

MARCH 19, 2021

COLORADO CIO^{OF THE YEAR}
ORBIE
AWARDS

The 2021 Colorado CIO of the Year® ORBIE® Awards program honors chief information officers who have demonstrated excellence in technology leadership. Winners in the Super Global, Global, Large Enterprise, Enterprise, Corporate & Nonprofit/Public Sector categories will be announced on **March 26** at the virtual CIO ORBIE Awards.



KEYNOTE SPEAKER

An increasingly volatile world demands courage, strategy and new ways of doing business. It's CIOs' chance to step up.

JONATHAN ROSE, PAGE 4



Robert Dixon, former CIO, PepsiCo

CHAIR LETTER

Technology has helped us adapt and survive our new abnormal. CIOs have led that charge.

CRAIG RICHARDVILLE, PAGE 3

LEADERSHIP AWARD

AI and data science are just two pieces of the leadership puzzle. DaVita CIO Alan Cullop explains.

JENSEN WERLEY, PAGE 6



CONGRATULATIONS 2021 COLORADO CIO AWARDS NOMINEES

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2021 CIO OF THE YEAR

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LETTER FROM THE CHAIR

Pandemic elevates CIOs’ strategic role in 2021

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.

ColoradoCIO brings together leading CIOs of Colorado’s largest organizations to help CIOs maximize their leadership effectiveness, create value, reduce risk and share success. Through member-led, noncommercial programs, CIOs build meaning-



Craig Richardville is Senior Vice President, Chief Information and Digital Officer of SCL Health.

ful professional relationships with colleagues facing similar challenges, solving problems and avoiding pitfalls.

Throughout this crisis, ColoradoCIO 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 and share ideas, experiences and best practices.

For over 20 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 ColoradoCIO, technology executives take their lead-

ership 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, health care 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 ColoradoCIO, 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,



Craig Richardville
2021 Chair, ColoradoCIO
SVP, CIO & CDO – SCL Health

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COLORADO CIO OF THE YEAR

ORBIE AWARDS

Congratulations to the 2021 Colorado CIO of the Year Award Winners and Nominees

2021 CIO OF THE YEAR

“This is the opportunity for CIOs to step up and take control of the digital agenda. Don’t abdicate that responsibility in this world of volatility. Step in and fill that void of leadership because every company is hungry for more leadership on digital.”



KEYNOTE SPEAKER

A volatile world creates unprecedented opportunity for CIOs

Robert Dixon says tech leaders must learn to thrive in an uncertain future

BY JONATHAN ROSE | JROSE@BIZJOURNALS.COM | 303-803-9235

This year's Colorado CIO of the Year ORBIE Awards keynote speaker doesn't see the world slowing down anytime soon. In fact, to hear him talk, the volatility we're experiencing due to the Covid-19 pandemic could very well just be the beginning. He says that presents opportunity for tech leaders to step up within their organizations.

And Robert Dixon knows his stuff. The longest-tenured CIO in PepsiCo's history led the company's implementation of information technology and IT risk-management solutions worldwide. Before that, he was a 30-year veteran at Procter & Gamble. He's a board member at health care company Anthem Inc. (NYSE: ANTM), Build-A-Bear Workshop Inc., tech company Okta (Nasdaq: OKTA) and construction firm Gilbane Inc. He also runs his own consulting firm, The RD Factor.

This Q&A was edited for style, clarity and brevity.

Tell us about the throughline from Procter & Gamble to PepsiCo to Build-a-Bear and your more recent boards. Even though the businesses are different, if you think about some of the themes and opportunities that are being discussed in the C-suite and the boardrooms, it all has to do with how enterprises can create more value for their shareholders and other stakeholders. And one of the primary tenets of creating more value is the whole digital phenomenon that's going on right now.

At its core, digital has some fundamental elements that transcend all industries. It's just understanding how those elements play out in the industries – but you have to look at it from a very similar perspective.

What can a tech company like Okta learn from a consumer-packaged-goods behemoth like PepsiCo? Okta is an incredible technology company. They're building platforms that will help develop trust between the users and the services by improving the way that identities are managed. And they don't do this just for small-cap businesses or startups. They do this for the world's largest organizations.

Somebody like me who has gone through the role using the products that

“If you think things are going to slow down on the other side of this pandemic, think again, because the world is just different now.”

Robert Dixon is former CIO of PepsiCo and the keynote speaker at the 2021 Colorado CIO of the Year ORBIE Awards.

Okta creates – I would be a customer for those products, and I would have a view and perspective on how those products would work at enterprises at the scale at which I provide that leadership.

So bringing that view and perspective into Okta helps Okta think about ways in which they can approach their customer base – first and foremost having that customer view in the rooms with the executives as we determine the future of Okta.

This past year has accelerated trends in a lot of industries that many expected to take at least five years, all powered by technology. I've talked to several companies, clientele and customers who've said just that – they planned to implement a certain platform, and it was supposed to be a five year journey – and it all got compressed into months.

I don't know if it's a surprise, but what's amazing is the agility that, in particular, the IT organizations have demonstrated. And that businesses have pivoted from the current ways of doing business. All of a sudden their revenue dries up because of the world blowing up, and they have to find new ways of creating revenue and serving their customers – because the old ways just don't exist anymore and technology is at the absolute core of that.

It's kind of refreshing to see some of these just walls come down – they just come crashing down because they've got to find ways to connect people remotely now. It's not an option now; it's absolutely at the core of the way a company does business.

