibited from serving on any board where appointments are made by the Board of Commissioners. If you are a current, county employee who is to serve in an ex-officio and/or non-voting capacity on any board when required by law, please email [clerk@mecknc.gov](mailto:clerk@mecknc.gov) before submitting an application.)

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☐ Yes ☒ No

Are you a current vendor with Mecklenburg County?

---

☐ Yes ☒ No

• Do you have any personal or business interest that could create a conflict (either real or perceived) if appointed? If yes, please explain the conflict.

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☐ Yes ☒ No

#### Disclaimer

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I, hereby, authorize Mecklenburg County to verify all information included in this application. I certify that I have read the appointment policy and that the information contained in this application is true according to the best of my knowledge and belief. I certify that I am providing my legal name and address in which I reside. I understand that inaccurate or untrue information will be cause for removal from any appointed advisory board. By submitting this application, I agree to adhere to all County policies pertaining to advisory boards, including attendance. I understand if I do not achieve 65% annual attendance, I will be automatically removed from the board or commission to which I am appointed. I understand that this application is subject to the N.C. Public Records Law (NCGS § 132-1) and may be released upon request.

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☒ I Agree

Signature of Applicant (Sign Your Legal Name):

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Travis L. Burgess

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#### Board Specific Questions

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**Statement to Applicants**

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**Profile****Which Boards would you like to apply for?**

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Information Services &amp; Technology Committee: Submitted

Stacey

First Name

Jenkins

Last Name

**What other names have you used? (includes, legal names, aliases, maiden names or professional monikers) NOTE: If none, please note N/A**

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N/A

stacey.jenkins@gmail.com

Email Address

618 King Edward Road

Home Address

Charlotte

City

NC

State

28211

Postal Code

Mobile: (980) 253-7552

Primary Phone

Alternate Phone

**What Mecklenburg County District do you live in? Please verify below. \***

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☒ 5**How long have you been a resident of Mecklenburg County? Please include months, or years.**

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16 years

**My age range is (please select one): \***

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☒ 30 to 45**Ethnicity \***

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☒ Caucasian/Non-Hispanic**Gender \***

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☒ Female

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**Interests & Experiences**

Stacey Jenkins

## Education

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Master of Business Administration - Darden School of Business, University of Virginia, Charlottesville, VA  
Bachelor of Arts, Professional Writing / Creative Writing - Carnegie Mellon University, Pittsburgh, PA

U.S. Bank

Employer

Technology Risk Management

Occupation

## Business and civic experience

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**BUSINESS EXPERIENCE** Built and currently lead a high-performance, multi-level risk and compliance technology program. Evaluate business changes, objectives, processes, and controls within risk appetite; oversee control effectiveness and identify / escalate control gaps. Continuously assess technology and information security control environment. **COMMUNITY ENGAGEMENT** League of Women Voters, Charlotte Mecklenburg - Charlotte, NC | Junior Achievement of Central Carolinas – Charlotte, NC | American Red Cross – Charlotte, NC

## Area of expertise and interests/skills

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Risk Identification & Management | RCSA | Strategic Planning | Risk & Compliance Technology Leadership | Business Controls Implementation & Management | Regulatory Compliance | Program & Project Management | Product Planning | Process Implementation, Standardization, & Automation | Operations Management | Budget Management | Quality Assurance | Team Building & Leadership | Staff Development & Training | Continuous Improvement | Technology Governance

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## Additional Information

**If you are or have ever served on a Mecklenburg County board/commission, please answer yes or no. If yes, please disclose the Board and term-end date.**

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Yes, current member of ISTAC

## Why are you interested in serving on the board(s) to which you are applying?

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I have been managing technology and information security risk in my career in Charlotte for the past 16 years and I would appreciate the opportunity to apply my subject matter expertise and give back to the community that I have been a part of for so long. Over the past two years I have helped to drive the Civics 101 program for the League of Women Voters which has enabled me to learn about the city, county, court and education systems. This has created a desire to contribute to the broader Charlotte-Mecklenburg systems. I think my experience in managing risk associated with large scale technology deployments (Cloud, third party systems, home grown applications, infrastructure, devices, etc.) will enable me to provide value to this advisory committee. I look forward to the opportunity to serve!

