

STATE OF MINNESOTA



MARK DAYTON
GOVERNOR

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President of the Senate

NOTICE OF APPOINTMENT

Carolyn Parnell

3319 34th Ave S.
Minneapolis, Minnesota 55406
County of Hennepin
Congressional District 5

Because of the special trust and confidence I have in your integrity, judgment and ability, I have appointed and commissioned you to have and to hold the office of:

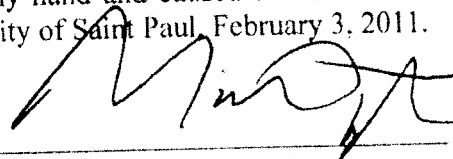
CHIEF INFORMATION OFFICER

Effective: February 7, 2011
Term Expires: January 5, 2015

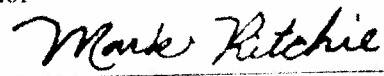
This appointment carries with it all rights, powers, duties, and emoluments granted by law and pertaining to this position until this appointment is superseded or annulled by me or other lawful authority or by any law of this State.

IN TESTIMONY WHEREOF, I have hereunto set my hand and caused the Great Seal of the State of Minnesota to be affixed at the Capitol in the City of Saint Paul, February 3, 2011.





Governor



Secretary of State

Replacing: Sara L. Schlauderaff

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Minneapolis, MN 55406
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SUMMARY

Versatile, results-oriented leader with comprehensive business and technical background. History of bridging IT and business units to enhance organizational value and translate complex business requirements into technology solutions. Extensive experience in information technology leadership including organizational management, service delivery, technical operations management, large-scale system implementation, strategic planning and visioning, partnership-building, and large project management. Track record of success in aligning goals to drive process improvement using limited resources and skilled at leveraging existing technologies to save costs. Adept at clearly establishing priorities, managing risk and driving timely completion of projects with aggressive timelines.

PROFESSIONAL EXPERIENCE

Minnesota State Colleges and Universities System – 2009 – Present Chief Operating Officer for Information Technology Services

Responsibilities: Lead and direct all technology operations and activities in support of the fifth-largest system of two-and four-year colleges and universities in the country (32 institutions on 54 campuses in 47 communities with 390,000 students and 19,500 faculty and staff), managing a budget of \$41M. Work closely with leadership and campus technology staff, faculty and students to lead all ITS units and manage overall ITS operations including academic and administrative computing services, application development, BI, networking, telecommunications, classroom technologies and help/service desks. Initiate, oversee and ensure completion of ITS projects. Provide direction around future infrastructure and enterprise applications and provide guidance to key channel and campus leaders. Work with the appropriate committees to ensure that programs and services are suitable. Supervise ITS leaders and monitor their performance and accountability. System-wide, lead governance groups in policy planning and project development efforts related to the use of technology in the teaching and learning enterprise. Facilitate consultative dialogue among constituencies necessary for policy recommendations and implementation. Co-chair the system-wide Technology Strategy Council and Information Technology Management Council and other high level governance groups. Serve as the primary liaison between ITS and the Board of Trustees Technology Committee, Leadership Council Technology Committee, Minnesota Online Council and others; provide updates accordingly. Collaborate with stakeholders, initiate and/or participate in strategic IT planning and policy development sessions. Monitor state and national higher education technology policy trends and issues; provide relevant strategic planning guidance. Support campuses on technology-related policy issues upon

request. Stay abreast of national policies and strengthen the relationships IT has with policy-making bodies. Provide leadership to the OOC ITS division of 180+ employees and, as appropriate, to campuses in support of expanded and more fully integrated technology planning. Serve as the point of contact for national technology planning efforts.

Successful at assessing and correcting multiple operational inefficiencies and overspending, strengthening IT governance and building a strong and cohesive management team. Applied broad business experience with technical expertise and analytical skills to help MnSCU develop a corrective tactical plan and to articulate a vision for the future.

Major accomplishments include reduced consulting costs from \$8.8M to \$3.3M in 8 months with measurable improvement in work output. Establishment of project and initiative ROI mindset and introduction of a system of performance metrics including an activity-based-costing methodology to measure current costs and provide a model for future budget decision-making and resource mapping of high-demand skill sets.. Built strong management team and re-engineered the Project Management Office. Provided updates to Board of Trustees and State entities on progress and achievements of a 3-year \$60M legislative funding allocation. Improved communication overall with the Leadership Council of campus Presidents, campus CIOs and with Office of the Chancellor divisions, providing transparency and accountability of ITS activities and spending.

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Minnesota Public Radio/American Public Media – 2003 – 2009
Director, Information and Broadcast Technology

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Responsibilities: Delivery of business, broadcast, and Internet technologies for distribution of on-air and online programming in support of 38 radio stations with offices, production facilities and broadcast operations in Minnesota, Michigan, Iowa, South Dakota, Idaho and California; and bureaus in New York Washington, D.C., Los Angeles, Boston, Philadelphia, Miami, London and Beijing. Responsible for planning, designing, developing, implementing and maintaining IT and broadcast systems infrastructure and networks, LANs, WANs, desktop computing, telephony, VoIP, email, systems integration, Windows and Unix/Linux systems, SANs, support of core business applications (Finance, HR, Membership), iPhone apps, and Web application development (primarily open source) on inward and outward facing systems in a 24x7 on-call environment.