What trends do you think are here to stay? First and foremost is this theme around “VUCA” – it's a military term, and it's something that I learned many, many years ago about the fact that the world is volatile, it's uncertain, it's complex and it's ambiguous. And at some point, somewhere in the world, there's always a VUCA event going on.

And what's important about VUCA is that it's the constant now. Volatility is the constant and it's going to be the way we do business. Now we just hope that it's never at the level of volatility that we've been experiencing the past 12 to 18 months – but we live in a VUCA world.

The pace of change is not going to slow down. VUCA accelerated even more the

pace of change, but if you think things are going to slow down on the other side of this pandemic, think again, because the world is just different now. As companies and enterprises go through managing this pace of change and disruption, the way we do business today and the way we think about doing business in the future will be the emphasis. Digital will be at the core of enabling that happen.

So the speed of VUCA, speed of how one changes and adjusts to VUCA, and the speed of how one introduces responses to potential disruptions to the way you do business – speed will be one of the core determinants of being successful.

What's the one thing you hope people listening to your keynote at the ORBIE Awards walk away with? The most important thing I think people need to understand, know and appreciate is that this is volatile world and it's going to always be a volatile world. The volatility will look different from year to year but there's going to be volatility and that's just the way the world is. What your readers need to understand is that surviving, finding ways to survive in this type of world, is necessary – but it's not sufficient.

What I think is most important is you have to learn how to thrive in the world of volatility and that goes back to understanding how you deal with change. It goes back to understanding how you deal with your ability to pivot and do things different when it's pretty obvious that the old way won't serve the constituents of the future.

There's a courage element to this as well – dealing with the unknown and being comfortable going into environments you never thought you'd have to deal with.

This is the opportunity for CIOs to step up and take control of the digital agenda. Don't abdicate that responsibility in this world of volatility. Step in and fill that void of leadership because every company is hungry for more leadership on digital.

This is our moment. Let's figure out how to take it to a movement and not just one point in time.

Pandemic escape: I'm a garden and landscape nut. I spend a lot of time outside in the yard when weather permits. There's something about nature that's calming and comforting for me.

2021 CIO OF THE YEAR

“I’ve been doing this for more than 30 years now. People are like, ‘Does it get tired or old?’ Every day it’s super exciting. We’re doing it to make a real difference in people’s lives.”



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LEADERSHIP AWARD

DaVita CIO Alan Cullop leads tech team with AI, data science — and listening

Cullop’s IT strategy enables patient-centric care

BY JENSEN WERLEY | JWERLEY@BIZJOURNALS.COM | 303-803-9232

Alan Cullop took the opportunity to learn coding languages on an old keypunch at his first job, a then-startup called MCI, and transformed it into a career leading the information technology strategies of one of Denver’s largest companies. Cullop is now chief information officer for DaVita (NYSE: DVA), where he leads the implementation of the health company’s technology efforts. Throughout his career, Cullop worked in many different verticals and focused a lot on business-to-consumer interactions. But when his father got sick with kidney disease, he experienced the health care system and its patient interactions and thought that maybe there was something he could bring from the consumer space to health care. He met with now-CEO Javier Rodriguez, who shared a similar vision. Cullop joined DaVita, which specializes in kidney care and dialysis, nine years ago and become CIO three years ago. His day-to-day is focused on bringing people and their ideas together. “To me, it all starts with teams,” Cullop said. “I focus a lot of my efforts and energy ensuring our IT team, which is a diverse group of skill fits and backgrounds, is paired up well

“I’m someone who is eager to listen and eager to collaborate. I may have a perspective, but it’s a perspective everyone knows I expect debate on, and it’s often changed through that debate.”

with our business partners. I start bright and early on calls aligning our teams, projects and initiatives. ... A lot of my day is spent interacting with our business teams and clinical teams to make sure we’re being a good partner and enabler for the vision and where we all want to go.” That vision is patient-centric care, and Cullop is using his role as CIO to bring that goal to life through technology. “IT is well-positioned in terms of the power and what it can bring to help monitor patients and their conditions; we get a lot of information,” he said. His team is using features like artificial intelligence and data science to better use the patient information DaVita has access to, sort it in a quick and timely way, and then use it to better interact with other health systems and doctors to better serve the patients. “IT energizes and excites me,” he said. “I’ve been doing this for more than 30 years now. People are like, ‘Does it get tired or old?’ Every day it’s super exciting. We’re doing it to make a real difference in people’s lives.” And it starts by listening. “I’m a big fan of the more eyes we can have on any problem and the more diverse perspectives we can bring to

any problem, the more likely we are to get the best solutions,” he said. “I’m someone who is eager to listen and eager to collaborate. I may have a perspective, but it’s a perspective everyone knows I expect debate on, and it’s often changed through that debate. I also have a big focus on diversity and belonging. It’s the diversity of opinions that make you special.” Cullop’s advice to anyone who is entering a career of information technology or who is interested in becoming a CIO themselves is to stay curious. “It’s what keeps it fun. It’s constantly changing,” he said. “If you’re not someone who embraces change, this might not be the field for you.” He also encourages everybody in IT to use their voice. The career track might have a reputation of being full of introverts, but he said he doesn’t think that’s entirely accurate. “If you’re fortunate enough to be in the field and you’ve got the skills and intelligence, don’t be a wallflower,” he said. “Speak up and make sure your voice is heard. ... We all communicate in different ways and are all unique individuals. IT is ultimately a team sport. All of these areas have to come together, and you have to be communicative to get successful outcomes.”

