

MARK A. STAPLES

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SENIOR INFORMATION TECHNOLOGY EXECUTIVE

Collaborative Executive Leader • Academic Partner • Strategist • Technology Champion

BUILDING RESPONSIVE IT ORGANIZATIONS THAT ENHANCE THE CORE MISSION

- 26 years of proven, progressive IT leadership at 6 higher education institutions in 3 US regions.
- 12 years experience in high research academic medical centers, including phase 1-3 clinical trials.
- Strategic Planning and Business Alignment
- IT Governance
- Excellent communicator
- Adjunct faculty-College of Business
- Enterprise health care system implementation and management.

TECHNOLOGY LEADERSHIP RESULTS

- Through organizational development methodologies, creates a culture of innovation and creativity not only in IT, but throughout the institution.
- Improve stakeholder satisfaction by reviewing organizational structure, processes, and communications strategies.
- Improve institutional IT security profile, reducing risk while supporting academic needs.
- Establish effective mobile IT profile — access to information and services any where, any time, on any device.

SUCCESSFUL IMPLEMENTATIONS

- Established IT Security Office
- Established Project Management Office
- Effective use of teaching/learning IT tools to foster innovation and active learning;
- Institutional mobile application;
- Collaboration solutions;
- Marketing automation solutions;
- Enterprise Resource Planning Systems;
- Identity Management solutions that improved overall customer satisfaction and improved security;
- Clinical research systems;
- Research Administration System;
- Clinical technologies for both clinical and teaching activities.

PROFESSIONAL EXPERIENCE

WENTWORTH INSTITUTE OF TECHNOLOGY
Vice President/Chief Information Officer – Technology Services

BOSTON, MA
2012-Present

About the Institute

Wentworth Institute of Technology, founded in 1904 and located in Boston Massachusetts, is an independent, co-educational, nationally ranked institution offering careerfocused education through 19 bachelor's degree programs in areas such as applied mathematics, architecture, business management, computer science, computer networking, construction management, design, engineering, and engineering technology. The Institute also offers master's degrees in architecture, construction management, and facility management. Wentworth is well-known for its academic excellence and cooperative education (co-op) program, community service, and support for the economic growth of the region.

- Students – 3,380 FTE
- Faculty (full-time) – 175 FTE
- Staff – 423

Responsibilities

- A direct report to the President and a member of the President's Administrative Council (PAC/Cabinet)
- Lead the development and implementation of Wentworth Institute of Technology's (WIT) information technology strategy;

- Oversee the enterprise technology organization;
- Build and sustain effective partnerships and collaborations with academic and administrative departments;
- Work with the Provost to establish an academic technology strategy and support the use of technology in face-to-face, blended and online learning;
- Lead and advocate for institutional technology needs;
- Advise the senior leadership on significant IT investments;
- Design appropriate policies to manage technology and information security risk;
- Lead the development and implementation of a technology sourcing strategy that leverages collaborations and corporate providers to optimize information technology services;
- Create and sustain a culture of service and innovation;
- Oversee the design and delivery of enterprise applications systems and services, networking and communications, information security, data center operations, and user support training and outreach.

Additional Responsibilities

- Provide leadership in Institutional Marketing and Communications
- Provide leadership in Institutional Public Relations
- Provide leadership in Institutional Emergency Response Plan and Communications Procedures

Accomplishments

- Established Project Management Office
- Established Information Security Office
- Completed Unified Messaging initiative and decommissioning of legacy phone system
- Established disaster recovery and business continuity offsite solution
- Implemented lecture capture and active learning system
- Implemented classroom response system
- Implemented web conferencing
- Implemented data digitization operation for enrollment management, registrar, and finance
- Implemented electronic student transcript request system
- Migrated and upgraded CRM for Institutional Advancement/Alumni Relations
- Upgraded Performance Management and Recruiting tool
- Implemented video storage and delivery system
- Implemented online training systems
- Implemented web digital asset management system
- Implemented institutional room and resource scheduling system
- Established 4-year refresh for network and classroom equipment
- Implemented authorized guest access for wireless to improve security
- Implemented Financial Aid system
- Implemented Contact and Recording system for Public Safety
- Implemented mobile access to tools for Public Safety
- Designed and implemented system to capture student emergency contact and local address information each semester
- Expanded Media Services and Video Production operation
- Established video streaming operation for institutional events
- Implemented federated ID management system

Current Projects

- Sponsor and champion for the following:
 - Student Retention system (fall 2014)
 - Faculty Advising (fall 2014)
 - Business Intelligence and Analytics solution (summer 2014)
 - Student Recruitment system (fall 2014)
- Redesign of institutions web environment (fall 2014)
- Digital communications improvements and enhancements (fall 2014)
- Centralized institutional calendar (fall 2014)
- Implement new student portal (fall 2014)
- Board of Trustees online and mobile solution (fall 2014)
- Migrate MS Exchange to Faculty/staff Office 365 (spring 2015)

