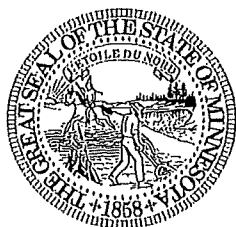


STATE OF MINNESOTA



TIM WALZ
GOVERNOR

RECEIVED

APR 17 2019

President of the Senate

NOTICE OF APPOINTMENT

Tarek Tomes

658 Cedar Street
St. Paul, MN 55155
County of Ramsey
Congressional District 4

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:

COMMISSIONER

MINNESOTA IT SERVICES

Effective: April 29, 2019

Term Expires: January 2, 2023

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it all rights, powers, duties, and emoluments granted by law and pertaining to this position until this appointment is superseded or annulled by me or other lawful authority or by any law of this State.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 State Capitol in the City of Saint Paul, April 16, 2019.



A handwritten signature in black ink, appearing to read "T. Walz".

Governor

A handwritten signature in black ink, appearing to read "Steve Pinn".

Secretary of State

Replacing: William Poirier



TAREK TOMES

CIO City of Saint Paul

Woodbury, MN

(612) 840 - 3105

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Vision Statement

Positively impact our world through innovative uses of Information Technology

Summary

Dynamic Visionary leader who brings over 25 years of experience in establishing customer service focused technology innovation across diverse industries in both national/international and government/private sector operations. Results-oriented, with consistent success optimizing technology resources to achieve and improve business objectives with both credibility, trust, and focus. Recognized for change leadership, delivering innovative solutions that optimize investments and increase productivity, transparency, and quality. Strong focus on building effective partnerships, talent management and development, strategic planning and program management. Valued for problem-solving skills and consistent delivery on strategic goals.

- **Diversified background in operations and technology management;** distinguished for an entrepreneurial mindset, creative problem solving, cross-functional teams and a bottom-line orientation.
- **Offers innovative solutions to operational challenges** and leverages decisiveness to implement solutions while minimizing risk and maximizing performance.
- **Motivator and coach combining business acumen with analytical depth** to align operational efficiencies with organizational goals.

Selected Career Accomplishments

- Innovative Leader** *2018 Twin Cities CIO of the Year finalist.* Facilitated and supported a data driven decision making culture by providing deep and meaningful insights into Saint Paul's digital estate. Developed data visualization dashboards that significantly improved Saint Paul services (Human Resources improved workforce diversity by over 7% over a three year period). Improved customer service and responsiveness within the technology organization over 500% (resolution time and responsiveness time). Designed and Implemented the first customer satisfaction survey for 33,000 state workers and 3,000 Saint Paul city workers to facilitate a culture of customer engagement and satisfaction.
- Enterprise Project Leader** Established a citywide project management process capable of delivering and reporting to stakeholders a portfolio that successfully delivered over 90 projects over a three year period. Skillfully implemented many critical enterprise projects with significant complexity, ensuring adequate project management, customer satisfaction and effective resource utilization. Projects include Saint Paul's first Enterprise Resource Management (ERP) capability, launch of stpaul.gov and information.stpaul.gov (cities Open Information Portal), mobile applications to notify Saint Paul residents of snow emergency procedures (used by 30,000 residents), and Body Worn Cameras.
- Efficiency Champion** Significantly improved project outcomes through improved business process re-engineering, increasing performance, customer approval and reducing costs. Projects include a mobile Safety and Inspection capability creating 30% more capacity for inspections, improving homes sales / purchases by automating Truth in Sales and Housing requirements, and Improving internet access for residents in public building by over 700%.
- IT Pioneer** Created several nation-leading Information Technology sourcing agreements for statewide 33,000-plus user utility services including the first cloud-based public sector statewide service offering in the nation. Became the first state in the country to manage all Information Technology through service level agreements and earned national award for this innovative Service Level Agreement model.

Professional Experience

- 2018 - Present** **Chief Innovation Officer**
City of Saint Paul
 - Saint Paul's first Chief Innovation Officer - Responsible for ensuring a focus on ongoing process improvements, human-centered design, new and different modes of thinking and problem solving, overall effectiveness of city services, resources, support, and opportunity for every resident in Saint Paul. Develops a deep strategic portfolio that includes \$2M savings.
 - Responsible for idea management to advance promising ideas from residents and employees and providing training to develop innovation leaders and champions throughout the City.
 - Ensures Saint Paul is a leader in government innovation by scanning best and promising practices and building partnerships across sectors and cities.
 - Responsible for creating an innovation culture for all 3,000 employees that embraces change, opportunity, and innovation by promoting engagement and by encouraging ideation.
 - Examine, leverage and elevate the digital estate to improve opportunities and outcomes.

