TERRENCE THEOBALD

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CHIEF INFORMATION OFFICER

Dynamic executive with diverse leadership experience including private sector, local and state government, and volunteer organizations. Successful management transformation of complex private sector and government organizations. Comfortable working at all levels of the organization, as well as with vendors and partners. Very good understanding of managing volunteer staff.

COMPETENCIES

- Customer Service Focused
- Leadership
- Communication
- Strategic Planning
- Budget Development and Management
- Volunteer Organization Management
- Contract Management and Negotiation
- Project Management
- Innovation
- Applications and IT Infrastructure
- Coaching and Mentoring

PROFESSIONAL EXPERIENCE

CHIEF INFORMATION OFFICER - County of Ventura **11/19 – Present**

- Oversight of IT Services' $68 million dollar budget and 170 staff.
- Assessed, recommended, and obtained Board approval to successfully put the struggling $17 million Property Tax system project on a plan for success.
- Directed IT support for network infrastructure support for telemedicine and patient iPads for VCMC and the clinics in support of COVID-19. Oversaw acquisition of and deployment of various technologies to support telecommuting.
- Oversight of the County's Criminal Justice System Upgrade.
- Driving the finalization of the plan for the first legs of the County's broadband consortium efforts. Including collaborating with consultants, city managers, public works directors and County staff.
- Oversight for the Countywide implementation of two factor authentication and other security measures to protect county assets and staff from increased external cyber-attacks.
- Lead instructor for the County Project Leadership Academy.

DIRECTOR OF INFORMATION TECHNOLOGY - HEALTH CARE AGENCY - County of Ventura
10/13 – 11/19

- Member of the Health Care Executive team responsible for the delivery of technology to two hospitals, 40 clinics, Public Health, Behavioral Health, Medical Examiner, and the County's Health Insurance plan. Managed $26 million in IT expenditures and 50 staff.
- Oversaw the success implementation of the agency's Cerner EHR system on time and budget. Personally, oversaw the effort to apply for and successfully qualify for $20 million in Federal and State Meaningful Use incentives. Developed an excellent relationship between Cerner and the County.
- Established the agency's Informatics organization which grew to over 15 staff.
- Supported IT Strategic planning including establishing a vision move much of HCA's server infrastructure to the cloud.
- Implemented governance processes for all HCA projects (the Shark Tank), IT specific projects and Data Governance. Represented HCA on the County's Information Technology Committee (ITC) for 7 years.
- Implemented the first IT portfolio management process.
- Oversaw the design and implementation of an independent data warehouse.
- Developed the County's Project Leadership Academy. The Academy trains and mentors project managers from various agencies using PMI /PMP grade training materials and examples.

PROJECT MANAGEMENT CONSULTANT - County of Ventura **04/01 - 10/13**

- Health Care Agency – Electronic Health Record System - Managed the implementation of a $50 million Cerner system across two hospitals, 40 clinics and Public Health in 14 months.
- Resource Management and Public Works Land Management - Providing Project Management Office (PMO) oversight and mentoring to project managers on a major upgrade ($4.5 million) to the County's Land Management and Permitting System.
- Fire Department Enterprise Architecture - Initialization, analysis and estimating for a $6 million upgrade of the Fire Department's IT systems including the development of a data warehouse and executive dashboards.

- Property Tax - Led a team of analysts to develop a comprehensive requirements document for a replacement property tax system. This document was then used in a Request for Proposal for the new system. The system will serve five County organizations consisting of approximately 400 employees as well as thousands of taxpayers.
- Sheriff's Department - Managed the requirements definition, design, development, and implementation of several large Law Enforcement / Public Safety systems. This included an Inmate Management System, Records Management System (RMS), Mobile Field Reporting System, Mobile Computer Aided Dispatch (CAD) System, and Investigative Case Management System. Most of these systems share a common data architecture and serve over 1,000 members of the Sheriff's Department. Projects were between $500K and $1 million in size.
- County Telecommunications - Managed the implementation of a Cisco based data network and VoIP telephone system at all the County's main campuses. The scope of the $4 million project included 4000 phones and 180 switches/routers. Stepped in and managed a Countywide Microwave project that was behind. This $12 million project at 18 sites. Five of these required new construction including towers, generators, and shelters.
- County IT Services - Implemented the Service-Now package for the IT department. This included assistance with the implementation of ITIL processes. Helped develop and the first iteration of the County's Project Leadership Academy.