- Implement federated wireless network for multi-institution access (summer 2014)
- Implement updated ID card access system (fall 2014)
- Collaboration and Crowd Sourcing solutions (fall 2015)
- Update ID Management system to include federation of external accounts (fall 2015)

NORTHEASTERN UNIVERSITY
Director – Academic Technology Services

BOSTON, MA
2008-2012

About the University

Northeastern University is a private, secular, coeducational research university in Boston, Massachusetts. It has eight colleges and offers undergraduate majors in 65 departments. At the graduate level, the university offers more than 125 programs and awards masters, doctoral, and professional degrees. Founded in 1898, Northeastern is a global, experiential research university. Grounded in its signature co-op program, Northeastern today provides unprecedented experiential learning opportunities around the world.

- Students – 19,856 FTE
- Faculty – 1,683
- Staff – 1,911
- Colleges & Schools
 - Bouvé College of Health Sciences
 - College of Art Media Design
 - College of Business
 - College of Computer & Information Science
 - College of Engineering, College of Sciences
 - College of Social Sciences & Humanities
 - College of Professional & Continuing Studies
 - School of Law
 - School of Engineering Technology
- Research Expenditures - ~\$90million
- Central IT Budget - \$35million
- Central IT Staff - 150

Responsibilities

- Serve as the institutions principal technology partner with the academic community
- Develop and oversee information systems throughout academic community and ensure all institution objectives are met.
- Direct budget, strategic IS development and software licensing.
- Collaborate with research centers and faculty to create core services and specialized/individualized services for high performance, database administration, etc.
- Provide technical leadership for instructional and educational technology.

Projects

- Led Digital Media Commons initiative—integrating library, instructional design, and IT resources
- Led the institutional mobile technology initiative
- Led the Coeus Research Administration Tool implementation for grant proposal development and award management;
- Led the digital content distribution project;
- Led the online/electronic, in-class, testing initiative;
- Led chemical inventory implementation operation;
- Led implementation of university wide lecture capture solution
- Led the use of tablet technologies (e.g. iPad) in the Colleges of Business & Health Sciences
- Led implementation of university wide web conferencing solution
- Led the effort for improving technology for teaching and learning outcomes;
- Led Learning Management System expansion;
- Led the implementation of an Academic Portal to improve support instructional and research communities;
- Partnered with Marketing and Communications on an institutional plan for improving communications;
- Co-Led the Communications Project to improving communications to our customers;
- Co-led research reporting initiative;

Accomplishments

- Built a technical foundation for proper/efficient classroom technology launch and driving technology improvements to allow faculty to create electronic learning tools.

- Created strategic partnerships with university libraries, united disparate IT units throughout campus and forged collaboration with other institutions;
- Led Blackboard 9.1 upgrade and enhancements;
- Led the implementation of MEDITECH, electronic medical record, for the College of Health Sciences so that students can experience an EMR in the classroom and labs;
- Responsible for negotiations, licensing, and procurement of all software;
- Lead technology consultant for all non-enterprise initiatives for the campus;
- Provided leadership and support to online programs for the College of Business and Bouvé College of Health Sciences

Committees

- Information Services Academic Advisory Committee (ex officio member)
- Faculty Innovation Committee, College of Business Administration (member)
- Simulation Center Strategic Planning, Bouvé College of Health Sciences (member)
- Instructional Technology Group, University (chair)
- Technology Committee, College of Business Administration (member)
- Mobile Computing Steering Committee, University (chair)

Adjunct Faculty – Northeastern University, College of Business Administration 2010-Present

- Management of Information Systems (Undergraduate) - overall rating for teaching effectiveness – 4.6/5.0
- Management of Information Resources (MBA Online)
- Voted Favorite Professor – 2012

GEORGIA HEALTH SCIENCE UNIVERSITY AUGUSTA, GA
(formerly Medical College of Georgia)

Director of Research & Instructional Technology Support – Administrative Faculty 2007-2008

About the University

Founded in 1828, Georgia Health Sciences University is home to the Medical College of Georgia, the 13th-oldest continuously operating medical school in the United States and the third-oldest in the Southeast. MCGHealth Medical Center (478-bed), the Children’s Medical Center, extensive outpatient clinics.