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Awards

2018 - Twin Cities CIO of the Year
Finalist

2012 - Real Leadership Award - US
Public Sector CIO Summit

Core Competencies

- Strategic Transformations
- Equity implications of Technology
- National / Global Operations
- Program Development
- Project Management
- New Business Development
- Transition / Change Management
- Continuous Improvement
- Strategic Partnership Relations
- Business Process Re-engineering
- Supply Chain Management
- New Product Development
- Team Building & Training
- Core Process Development

Education

**Graduate School –
Business Management**, Boston
University

**Bachelor of Science – Management
Information Systems**, University of
Maryland - 1991

2014 - 2018 Chief Information Officer (CIO) City of Saint Paul

- Responsible for planning, coordinating, directing, and designing all operational activities of the IT department, as well as providing direction and support for IT solutions that enhance Saint Paul's departmental operations.
- Provides strategic leadership and operational management of the technology environment supporting Saint Paul's diverse technology requirements.
- As a member of Saint Paul's Senior Race Equity steering team, helped set city wide direction for Race Equity initiatives.
- Responsible that priorities are fully met while working to further teamwork/collaboration, the development of world-class strategic, technical and operational capability and a culture of innovation, financial awareness, dependability, pragmatism and excellence.
- Provides leadership and management of the technology teams including resource management, hiring, mentor-ship, and performance management. Foster and promote technology access to support a more diverse and equitable community.
- Responsible for In-depth understanding of Saint Paul's priorities and sets clear information technology goals that anticipate needs and are responsive to the cities strategic plan and goals.

2008 - 2014 Assistant Commissioner, Customer and Service Management

State of Minnesota

- Created and evolved all Information Technology service strategies to align with both current and future business needs. Developed first comprehensive Service Level Agreements with all agencies to manage Technology services.
- Created a Service Management capability that developed strategies for all centrally provided services. Central service usage grew by 30% to \$100m.
- Created a Business Relationship Management function to improve customer service and establish Technology liaison's with each Department / Agency / Entity.
- Developed a comprehensive financial service cost model to improve transparency of technology costs as well as to optimize delivery opportunities and maximize efficiencies.
- Created the business case and implemented the first public sector adoption of cloud based communication and collaboration services. Over \$5M in cost avoidance in the first three years. Improved state communication and collaboration capabilities significantly reducing over 30 different environments into one. Moved over 40,000 state workers on time and within budget in the most successful cloud adoption at the time in the country.
- Responsible for aligning business needs with strategic IT service direction. Member of Executive team (2000 employees)

1995 - 2008 Global Managed Services Owner

British Telecom (formerly Control Data Systems)

- Developed financial forecasts and budgets for a variety of services and customers. Developed labor forecasts and monitored labor utilization.
- Regularly conducted project status review meetings with clients, partners, and product vendors to facilitate team communications, established time-frames for software fixes and ensure project delivery schedules.
- Developed and managed many customer relationships by gaining the trust of clients, partners and software vendors to ensure client expectations were met and to build a foundation for future business.
- Designed, developed, and served as Chief Architect for outsourcing services as well as other business initiatives.
- Developed repeat business by building strong customer relationships through post-sale delivery activities.

2019

the Senate

Tarek Tomes
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612-840-3105
tarektomes@gmail.com

January 24, 2019

Minnesota Governor's Office
75 Rev Dr Martin Luther King Jr Blvd
St. Paul, MN 55155

Dear Sir or Madam,

I am incredibly excited to put forward my application for the position of *Chief Information Officer / Commissioner of MNIT*. As the CIO for the City of Saint Paul (and now Chief Innovation Officer), I have a tremendous amount of experience and passion for understanding both the business needs of diverse public sector departments and facilitating improved service delivery to residents. Overseeing a digital transformation strategy for Saint Paul that has successfully delivered over 90 projects has been one of the highlights of my career. Understanding the impact of technology services on both the Saint Paul city workforce, as well as residents, has been incredibly rewarding and humbling. This digital transformation strategy has provided deep meaningful insights to dramatically facilitate and improve service delivery as well as ensure that critical city services and resources are equitably provided to all residents of Saint Paul. I am confident that my experiences would translate to similar successful outcomes for MNIT.

I consider myself a dynamic and visionary leader with over 25 years of experience in establishing innovative technology strategies that improve organizational outcomes. My diverse background across many different private and public sector industries coupled with an entrepreneurial mindset, creative problem solving, and a collaborative and inclusive approach provides me with the experience to deliver innovative solutions to business challenges.

I joined the Saint Paul team four years ago incredibly eager and excited for the opportunity to help transform how Information Technology can be an enabler for change. I am incredibly proud of the relationships that have been established with each of the departments as well as the culture that has been established both within the Technology organization as well as across the city. There is a tremendously strong confidence in the ability to successfully deliver technology solutions to enable and improve business outcomes. I am more excited than ever to apply to be a member of Governor Walz's One Minnesota team. My experience as a former Assistant Commissioner with MNIT in addition to my broader career experience provides me with a unique ability to be a strong contributor to the critical mission that MNIT fulfills.

I hope you find that my demonstrated results, ability to incorporate emerging IT trends, leadership skills, and passion for attaining identified goals make me a suitable candidate for the position of *Chief Information Officer / Commissioner of MNIT*. Thank you for taking the time to consider my application. I welcome an opportunity to further discuss my suitability for the position.

Sincerely,

Tarek Tomes

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