## Have you attended a meeting of the advisory board(s) to which you are applying?

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☒ Yes ☐ No

## Hours Per Month Available for Position

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20

How did you learn of the vacancy? \*

☒ Mecklenburg County Website

[Jenkins Stacey - Resume.docx](#)

Upload a Resume

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## Disclosure

Are you a Mecklenburg County resident?

☒ Yes ☐ No

Are you a current Mecklenburg County employee? (Mecklenburg County employees are prohibited from serving on any board where appointments are made by the Board of Commissioners. If you are a current, county employee who is to serve in an ex-officio and/or non-voting capacity on any board when required by law, please email [clerk@mecknc.gov](mailto:clerk@mecknc.gov) before submitting an application.)

☐ Yes ☒ No

Are you a current vendor with Mecklenburg County?

☐ Yes ☒ No

• Do you have any personal or business interest that could create a conflict (either real or perceived) if appointed? If yes, please explain the conflict.

☐ Yes ☒ No

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## Disclaimer

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☒ I Agree

Signature of Applicant (Sign Your Legal Name):

Stacey W. Jenkins

Stacey Jenkins

# STACEY W. JENKINS, MBA

Charlotte, NC | 980.253.7552 | stacey.jenkins@gmail.com | linkedin.com/in/stacey-jenkins-0498104/

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## DIRECTOR OF TECHNOLOGY RISK MANAGEMENT

**Accomplished executive leader with extensive history of successfully defining, building, implementing, and leading scalable and sustainable risk management and control programs, policies, and standards for multi-billion-dollar global organizations.** Adept at developing strategic plans to identify, assess, prevent, mitigate, and eliminate risks. Proven ability to drive regulatory compliance activities, build, develop, and support diverse teams, and implement process improvements (including automation) to add efficiency and optimize productivity. Recognized by colleagues, customers, and organizational leaders as analytical, resourceful problem-solver with exceptional change management, presentation, relationship-building, and communication skills.

## AREAS OF EXPERTISE

Risk Identification & Management | RCSA | Strategic Planning | Risk & Compliance Technology Leadership | Business Controls Implementation & Management | Regulatory Compliance | Program & Project Management | Product Planning | Process Implementation, Standardization, & Automation | Operations Management | Budget Management | Quality Assurance | Team Building & Leadership | Staff Development & Training | Continuous Improvement | Technology Governance

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## SELECTED PROFESSIONAL HIGHLIGHTS

- Identified risk and systematically implemented measurable controls; reduced high severity issues by 75% and increased self-identification by 20%. (*Bank of America*)
  - Defined and implemented risk management product model; deployed collaboration tools and quarterly product planning process to document, prioritize, and communicate workload across risk and compliance activities, which increased visibility into execution risks and blockers. (*U.S. Bank*)
  - Designed and implemented change process for laws, rules, regulations, and technical specifications to ensure compliance to regulatory changes and reduce regulatory fines. (*Bank of America*)
- 

## PROFESSIONAL EXPERIENCE

**U.S. BANK** – Charlotte, NC

2017 – Present

### **Vice President / Risk & Control Manager**

Built and currently lead a high-performance, multi-level risk and compliance technology program. Evaluate business changes, objectives, processes, and controls within risk appetite; oversee control effectiveness and identify / escalate control gaps. Continuously assess control environment as an input into Risk & Control Self-Assessment (RCSA) program.

- Designed and implemented program to define and document processes and controls of technology services; identified gaps for remediation and established a baseline for continuous improvement. Increased documented controls by 50%.
- Established shared services operating model to define and implement process improvements and automation for compliance activities, including control documentation, audit / regulatory evidence management, metrics reporting & alerts, RCSA data quality monitoring, and access reviews.
- Collaborate with Information Security Services (ISS) to assess program requirements and define technology implementation strategy; engaged ISS to ensure compliance to security priorities by identifying and executing changes to enterprise tools chains, processes, and controls.