DaVita CIO Alan Cullop is the Leadership award recipient in the second annual ColoradoCIO ORBIE Awards.

2021 CIO OF THE YEAR

SUPER GLOBAL FINALISTS

Organizations with over \$2.5 billion annual revenue & multi-national operations



LUIS CANEPARI
VP & CIO, Newmont

Canepari joined Newmont in April 2019 after a seven-year stint as vice president, technology. As CIO, he leads Newmont's IT organization, driving and overseeing enterprisewide plans to realize further value from the mining company's strategic business and technology investments. He was previously director of engineering and construction at AES Corp.

SUCCESS STORY:
"In 2019, Newmont acquired Goldcorp to form the world's leading gold company. This acquisition initiated a massive IT integration effort. Under my leadership, we have standardized our systems and leveraged economies of scale to renegotiate improved agreements. We improved service delivery through a redesign of the operating model and, thanks to the work of the team in late 2019 to upgrade the company network and telecommunication backbone, Newmont was able to move to seamlessly to remote working. Despite the challenges of Covid-19, we continued with hardware modernization and upgrades, eliminated thousands of obsolete systems and delivered multiple infrastructure modernization projects."



VELIA CARBONI
EVP & chief digital and technology officer, VF Corp.

Carboni is responsible for the integration of world-class digital capabilities across all of VF Corp.'s brands and global functions. She leads the Fortune 260 company's digital strategies to create meaningful connections and consumer experiences while driving growth. She previously spent 24 years at Fidelity Investments, overseeing emerging platforms.

SUCCESS STORY:
"As the impact of Covid-19 began to accelerate, we quickly pivoted to help our brands and consumers to react to significant change. We implemented buy-online/pickup-in-store, ship-from-store and curbside in select locations within two months. This rapid deployment of true omnichannel solutions kept associates and consumers safe and helped VF in its successful efforts to not close stores or furlough staff. These capabilities' overwhelming success quickly led to the acceleration of a VF Engineering omnichannel platform solution to serve other EMEA and NORA brands within five months."



BRIAN GABBARD
VP IT and services, Ball Corp.

Gabbard has more than 25 years of experience leading transformational change within large global companies spanning many industries including manufacturing, CPG, retail, telecommunications and managed services. His leadership has focused on transforming the way organizations work across support functions. Prior to Ball Corp., he worked for Aramark, Target and Cargill.

SUCCESS STORY:
"Within 20 months in this role, my leadership team has substantially changed the dynamic of how our business units at Ball view the IT contribution. Having re-envisioned the operating model of IT, and reorganized accordingly, we are now recognized as a strategic partner to our overall success here at Ball — as proven by the substantially increased investment that Ball has made and will make over the next five-to-seven years. We have secured and stabilized our foundation, implemented enabling technologies, invested in our leadership talent and created a vision and roadmap to sustain and support our tremendous growth as a company."



TIM LANGLEY-HAWTHORNE
SVP & CIO, Hitachi Vantara

Langley-Hawthorne is a people-focused, global high-tech and fintech executive. His work at multibillion-dollar, global Hitachi Ltd subsidiary Hitachi Vantara focuses on data storage, data management, analytics software and services. His prior work includes leadership at Western Union, where he delivered the first phase of its largest technology project at the time.

SUCCESS STORY:
"Within my first year of being named a CIO, I substantially completed the merger of a 4,000-employee global-services company, enabled about 12,000 company employees to work from home with minimal to no disruption, and championed the largest ever surge in learning and formal certifications for my team. I am most proud of is my team and I achieving all of this starting just one month after the first Covid-19 case was diagnosed. In what was an unprecedented year, where the new rulebook was being continually figured out, my global team not only delivered, but adapted and thrived."



CHAD MOSS
Partner & CIO, IHS Markit

Moss leads IHS Markit's global-technology operations and strategy. He oversees the intelligence company's global datacenter services, service management, business planning, architecture and planning, and digital workplace solutions. His group also serves IHS Markit's 160,000 global employees. His more than 25 years of experience include work in financial services, telecommunications and software.

SUCCESS STORY:
"The combined capabilities that we have gained through the merger of IHS & Markit is my success story. We have had a significant transformation of our technology, people, process and, most importantly, our culture. The transformation has put IHS Markit in a position of strength, relative to our rate of innovation, business alignment and agility. The pandemic demonstrated the results through our near-seamless transition to remote work globally. I am also very proud of our company, starting with our CEO, and our commitment to making a difference around diversity, equity and inclusion for our employees."



Humanizing Technology for Flourishing Communities

Congratulations to our SVP and Chief Information Officer, Carrie Damon, a finalist in the Colorado CIO of the Year ORBIE Awards.

Carrie, your personal mission to improve the lives of others is felt each day in the work you do to inspire whole person care across Colorado and western Kansas.

Thank you for your innovation and leadership to help amplify our 139-year-old healing ministry and to drive health forward.



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2021 CIO OF THE YEAR

GLOBAL FINALISTS

Organizations with over \$1 billion annual revenue & multi-national operations



JASON GIACHINO

VP, IT, Advanced Energy

Giachino is responsible for strategy and operations of Advanced Energy's global technology systems across more than 25 office locations and more than 10,000 employees. His nearly 30 years of experience as a global IT executive includes experience in high technology, manufacturing and telecom, including executive roles at Hypercom/Equinox Payments and Pricewaterhouse-Coopers.