- Students: 2,438
- Faculty: 967
- Staff: 3,135
- Residents: 489
- Colleges
 - Medical College
 - College of Allied Health Sciences
 - College of Dental Medicine
 - Graduate Studies
 - College of Nursing
- Research Expenditures: ~\$125million
- IT Budget: \$8million
- IT Staff: 65

Responsibilities

- Provide operational management and personal supervision to the team of staff in a manner consistent with the Division's philosophies of customer service through teamwork and accountability;
- Establish customer-focused support strategies for building a strong research and instruction infrastructure of computing resources and services by meeting with clients to ensure the unit is being responsive; to establish customer service relationships that will enable the unit to anticipate needs; to create an environment for the unit to be considered a reliable and valuable source of advice & consulting; negotiate Service Level Agreements where appropriate internally, and contracts with internal and external agencies and vendors, and to develop and implement a marketing plan to ensure the Division’s customers are aware of the support available and to achieve fiscal goals and operational outcomes of the Division;
- Evaluate the effectiveness of relevant operational areas and recommend organizational changes or policy and procedural revisions to accommodate the evolving expertise of the university;
- Led the strategic planning efforts for technology support for teaching, learning, and research by developing short- and long-term plans aligned with the mission and priorities of the university; play an active role in the

creation of the division's long-term goals, program objectives and special project activities encouraging the appropriate attention to strategic developmental activities which correlate to the Division's ability to serve the University in the future; provide creative leadership and direction, encouraging the adoption of emerging technologies to support innovative teaching, research, and service;

- Oversee the university's selection and implementation of research & instructional technologies used by faculty, research community, and students
- Work collaboratively with the faculty, university assigned support staff, principle investigators, and department chairs.

Accomplishments

- Led strategic IT planning throughout the university.
- Developed comprehensive strategic plans for teaching, learning and research support to align with institution's mission and priorities and ensure customer-focus on faculty and students;
- Designed and implemented IT services marketing plan to increase awareness of offerings;
- Established and chaired Instructional Advisory Committees for each college;
- Established a customer-focused support strategy to build a strong research and instruction infrastructure of computing resources and services.
- Led the effort to implement a Clinical Research application – Oncore;
- Laid the foundation for mobile technology adoption;
- Established the process for efficient review of institutional software and hardware purchases;
- Led the effort to deploy digital signage throughout campus;
- Led the design of a data warehouse and transactional system integration to support clinical research;
- IT lead on the joint grant submission for the Clinical Translational Science Award proposal between University of South Carolina, Medical University of South Carolina, and GHSU;
- Collaborated with University of Georgia, Georgia Tech, Georgia State to create a CyberInfrastructure to support inter-institutional research support;
- Partnered with University of Georgia, Georgia Tech, Georgia State to create a data center sharing environment to reduce disaster recovery costs;

Chief Information Security Officer/Director of Information Security

2003-2007

Responsibilities

- Establish the first security team at the university;
- Act in a leadership role within the Information Technology Support & Services division focusing on the responsibilities which are necessary to provide a secure operating environment that meets the legal and regulatory requirements for a major academic medical center;
- Led the departmental unit responsible for managing efforts related to security incident prevention, monitoring, education, & response. This includes envisioning, creating, and supporting the end-to-end processes and systems necessary to accomplish these outcomes;
- Form strategic and collegial relationships across the university & affiliate communities being inclusive in discussions that lead to policy and procedure recommendations;
- Work effectively within a group of highly motivated peers where debates are expected and consensus is rare, but collegial and mutually respectful attitudes & behaviors are essential;
- Establish processes for system implementation that included data security audits and reviews;
- Establish disaster recovery procedures and work with functional units to establish business continuity procedures.

Accomplishments

- Led the Identity Management project;
- Developed communication and security awareness program for faculty, staff and students.
- Established and chaired Computer Incident Advisory Council of senior university executives to handle response and communications for technology incidents;
- Led and managed disaster recover and business continuity;
- Defined, developed and implemented institutional technology related policies and procedures;
- Provided leadership and developed policy for document retention and archival;
- Responsible to lead all technology risk assessments and recommending appropriate response in partnership with general counsel;
- Developed Banner and PeopleSoft implementation security profile;

- Provided security consultation as a member of the Institutional Review Board (IRB) for human research;
- With institutional Privacy Officer, co-designed all HIPAA compliance related training;
- Developed and authored Information Security training curriculum.

Committees Served

- Institutional Review Board (member)
- Instructional Advisory Committee, all five colleges (chair for each)
- Research Computing Advisory, University (chair)
- Computer Incident Advisory Council, University (chair)

MEDICAL UNIVERSITY OF OHIO

TOLEDO, OH

Director – Computer & Network Services, Client Services & Operations

1999-2003

Responsibilities

- Infrastructure Services
 - ERP systems
 - Banner, Lawson Financials
 - Clinical systems
 - McKesson HBOC
 - MEDITECH
 - McKesson-Practice Partner
 - Meditab
- Network (wired, wireless, VPN)
- Servers
- Storage & backup services
- Firewalls
- System monitoring
- Data center operations;
- Client services and support for the university and the hospital;
- Desktop deployment;
- Project Management;
- Desktop application deployment and support;
- Web services;
- Disaster Recovery (both clinical and academic)
- All technology contracts and purchases;