### **Key Accomplishments:**

- Defined initiative to provide enterprise-wide integrated view of end-of-life software, infrastructure, and hardware; enhanced processes for end-of-life remediation, governance, monitoring, and reporting.
- Identified opportunity to standardize application-level compliance activities; deployed dashboard and inventory that streamlined requirements communication and execution between application teams and compliance functions.



- Improved engagement with technology business partners by executing key governance routines (including a monthly risk review) that ensured visibility, management, escalation, and resolution of technology risks.
- Ensured that expansion of cloud computing capabilities, platforms, and operations aligned with risk expectations, industry best practices, and cloud vendor platforms; accelerated migration of workloads to the cloud by standardizing risk and compliance review process.

**BANK OF AMERICA** - Charlotte, NC

2007 - 2017

**Senior Vice President / Business Control Manager** (2016 - 2017)

Led remediation of Matter Requiring Attention (MRA) to ensure compliance of Non-Financial Regulatory Reporting (NFRR) with local, national, and international regulatory requirements.

- Defined and executed an enterprise-wide standard for NFRR; integrated NFRR standards with enterprise data management policies / standards to ensure consistency.
- Established inventory of NFRR reports containing standard demographic and risk assessment information; defined and executed change control process to maintain inventory.

**Key Accomplishments:**

- Coordinated enterprise-wide execution of regulatory changes; defined and implemented reporting on regulatory change management process.
- Committee Chair for Women in Technology & Operations Learning Community; executed global and chapter sessions for Technology, Operations, Business, Risk, and Project Management.

**Senior Vice President / Business Control Manager** (2011 - 2016)

Drove risk and control programs to ensure compliance in highly regulated industry; areas of transformation included QA, Risk & Control Self-Assessment (RCSA), and control monitoring. Developed a formal learning and communication program to support change execution.

- Led multi-year process and technology improvements to ensure and maintain compliance with external laws, rules, and regulations and internal policies and standards.
- Executed reporting and analytics strategy, including implementation of Microstrategy business intelligence tool to provide actionable information for executive dashboards.
- Managed \$5M budget for ongoing initiative deployments and production support within 1% variance.
- Worked with Operational Risk, Compliance, and Audit to execute changes across risk & control programs and standards.
- Directed talent development and engaged in early pipeline development for campus programs.
- Collaborated with consulting partners on multiple engagements to produce high-priority deliverables.

**Key Accomplishments:**

- Leveraged Waterfall and Agile project methodologies to implement global risk and compliance technologies for managing process inventories, standard taxonomies, key measures, and risk identification.
- Established project management office (PMO) to ensure on-time / within budget program and project deliverables.
- Implemented governance routines for access, data quality, and issue management; deployed QA programs to ensure consistency in gap identification, remediation, and resolution.
- Delivered in-person risk management training to 30,000 employees globally.

**Vice President - Global Risk Technology** (2010 - 2011)

Led the establishment of a comprehensive, consistent, and effective exam and issue management program, including information management routines and cadence for highly matrixed environment across the three lines of defense.

- Implemented a portfolio view of issues status to key executive stakeholders including views of upcoming/late milestones, action plan completion and overall health condition.

- Developed and deployed sustainability program that leveraged stress testing and targeted evaluations to review remediated regulatory issues for sustainability and effectiveness.

**Key Accomplishments:**

- Established organization's issue lifecycle management, from regulatory exam notification through issue remediation.

**Previous Tenures:** Vice President, Enterprise Technology & Delivery and Assistant Vice President, Enterprise Information Management at Bank of America | Consultant, Program Manager, and Account Executive at Forrester Research

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## EDUCATION

**Master of Business Administration** - Darden School of Business, University of Virginia, Charlottesville, VA

**Bachelor of Arts**, Professional Writing / Creative Writing - Carnegie Mellon University, Pittsburgh, PA

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## COMMUNITY ENGAGEMENT

League of Women Voters, Charlotte Mecklenburg - Charlotte, NC | Junior Achievement of Central Carolinas - Charlotte, NC |

American Red Cross - Charlotte, NC




## Information Services & Technology Committee

### Board Details

The Information Services & Technology Committee serves as an advisory group to the Board of County Commissioners and reviews plans at a conceptual level for major new automated systems with respect to justification of the system; adequacy of the system functions; appropriateness of the technical approach; availability of technology and personnel resources; to advise on how business as a whole is accomplishing or approaching challenges; and, to provide feedback to the Board when necessary on ITS challenges.