SUCCESS STORY: "When I joined Advanced Energy as vice president of information technology, the company desired to create a world-class IT environment to enable significant organic and inorganic growth. This required an across-the-board capability assessment and a vision of what was needed to build a dynamic, world-class IT team. Together, we have made huge strides in building a modern, best-in-class IT environment — from ERP consolidations to best-of-breed applications and cloud infrastructure to cybersecurity — that has supported and enabled AE's transformation to a global, top-tier industrial technology company with over 300% revenue growth in the last six years."



TAMMIE HILEND

VP IT and facilities, Maxar Technologies

Hilend is a collaborative leader with a proven track record of executing complex programs and transforming technology capabilities through times of change in various industries. She is passionate about diversity and developing new talent in the technology industry. She's been involved with 40-plus mergers, acquisitions and divestitures.

SUCCESS STORY: "Maxar is the result of several legacy businesses merging; when we decided to all be known as Maxar, the MaxIT Transformation was born. This foundational infrastructure program unified all IT resources across the company to create a seamless experience for all employees and reduce information silos. Streamlining collaboration, software development infrastructure and standardizing our security posture enabled Maxar to seize new market opportunities and accelerate time to market. This program also happened while simultaneously shifting 75% of our workforce to full-time work-from-home nearly overnight at the start of the pandemic, which presented its own unique IT challenges."



SANDI MAYS

co-founder, CIO & CXO, Zayo Group

Mays' passion is providing an effortless customer experience for both internal and external customers. Prior to joining Zayo, she served in management positions at ICG Communications, Level 3 Communications, MFS Telecom and WorldCom. Mays is a champion for diversity in the tech community and serves on the Latino Leadership Institute board and others.

SUCCESS STORY: "Zayo provides mission-critical bandwidth to the world's most impactful companies, fueling the innovations that are transforming our society. I have a very diverse technical team (57% female and 33% underrepresented minorities) that builds applications which accelerate revenue growth by making it easier to sell and retain revenue. We partner and collaborate closely with other teams to achieve cost savings through automation. Our results are measured through net promoter scores (NPS), effortless scores and employee satisfaction scores that are the best in the industry. We take pride in our values and believe that innovation can happen every day."



MICHAEL RINGMAN

CIO, TELUS International

Ringman started his career as a bike-shop mechanic but says it was a natural transition to go from fixing bikes to fixing IT solutions. Prior to joining TELUS, he was VP of global infrastructure at Teletech (TTEC) and a network consultant for IBM Global Services. He's reduced operating costs by more than 20% in his prior roles while increasing system availability to 99.95%.

SUCCESS STORY: "This year, many CIOs had to support a newly remote workforce. TELUS International was able to do this seamlessly with our cutting-edge IT infrastructure and continued with business as usual, garnering confidence from clients and prospects. We also launched TELUS International Digital Solutions, a new business unit that encompasses digital-solutions engineers, developers and our innovation lab — an investment in R&D to develop and test digital customer experience solutions. We also integrated team members from recent acquisitions, contributing to our growing workforce, capabilities to deliver exceptional solutions and, finally, the confidence in closing another acquisition."



CHANDRA VENKATARAMANI

CIO, TTEC

Venkataramani joined TTEC in 2019. Prior to joining TTEC, he was CIO at Convergys. He previously served as COO at Aegis Communications, CEO at Swift Response, and held other leadership positions during his tenure at Chase Manhattan Bank. He has a successful history of delivering operational excellence through robust processes.

SUCCESS STORY: "When Covid-19 hit, we closed 100-plus locations. My team made arrangements for displaced employees to receive computers and connectivity at home. TTEC's entire business was in jeopardy. We moved 45,000-plus employees to remote work. I worked to ensure we mobilized while working with local internet providers as many didn't have sufficient internet or it was costly. This allowed TTEC to continue to serve our customers, who rely on us to keep their businesses afloat during Covid-19. This success drove the market cap of the company up by over \$1 billion in 2020."



MIKE WADE

SVP global technology and enterprise PMO, TerumoBCT

Wade has overall responsibility for Terumo's global IT function and supports its mission, vision and values by setting strategic direction to support global information systems requirements throughout the company. He has over 25 years of IT experience in diverse industries and held leadership/technology positions at Janus Capital Group and UMB Bank.

SUCCESS STORY: "I consider our ability to not miss a beat as a global, critical industry company during the pandemic to be one of the greatest accomplishments of my career. We had the necessary systems, support structures and infrastructure already all in place to allow our workforce to not miss a day. We kept our six global manufacturing sites open and functioning, and all our other employees were able to effectively work remotely on Day One. We have had very few issues and have also stayed on track to deliver three major, new global system implementations during the pandemic."





Luis Canepari,
*Vice President and
Chief Information Officer*



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2021 Colorado CIO of the Year
nominees for their hard work,
dedication, and leadership.



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2021 CIO OF THE YEAR

LARGE ENTERPRISE FINALISTS

Organizations with over \$1.2 billion annual revenue



JOYCE CROCKER

CIO and senior manager IT, Tri-State Generation and Transmission Association Inc.

Crocker is an executive leader with proven expertise in information technology, enterprise risk management, program management, change management, organizational development and solutions delivery. In her 30-plus years in both public and private sectors, Joyce has held senior leadership roles at Harris County, Waste Management, Dell Computers, and America West Airlines.