PRINCIPAL CONSULTANT / CHIEF OPERATING OFFICER - Omnikron Systems, Inc. 03/97 - 04/01

Chief Operating Office:

- Responsible for all operational aspects of over 200 staff and $15 million consulting business.
- Worked with the leadership team to startup and manage a separate software development capability in Chennai, India.

Principal consultant for the company's CRM practice.

Acted in roles including Project Management, Architect and Lead Designer on the below listed projects.

- RR Donnelley - Managed the design and development of a customer B2B portal for RR Donnelley's Book Division to provide secure access to customer's proprietary reports using data aggregated from disparate databases within numerous Publishing Services facilities.
- Advest - Managed the design and development of a Web-based workflow enabled electronic new account form system.
- Franciscan Winery – Oversaw development of a CRM and Decision Support solution across several departments and vendors based on eCRM technology. Project included the design of customer data warehouse.
- Mattel - Designed and marketed proof of concept for an Internet marketing solution.
- Royal Alliance Associates – Led the largest project the company had been awarded. Developed a fully integrated front office/back office new accounts system based on a content management platform.

VICE PRESIDENT OF SOFTWARE ENGINEERING - Altris Software, Inc. 03/92 – 03/97

- Architect of Altris' revamped product suite that focused on end user configuration. This was an early adoption of an approach that is now a standard in the software industry.
- Led software engineering through 2 acquisitions and subsequent integration of engineering departments.
- Implemented a Customer Support Desk, and the introduction and implementation of Project Management processes.
- Examples of Major Projects:
  - Arco Alaska – Managed the implementation of a custom engineering drawing change solution, which reduced engineering change cycle time.
  - Bell Helicopter – Managed a project to implement capture of high volumes of purchase orders and supporting documents for later access and distribution across Bell's vast campus and off-site offices.
  - MCA/Universal – Managed the implementation of a solution to load and track contracts for Universal's clients and vendors (actors, etc).
  - Caterpillar – Managed the implementation of a distributed database imaging solution that provided drawings to the shop floor at several major utilities.

CHIEF INFORMATION OFFICER – Northrop Corporation's Newbury Park Division 02/78 – 03/92

- Managed an IT staff of 200 with 8 managers.
- Worked with IT and executive teams to develop the first IT strategic plan.
- Spent the first 8 years at Northrop's central IT working in every IT role including programming, analyst, database administrator, systems, network, data center operations and desktop.
- Hundreds of hours of professional project management, finance, and executive training.

RELATED EXPERIENCE

- Senior Reserve Deputy, Ventura County Sheriff's Department. Graduated in 2009 with the honors of Class President, Top Academic Award and Top Cadet award for Leadership. Promoted to Senior Deputy in 2012.
- Past President of the LA Chapter of the American Production and Inventory Control Society (held leadership roles for 4 years).
- Member of the Central Coast Chapter of the Project Management Institute.
- Numerous speaking engagements, articles, and white papers.

EDUCATION

MBA
Pepperdine University, Malibu

BACHELOR OF SCIENCE Major in Biology, minor in Computer Science
Loyola Marymount University, Los Angeles

PMP Certified

Ventura County Leadership Academy
Cohort #3

Brian Palmer 805-890-6373
625 Paseo De Cortaga
Camarillo, CA 93010

Professional Experience

County of Ventura
Information Technology Services Department
December 2017 – Present
Deputy Chief Information Officer – Network Services

Achievements:

- Temporarily managed both Network Services and Technical Services with a combined FTE of almost 100
- Oversaw the implementation of Countywide Information Security Improvements - including Multi Factor Authentication and other Email Security improvements
- Oversaw rapid deployment of Networks for many COVID Testing Sites
- Collaborated with Technical Services for deployment of DR VMWare Servers
- Implemented Infrastructure Committee Network/Technical Services
- Assumed management of Fire IT Staff