Accomplishments

- Restructured IT division to provide more effective services to the campus and hospital; client services, data center, network, server, and storage and backup;
- Built high-availability, redundant network and data center to ensure maximum uptime to serve the hospital;
- Built communication and relation development throughout campus IT areas and libraries;
- Managed and directed budget allocations and implemented campus-wide IT strategy;
- Led and managed disaster recover and business continuity;
- Reduced 3-year “technology refresh” costs by \$235K through comprehensive monitoring of purchases and leveraging volume purchase and lease options;
- Minimized equipment costs through creation of 1st inventory tracking system for IT division;
- Enhanced customer satisfaction from below 80% to 92% through proactive training, operations and support expansions and improvements;
- Developed an asset management system to track IT devices and software;
- Improved desktop support by developing a custom role based service delivery (administrative, clinical, faculty, staff, researcher, etc);

Network Specialist

1998-1999

- Provided email, Novell Server and Web Services administration.

THE UNIVERSITY OF TOLEDO

TOLEDO, OH

Interim Assistant Director of Network Services/Network Administrator

1997-1998

Served as interim director to create more cohesive, productive IT group. Devised strategies for training improvements and streamlining customer support.

- Identified and developed new network infrastructure of 15K IT devices serving 8K faculty/staff and 20K students.

- Key role in positioning organization as one of premier institutions in US for leading-edge technology initiatives.
- Consultant to executive management on IT programs to reduce costs and improve processes; provided technical support and training to faculty and staff.
- Supported and maintained Novell NetWare servers.
- Chaired committee to research feasibility of joint initiative between the university libraries and Indiana University information systems to create center for humanities computing (Library Electronic Text Resource Service).
- Lead technical advisor for executive systems upgrade project; defined needs, deployed equipment and trained users.

Responsibilities

- Network Administrator
- Faculty liaison
- IT Training Developer
- Project Specialist
- Macintosh Specialist
- Technical Specialist
- Computer Lab Supervisor
- Help Desk Specialist

ADDITIONAL**EDUCATION**

- Doctor of Education (EdD) – Organizational Leadership & Communications in Higher Education
 - Northeastern University, Boston, MA 2012-2015 (ABD)
- Master of Business Administration (MBA) - Organizational Leadership
 - University of Findlay, Findlay, Ohio
- Bachelor of Science - Human Relations
 - The University of Toledo, Toledo, Ohio

TRAINING

- 7 Habits of Highly Effective People, Principle Centered Leadership – Covey Leadership Center.
- Situational Leadership II, Building High Performing Teams – Blanchard Training & Development
- Information Systems Audit and Control Training

AWARDS

- Northeastern University 2012 Excellence/Innovation Award
- Voted Favorite Professor - 2012
- Tegrity Innovator Award - 2011
- Customer Service Award – 2000 (Medical University of Ohio)
- Customer Service Award – 1998 (Medical University of Ohio)
- Technology Award – 1994 (Indiana University)

PUBLICATIONS & PRESENTATIONS

- Enterprise Mobility Management — Network World Technologies Summit
- Web Communications and Social Media
- Digital Media Commons — Library and IT Coming Together
- *Online University: Building Viable Learning Experiences for Higher Education* - Contributing author
- *Making Room for Yes: It Starts at the Top*
- ECAR (Educause Center for Advanced Research)-Research Bulletin
- Online Learning Effectiveness-April 2012
- Progressive Teaching-April 2012
- Organizational Change and Culture
- Budgeting Technology: Maximizing ROI and TCO
- Social Media, Knowledge Management, and Communities of Practice
- IT Leadership in Higher Education
- The Digital Revolution: Implications for Teaching, Learning, and Human Development
- Mobility in Health Care-Panel member for AAMC seminar
- Blog – markallenstaples.com

COMMITTEES AND PROFESSIONAL COMMUNITY INVOLVEMENT

- University of Toledo Alumni Association Board of Trustees member (2013-2015)
- Chair Instructional Technology Group at Northeastern (2009-Current)
- Member IS Academic Advisory Committee (2009-Current)
- Member of the Blackboard Mobile Strategies Committee (Current);
- Member Boston Chapter of the Society for Information Management (SIM) (Current)
- Chair Education Roundtable for Boston SIM
- Member of Educause Policy and Law Sub-Committee (2004-2007)
- Member of the Southern Light Rail (SLR) committee (2004-2008)
- Member of planning team of AAMC GIR conference (2008)
- Chair, Apple Support Advisory Council (Midwest Region) representing Indiana Univesity
 - Apple Computer, Inc. (1990-1992). The committee was comprised of 6 major universities, 2 major corporate customers, and 2 major K-12 customers
- Member Audio Engineering Society (AES) (Current)