SUCCESS STORY:

“Legacy system transition, footprint consolidation and continued IT transformation in support of our mission to ‘build and maintain low-cost highly-reliable systems’ continue to be both a great accomplishment and an ongoing journey. Transitioning to SaaS solutions allows for reduced long-term costs, scalability, let’s us adapt the solution to our business as it changes, and provides flexible and accessible alternatives to real-time information when and where it suits each employee. Continuing to mature our IT operations, planning and people to provide robust solutions is the cornerstone of our efforts allowing IT be a true business partner to the organization.”



JAMIE CUTLER

SVP of IT and CIO, Air Methods Corp.

Cutler has more than 20 years of experience in technology, consulting and corporate management. He’s held leadership positions in the hospitality, technology, oil and gas, medical, transportation and tourism sectors, including leadership roles at QEP Resources and MarkWest Energy Partners. Outside of work, Cutler is a true Colorado fitness lover.

SUCCESS STORY:

“I was hired toward the end of 2019 to turn an underperforming IT function into a growth-enabling group. We made that change in 15 months, during a pandemic, and simultaneously moved the company to remote work across 5,500 employees and over 400 locations. Certainly, all IT leaders had a challenge of moving to remote in 2020, however we reduced spend by \$5 million, hired 10 new IT leaders, created new data science teams and completed significant acquisitions and projects adding to top-line growth during the pandemic, which is a different level of achievement and my team’s biggest accomplishment to date.”



CARRIE DAMON

CIO, Centura Health

Damon is responsible for strategy, execution and support of all clinical and business systems, informatics, architecture, data and analytics, infrastructure and operations, security, project management and business relationship management. Prior to joining Centura, she was the vice president of IT at Molson Coors Brewing Co. where she implemented a new organizational strategy and structure.

SUCCESS STORY:

“My greatest accomplishment has been aligning the incredible people in IT with the incredible caregivers across Centura Health to deliver solutions to support our community during Covid-19. IT closely partnered with the business to implement Covid surge plans in our hospitals, deliver care to our patients through virtual care, manage and support our associates who were Covid-positive, and implement new solutions for vaccine clinics. We made hundreds of changes in our electronic medical records system to improve efficiencies with all of new Covid protocols. This allowed our caregivers to spend more time where they want to be, with our patients.”



CAROL KLINE

CIO, Empower Retirement

Kline provides strategic IT leadership by working with Empower’s technology and business teams to define and deliver IT strategy and capabilities across the company. She is a key contributor to business-to-business and business-to-consumer engagement strategies. Before joining Empower in 2019, she held leadership roles at Conduent, TeleTech (TTEC) and EchoStar.

SUCCESS STORY:

“We built a team that can execute. We focused on defining a clear strategy, organizational alignment, prioritization, program execution, accountability and top-to-bottom communication. We built a multiyear strategy and delivered the first year as committed. We delivered key business transformation initiatives: 1. Moved nearly 500 applications to the cloud; 2. Delivered on our API strategy as part of our modernization plan; 3. Enhanced our security posture through a focused program; 4. Built a global delivery model; 5. Underran our budget by \$9 million! More important — we built strong business relationships and gained the confidence of our leadership and the broader organization.”



ATILLA TINIC

SVP & CIO, DISH Network

Tinic leads IT strategy and operations for DISH TV, SLING TV, and Wireless at DISH Network. He delivers innovative technology services and solutions for best-in-class customer, employee and partner experiences. Tinic’s 25-year IT and telecommunications career includes leadership roles at CenturyLink, Level 3 Communications and Bell Canada.

SUCCESS STORY:

“My greatest accomplishment in my current role has been enabling our digital future and helping launch new lines of business. This includes DISH TV, SLING TV, OnTech, Boost Mobile and the build of our 5G network. On this journey we have implemented an award-winning agent tools suite and leveraged various cloud-native platforms that have us on our way to fulfilling our vision of an intelligent enterprise. The intelligent enterprise consists of catalog-driven platforms that leverage intent-based workflows, embedded cognition and open APIs. Looking to the future, we are well-positioned to support our whole family of brands.”



PURNIMA WAGLE

CIO and digital transformation leader, DCP Midstream

Wagle is responsible for DCP Midstream’s digital strategy and leads all technology groups within the company, including cybersecurity and robotic process automation. Her 25 years of expertise driving innovation and culture change includes global leadership with teams in more than 20 countries. Wagle serves on Colorado Technology Association’s board of directors.

SUCCESS STORY:

“Purnima is a transformational business technology leader who elevated IT and amplified speed to returns. DBJ recognized Purnima as a 2020 Top Women in Energy and DCP was selected by WEF as a global lighthouse for deploying 4IR technologies at scale. Purnima created the CIO function by integrating OT, IT and digital product development; established an IT transformation model with demonstrated ROI; Introduced LEAN thinking; leveraged external partners for innovation in tech ventures; deployed disruptive/emerging technologies, AI/ML, robotics and predictive analytics; and set up a digital twin for improved decision-making.”





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2021 CIO OF THE YEAR

ENTERPRISE FINALISTS

Organizations with up to \$1.2 billion annual revenue



DEV ASHISH

CIO, ClearChoice Management Services

Ashish leads ClearChoice's information technology and analytics groups for a fast-growing customer footprint. His 18 years of experience in health care and health-care IT include management and senior leadership roles at Epic Systems, DuPage Medical Group and GoHealth Urgent Care where he built out the company's IT and revenue cycle arms.

SUCCESS STORY:

"My success is defined by the impact that my team and I can have on the broader organization and how we can enable our clinical teams to deliver life-changing transformations for our patients. As the organization dealt with the impact of Covid-19, the IT team rallied to enable remote work almost overnight, implemented video consults for our patients at a week's notice and enabled 3D printing of personal protective equipment amongst other projects. The technology-driven way of conducting business is here and our team is delivering a great experience for our doctors and patients."