Responsibilities:

- Prepare/Manage $25 million annual budget
- Manage 5 IT Managers to operate 14 different functions with 50 FTEs – Manager of Application Development; Chief Telecommunications; Project Manager – Includes Voice Network/Data Network/Security/Microwave/Radio Networks/Fire IT Operations
- Collaborate with Public Safety entities for VHF Upgrade and Regional System
- Negotiate Vendor Contracts and Manage Vendor Relations
- Align operations to Strategic Plans
- Collaborate with Depts/Municipalities to meet their Telecommunications objectives
- Conduct research and prepare reports for CIO/CEO

Professional Experience - continued

County of Ventura
County Executive Office
April 2013 – December 2017
Deputy Executive Officer/Chief Deputy Clerk of the Board

Achievements:

- Improved operational efficiencies utilizing technology and best practices – Implemented complicated Assessment Appeals system
- Coordinated the update of the Countywide COOP Management System
- Coordinated the update of the Countywide Administrative Manual
- Actual expenses under budget by an average of 8% each Fiscal Year
- Region 4 Co-Chair for the California Clerk of the Board of Supervisors Association
- Managed Boardroom Audio/Visual upgrades

Responsibilities:

- Prepare/Manage $1 million annual budget, including developing rates/fees
- Direct/Manage/Develop 1 Assistant Manager and 3 para-professionals to operate 12 different functions for multiple stakeholders following multiple legal requirements
- Facilitate Board Meetings for 7 different governing boards
- Serve as the Filing Officer for Form 700s for 1,900 filers
- Manage Boards/Commissions seats/terms/appointments
- Negotiate vendor contracts and manage vendor relations
- Process all legal documents according to the prescribed statutes

County of Ventura
IT Services Department
September 2005 – April 2013
Project Manager/Manager, Application Development

Achievements:

- Received 2 Employee of the Month Awards
- Actual expenses under budget each fiscal year
- Implemented several departmental and Countywide IT web application solutions on time and on budget

Professional Experience - continued

County of Ventura
IT Services Department
September 2005 – April 2013
Project Manager/Manager, Application Development

Responsibilities:

- Manage $3 million annual IT budget consisting of infrastructure and special projects
- Manage/Train/Develop 4 IT professionals maintaining and infrastructure of 5 Virtual Servers and 3 Physical Servers, 200 computers and printers, and a portfolio of 20 different applications
- Analyze business processes and applicable regulatory codes to document requirements for software applications such as SIRE, Granicus, COB Portal, DDOCs/E-Disclsoure, HR ECM, Lean 6, EAP, Senior Summit, E-Performance, Budget Development and many more
- Provide Project Management services for all IT projects for the CEO and Board of Supervisors including managing the deliverable schedule, budget/expenses, status reports, implementation, and training
- Train County staff on the use/process of the SIRE Agenda Management system, E-Disclosure for Form 700s, Granicus for meeting management, and BOLD for COOP Plans
- Prepare a variety of reports and presentations including the Annual Budget Statement, weekly status reports, Annual IT Report, updates to the Service Excellence Council, and Department Directors
- Communicate new policies/procedures to Department Directors, Board of Supervisors, and County staff
- Serve as Business Relationship Manager for CEO/BOS with an emphasis on providing excellent customer service

City of Los Angles – Los Angeles Public Library
1984 – 2005
IT Manager (1995-2005)

Achievements:

- Implemented computer/network equipment in 50 new branch libraries
- Implemented standardized helpdesk and trouble ticket system
- Implemented RFID (Radio Frequency Identification)
- Implemented state of the art training room

Responsibilities:

- Managed all computer equipment in all 70 branch libraries (2,800 PCs)
- Managed 10 IT professionals to install/configure computer equipment and software
- Provided excellent customer service

Education

San Jose State University
Master's Degree – Library Information Science
2006

California State University, Los Angeles
Bachelor's Degree – Computer Information Systems/Business Systems
2002

References

Mark Lunn – County Clerk/Recorder
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