Successful at development of a sound software development project approach and methodology including ROI analysis and build/buy decision-making; establishing a system-wide change management process; stepping up security and monitoring including the correction of all security issues identified in an IT security audit and network vulnerability assessment; standardizing broadcast technologies and network management; creating a culture of partnership by encouraging IT employees to think beyond the boundaries of IT; cultivating effective relationships with other organizational leaders; and

improving the visibility and reputation of IT staff members and accomplishments company-wide by championing their efforts and successes.

Major accomplishments include the development of a strong IT management team and department; drawing out and communicating technology and organizational requirements company-wide both to improve program delivery and to take advantage of emerging distribution opportunities such as podcasting and streaming; working with business leaders and units to understand their needs and opportunities and managing internal and external resources in the development, delivery, and support of solutions; leading a collaborative process for the choice and implementation of a state-of-the-art broadcast technology system; stabilizing and strengthening IT service delivery in Los Angeles and Pasadena; the assessment of appropriate technology needs for Membership's pledge drive outsourcing decision-making; development of rolling three-year and five-year strategic plans.

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VISTAinfo DMS, Inc/FNIS-MLS - 1999-2003
Director, Networks and Data Centers

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Responsibilities: Delivery of corporate and customer IT systems, networks and data centers for delivery of mission critical data 24x7x365. Responsible for telecommunications, computer hardware platforms (Compaq Alpha and Sun), operating systems (VMS and Unix), relational databases (Informix and proprietary Alpha), PCs, LANs and Internet connectivity that are reliable, high-performance, cost-effective and secure. Sites managed include 8 corporate sites, 70+ customer sites with 350,000 end users and a centrally hosted data center with 40,000 users.

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Successful at working collaboratively with customers, sales, marketing and finance for optimal approach to initial technical design, ongoing support services, problem resolution and strategic planning, resulting in satisfied customers and business partners.

Major accomplishments include the building of a new department for IT support and design with a strong departmental identity and cross-functional team with a spirit of service; design and marketing of effective and standardized networks, systems and management tools applicable to multiple sites around the country; effective customer communications; implementation of creative problem-solving and troubleshooting processes and procedures and managing staff and technology changes generated by mergers and acquisitions.

UNIVERSITY OF MINNESOTA - 1985 to 1999
Director, Networking and Telecommunications Services

Responsibilities: Delivery of enterprise-wide voice, data and video telecommunications services provided through the operational management of the University's fiber and copper cable plant to 200+ buildings including a major research hospital, an ATM, ether switch and router-based network backbone (47,000 IPs), multiple DS-3 Internet

connections, a vBNS OC-3 connection, an Internet2 Gigapop and NOC implementation, a central modem pool (2000 modems), an Intecom PBX telephone system (26,000 stations), a distance education video network (connecting 4 outstate campus sites), a Boston Technologies voice mail system and a MAC process (18,000 requests annually). Total annual budget responsibility exceeded \$34M operating and \$15M capital funding.

Successful at working collaboratively for the development and implementation of University-wide telecommunications and networking policies; designing and implementing ongoing organizational development initiatives including maintaining a climate of teamwork and cooperation; providing leadership for 120 professional, technical and clerical employees; provision of cutting-edge technology for researchers;

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developing long range plans to provide direction for effective and prudent allocation of resources utilizing financial and usage forecasting; and providing operational planning for future information technology services and equipment;

Major accomplishments include the ability to manage the organization to meet increasing technology demands in a climate of cost-consciousness; effective strategic planning; the successful merger of academic and administrative networking and telecommunications with disparate cultures and priorities; establishing a capital plan using life cycle costing; development of an enterprise-wide network upgrade plan; development of a disaster recovery plan; development and implementation of a measurement/rates study that included outsource benchmarking; the reengineering of core service delivery and trouble management processes; the successful negotiation of the telecommunications portion of the Fairview-University Hospital merger agreement; and the ongoing retention of a highly-skilled voice, data and video network management staff.

Assistant Director, Telecommunications Services - 1989 to 1994

Responsibilities: Provide fiscal management: cost accounting and auditing of annual budget; budget preparation, control and reporting; equipment and resource acquisition and reporting, including major capital expenditures; chargeback funding models for new products and services. Management of human resources functions: payroll administration; compliance with employment laws and University employment policy; monitoring of diversity goals.

Manager of User Services, Telecommunications Services - 1987 to 1989

Responsibilities: Manage end user services activities: system analysis and design; training and support for end users in new and existing technologies; departmental MAC order process; new voice and data product development; LAN and network access project management; and development of service policies and procedures.

NOBLES COUNTY FAMILY SERVICES, Worthington, MN - 1982 to 1985

Child Protection Social Worker

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Responsibilities: Respond to child abuse reports to assess families' need for services. Managed a caseload of 25-35 families, providing crisis intervention and ongoing case management services; act as liaison between educational, legal, medical and mental health groups to collaborate on cases and to develop community and client resources, engage in frequent public speaking for community and educational programs.

COMMITTEE/INITIATIVE EXPERIENCE

CIO Advisory Group, Minnesota High Tech Association (MHTA)
Midwestern Higher Education Commission Telecommunications Committee
U of MN Capital Improvement Advisory Committee
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Chair, U of MN Outsourcing Advisory Committee
U of MN Enterprise Security Initiative
Internet2 Advisory Group

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COMMUNITY VOLUNTEER EXPERIENCE

Board Member - Crisis Connection, Minneapolis MN
Board Member - Treasurer - Charles Babbage Foundation, Minneapolis, MN
Outreach Volunteer - Crisis Connection, Minneapolis, MN

EDUCATION

B.A., University of Minnesota, Morris - Sociology and Liberal Arts for the Human Services
MBA, Carlson School of Management, University of Minnesota - Finance and Operations