EILEEN BAINES

SVP & CIO, CoBank

Baines manages the IT division and is responsible for IT enterprise and solution architecture, software and platform development, IT infrastructure, IT operations, end-user computing and support. Her 20 years of experience includes work with Western Union, Janus Capital Group, JPMorgan and CoBank. Her approach is to run IT like a business.

SUCCESS STORY:

"Leading the IT organization and our transformation into a highly effective and business-aligned team is my greatest accomplishment to date. With the support of key executives, business partners and colleagues across the bank — and a strong IT team — key facets of IT's transformation include running IT like a business by leveraging the Technology Business Management framework and setting IT strategy aligned with business strategy and digital transformation. The transformation enabled IT to successfully pivot in March 2020 to support the transition to 97% remote work in response to Covid-19 which accelerated components of the technology strategy."



RICH BENNER

CIO, Wheel Pros

Benner is an IT strategist and digital transformation executive who, over a 25-year career, successfully developed and implemented digital strategies at Fortune 500 companies. Benner has been asked to speak at industry conferences, consult, share experiences and provide advice with peer companies to help with their digital transformation journeys.

SUCCESS STORY:

"Wheel Pros, based in Greenwood Village, is a rapidly growing company that specializes in designing, marketing, and distributing high-quality aftermarket automotive products including wheels, suspension and accessories. As CIO, Rich led Wheel Pros through a business-critical digital transformation. In short order, he was able to establish a new direction for IT leading the team through a complete transformation, delivering a resilient network, comprehensive cybersecurity, improved enterprise capabilities, advanced sales analytics, and new customer-facing platforms. His leadership has shifted the IT organization to become a business enabler and ensured the company can achieve their exponential growth."



BILL CASE

CIO, WOW! Internet, Cable & Phone

Case is an entrepreneurial executive with more than 25 years of technology, operations, human resources and business development experience in the cable, business services and health care industries. At WOW! He leads the company's IT, technology-transformation and program-management teams. He's held executive roles at AT&T Broadband (Comcast) and Teletech (TTEC).

SUCCESS STORY:

"In 2020, WOW! saw a dramatic increase in throughput and quality of IT delivery, completing nearly 50 major business initiatives— double from 2019 and over four times the volume from 2018. We achieved 95% on-time delivery, delivering IT services nearly 10% below budgeted costs. We deployed WOW!'s first IP-based video services platform, WOW! tv+, as well as a series of customer-centric systems and automation to better serve customers' growing broadband needs. We realized these exceptional achievements and supported the change to a remote workforce model amid an unprecedented increase in consumer demand for broadband services during the Covid-19 pandemic."



GEOFF FELDER

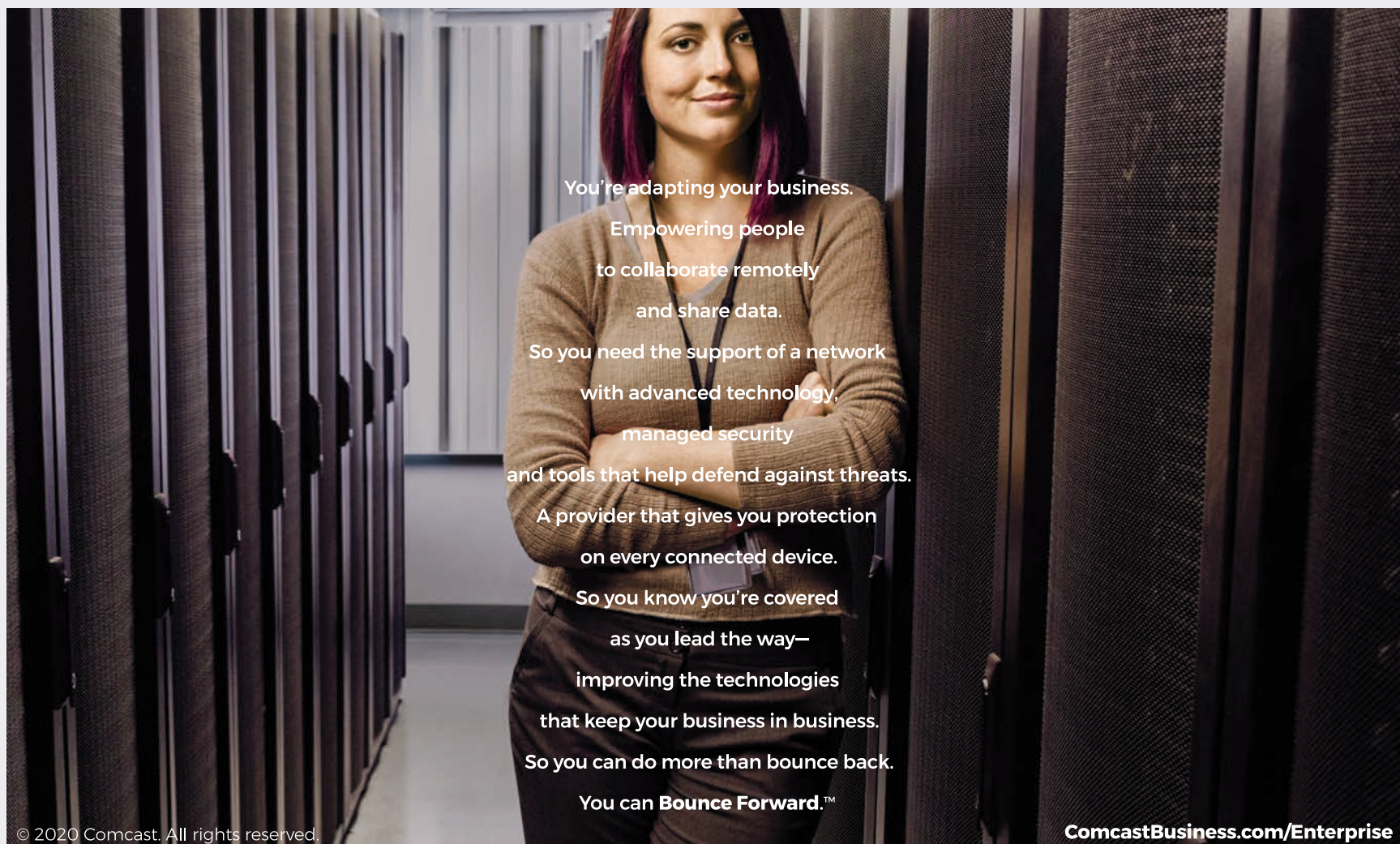
CTO, TriZetto Provider Solutions a Cognizant Company