### Overview


 **Size** 12 Seats

 **Term Length** 3 Year

 **Term Limit** 2 Terms

### Contact

 **Name** Keri Carver

 **Phone** (980) 314-2152

### Additional

**Qualifications**

Members should have expertise in managing Information Systems. Persons serving must be a resident of Mecklenburg County. Appointed members must attend a minimum of 65% of all scheduled meetings in a calendar year and cannot miss three consecutive meetings. Failure to comply with attendance requirements will result in removal from the advisory board.

**Advisory Board Details**

The Committee validates the processes associated with implementation of automation plans including those used in the selection of equipment and service vendors. While performing these duties, the Committee provides appropriate coordination with any existing advisory bodies that may also have interest in the planned systems. The Committee reviews the plans of the ITS Department, of major automation projects and periodically reports to the Board of County Commissioners as to the same if necessary.

**Meeting Dates/Times**

Monthly - 3rd Friday at 7:30 a.m.

**Meeting Location**

Valerie C. Woodard Center - 3205 Freedom Dr., Charlotte, NC 28208, Suite 107

**Time Commitment**

1.5 hour for 10 out of 12 months

**Stipend**

No

**Special Notes****Job Description**



## Board Roster



### Stacey Jenkins

**Partial Term** Feb 21, 2023 - Feb 28, 2024

**Email** stacey.jenkins@gmail.com

**Appointing Authority** BOCC

**Home Phone** Mobile: (980) 253-7552

**Address**

618 King Edward Road  
Charlotte, NC 28211



### Andrew Blake

**Partial Term** Sep 19, 2023 - Feb 28, 2024

**Email** andrew.blake@gmail.com

**Appointing Authority** BOCC

**Home Phone** Mobile: (980) 245-0020

**Alternate Phone** Home: (704) 644-8877

**Address**

2200 Hogan Ct  
Charlotte, NC 28270



### Travis Burgess

**1st Term** Mar 01, 2021 - Feb 28, 2024

**Email** buryor@aol.com

**Appointing Authority** BOCC

**Home Phone** Mobile: (704) 618-7139

**Alternate Phone** Home: (704) 501-7260

**Address**

11939 Canter Dr  
Mint Hill, NC 28227



### Shvetketu Pandya

**Partial Term** Sep 19, 2023 - Feb 28, 2025

**Email** shvetketupandya@yahoo.com

**Appointing Authority** BOCC

**Home Phone** Home: (704) 588-7488

**Alternate Phone** Mobile: (980) 272-8716

**Address**

13128 Arrington Heights Pl.  
Charlotte, NC 28278



## Perry Chapman

**1st Term** Feb 16, 2022 - Feb 28, 2025

**Email** pchapman339@gmail.com

**Appointing Authority** BOCC

**Home Phone** Mobile: (704) 953-7155

### Address

5824 Mantario Dr  
Charlotte, NC 28269



## Johnathan Gorke

**1st Term** Feb 16, 2022 - Feb 28, 2025

**Email** gorke@me.com

**Appointing Authority** BOCC

**Home Phone** Home: (612) 987-1673

### Address

3904 Cambridge Hill Ln  
Charlotte, NC 28270



## Kevin B Hutchinson

**1st Term** Sep 19, 2023 - Feb 28, 2026

**Email** kbhutch@outlook.com

**Appointing Authority** BOCC

**Home Phone** Mobile: (704) 340-6463

### Address

10302 Auburn Top Ln  
Charlotte, NC 28277



## Vacancy

**Appointing Authority** BOCC



## Vacancy

**Appointing Authority** BOCC



## Vacancy

**Appointing Authority** BOCC



## Vacancy

**Appointing Authority** BOCC



## **Vacancy**

**Appointing Authority** BOCC