Felder brings over 30 years of experience leading complex product development programs, from ideation to commercial launch and sustainment. He's responsible for managing all aspects of TriZetto's software development lifecycle and oversees cloud operations and overall infrastructure strategy. He previously held executive roles at a variety of organizations.

SUCCESS STORY:

"In the very early stages of the Covid-19 pandemic, the decision was made to go to 100% remote work. This decision was made to protect our employees and to ensure that we could implement our business continuity plan in an orderly fashion. While still navigating through a pandemic and optimizing our remote-work model, Cognizant was hit with a widespread ransomware attack. Without hesitation, the entire team stepped up to protect our customers' data and ensure critical services weren't disrupted. The pandemic and ransomware attack were significant challenges that were overcome through professionalism and team dedication."





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2021 CIO OF THE YEAR

CORPORATE FINALISTS

Organizations with up to \$500 million annual revenue



CHARLIE BILLINGS

CIO & VP of IS, Professional Case Management

Billings joined Professional Case Management as CIO in 2019. His 25 years of IT management experience includes executive roles at LT Trust Company, Fiserv, First Data and Qwest Communications, where he led software development, software quality, program management, security and compliance teams. Billings started his career with Deloitte & Touche.

SUCCESS STORY:

“In 2020, I led a digital transformation which enables PCM to hire 200 to 300 nurses per month, visit nursing homes and schools with global pharmaceutical companies helping prevent thousands of vulnerable citizens from contracting Covid-19, and handle 9,000 shifts per week. We integrated employee data across multiple cloud platforms and innovated an automated workflow. PCM created a complex, custom eligibility engine and integrated it with Workday and Salesforce to comply systematically with state-based licensing requirements. PCM’s early adoption of Microsoft’s pre-release security features ensured data are made secure and facilitated rapid achievement of GDPR, HIPAA and CIS20 compliance programs.”



MIKE BUSH

senior director of IS, Colorado Rockies Baseball Club

Bush leads all technical aspects of the Colorado Rockies at Coors Field, Salt River Flats and the team’s Dominican Academy. He’s currently focused on providing IT services for the Coors Field-adjacent development McGregor Square. He works with Colorado Technology Association and volunteers to help the unhoused at Marisol Home.

SUCCESS STORY:

“The Rockies IT team has been able to stand up several large-scale technology initiatives. We continue to keep our end users and fans delighted with an extremely lean staff. The baseball fan experience is evolving, and the Rockies want to be in the front of the technology while also maintaining a traditional baseball atmosphere. We are building McGregor Square which will be a technological marvel and a hub of urban activity for baseball fans and non-baseball fans alike. These accomplishments are significant and have allowed the Rockies technology approach and implementation to surpass many sports teams in comparable markets.”



PAUL FARNSWORTH

CTO, DHI Group, Inc.

Farnsworth is an experienced leader with a strong focus on technology driving business objectives. He’s responsible for the IT, engineering and development teams at DHI Group. Prior to DHI, he was CTO at Reed Group and senior vice president of information technology at Level 3 Communications. He has served on various boards.

SUCCESS STORY:

“I, together with my leadership team, transformed our go-to-market strategy, starting with our engineering and development capabilities. Shifting to a domain-driven model, our team collaborated with the product organization to prioritize critical projects. We accelerated the delivery of product features allowing more technologists to find a perfect job, while enabling employers to fill vital technology roles. We also moved our global teams to work remotely, provided new levels of support for our organization and included upgrades to software and equipment. All efforts empowered our internal team members to work efficiently remotely to ensure no disruption in service to our customers.”



JAMES JOHNSON

interim CIO & CISO, Holland & Hart LLC

Johnson’s 25 years in information technology includes leadership within both government and the private sector in Fortune 100 and 500 companies. He supported the PU-238 power pack for the Cassini Space Mission and the Accelerator Production of Tritium project. Johnson developed and implemented the IT Security Strategic Plan for Denver International Airport.

SUCCESS STORY:

“Seamlessly transitioning the entire firm to remote work and the ongoing technology support needs of clients and lawyers without interruption is my greatest accomplishment. I incorporated security in all aspects of transition to maintain client requirements and best-in-class practices. Proactive planning was key. Anticipating supply-chain disruptions, I preordered laptops and held laptops planned for off-lease. The planned tabletop exercise of the newly revised Business Continuity Plan was immediately transitioned to a real time Covid-19 incident response using the plan’s pandemic module. The result was transitioning 910 people traditionally working in the office to working from home in two weeks.”



KLAVS MILLER

CTO, Procare Solutions

Miller’s leadership approach is based on empowering his talented teams and a willingness and ability to understand details — jumping in to help when needed. He’s focused on outcomes, and values both effort and success. Prior to Procare, Klavs held tech leadership positions at DHI/Dice.com, onTargetjobs, Quark, Vericept and Baan.

SUCCESS STORY:

“Procare has delivered child care management software to thousands of providers for over 30 years. One reason we’ve succeeded is through technology investments and M&A. While beneficial, acquisitions have resulted in silos. I’ve reimagined a cross-functional team to harmonize a disjointed organization. By introducing of a number of industry best practices and tools, we’ve quickly launched game-changing technologies like contactless check-in to help child care businesses more safely navigate Covid-19. While innovating, we have also implemented operational excellence and achieved significant expense savings by investing in modern cloud technologies.”





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2021 CIO OF THE YEAR

NONPROFIT/PUBLIC SECTOR FINALISTS

Government, education, and nonprofit organizations



DR. DAVID BESSEN
director, IT, & CIO,
Arapahoe County

Bessen has established IT governance at Arapahoe County since he entered the role in 2011, converting the IT department to a bimodal operation and using innovative technologies to drive government efficiencies and foster collaboration. He was previously in the media industry where he served as VP and CIO of MediaNews Group.

SUCCESS STORY:
“The words ‘innovative’ and ‘government’ don’t frequently appear in the same sentence, but the Arapahoe County Government IT team has been incredibly innovative. We have built a highly efficient product that saves taxpayers \$1.4 million annually and became a SaaS provider to other counties which wanted to adopt the tool, resulting in a new revenue stream for the county. IT is now launching a countywide digital strategy focusing on making citizen interactions and transactions with government ‘frictionless’ and easy. Using technology and optimized business processes, we will increase efficiencies and lower costs, in addition to transforming IT operations through system consolidation.”



MIKE JEFFERIES
VP & CIO, Boulder
Community Health

Jefferies is responsible for implementing technology solutions at Boulder Community Health that advance provider capabilities and operational efficiency. Prior to this role, Jefferies was vice president of information systems at Longmont United Hospital and previously worked at ACS/Xerox and McKesson providing IT solutions to hospitals across the country.

SUCCESS STORY:
“In the span of four years, we transformed our health system through technology, but it was an employee-first strategy that made it possible. We invested first in our people and gave them the support they needed to succeed. With a clear vision of a three-year transformation, the team rallied and put in long hours to support our mission. The result was a \$34 million technology overhaul that was so well implemented that it paid for itself while also driving substantial improvements in the quality of medical care and patient satisfaction. When we put people first, results follow.”



DR. MONIQUE SENDZE
CIO, Colorado
School of Mines

Sendze leads Mines’ Information & Technology Solutions (ITS), which has responsibility for universitywide academic, administrative, data/analytics, and research technology services and support. Her more-than 20 years of technology leadership in state and local government include roles such as director of information technology, chief technology and innovation officer, and chief operating officer.

SUCCESS STORY:
“My proudest accomplishment has been how I have led the IT team through building a culture of belonging through open roundtable discussions on issues of equity, diversity and inclusion, and moving the team from awareness to action. Recognizing the personal impact recent events in the country were having on diverse team members in my department, I created an opportunity for the team to voluntarily discuss issues of race, share perspectives, experiences, and talk about what this meant for them as individuals, an IT team and for the School of Mines. Our model has been adopted by other units on campus.”



CHRIS WATKINS
director of IT,
Craig Hospital

Watkins leads IT at rehabilitation facility Craig Hospital. Prior to this role, he served as senior director of infrastructure for Centura Health and systems director for computer operations at Presbyterian/St. Luke’s Medical Center. Before entering health care, Watkins was computer operations manager for Denver operations at what is now Time Warner.

SUCCESS STORY:
“I created a five-year strategic plan when I first arrived at Craig Hospital that I have successfully implemented. As a result, I was able to apply and obtain membership for Craig Hospital in the Colorado Regional Health Information Organization as the first long-term care facility in Colorado. In addition, I successfully built a vision for collecting discrete data for the purpose of developing advanced analytics for improved outcomes and to substantiate the Craig success story by obtaining board approval and funding to convert our Electronic Medical Record to an Epic Electronic Health Record in 2020.”



KEVIN WILKINS
CIO, City of Fort Collins

Wilkins joined the City of Fort Collins in 2020, providing strategic oversight of citywide digital and technology capabilities. His 25 years of IT includes work in several global industries. He’s served in strategic, executive roles at Travelers, and GE/Swiss Re, where he led several enterprise technology functions, driving forward digital strategies.

SUCCESS STORY:
“I joined the city as its new CIO in 2020. Within three weeks, the pandemic hit, forcing Fort Collins into crisis mode: Offices were closed with 70% of employees sent home to work. Public meetings needed to be virtualized. During the coming weeks, 15% of our IT team contracted Covid-19, severely impacting our service levels and emotional impact as one of our colleagues spent 39 days in ICU. I responded immediately, mobilizing a citywide task force to implement new, innovative solutions that will benefit our city, businesses and residents for years to come.”



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