Project Management Appreciation Event
Enterprise Project Management Office (EPMO)
Department of Information Technology, State of New Mexico

AGENDA

Friday, November 14, 2014
8:30 AM - 12:00 Noon
Runnels Auditorium
715, Alta Vista
Santa Fe, NM - 87505

- 8:30  Registration, Meet & Greet
- 8:45  Welcome
- 9:15  Panel Discussion: Project Management; What Next
  • Darryl Ackley, SueAnne Athens, Sean Pearson, Art Burger, Matt Bailey
- 10:00 Break
- 10:15 Independent Project Monitoring
  • Eric Applewhite, Jack Umansky, William Bangs
- 11:00 Reducing Project Risk through Comprehensive Testing Planning
  • Stephanie Hanko and Lisa Newell
- 11:45 SoNM Projects Recognition
- 12:00 Closeout & Adjourn
Panel Discussion: Project Management: What Next
Discussion will revolve around progress made managing IT initiatives in the state of NM and how to achieve the next level of maturity

Darryl Ackley
Cabinet Secretary New Mexico Department of Information Technology and State Chief Information Officer
Mr. Darryl Ackley was appointed by Governor Susana Martinez to serve as the Cabinet Secretary for the New Mexico Department of Information Technology. He was confirmed by the New Mexico State Senate on February 25, 2011 by a 34-0 vote. Secretary Ackley brings years of experience managing Information Technology systems to the department. He most recently worked as Assistant Director at the Institute for Complex Additive Systems Analysis at the New Mexico Institute of Mining and Technology, in Socorro. In addition to its research and development mission, the institute is responsible for the oversight of operations and maintenance of computer systems used for the processing of critical government information. Secretary Ackley holds both Bachelor's and Master's degrees in Computer Science from the New Mexico Institute for Mining and Technology. He is a graduate of Kirtland Central High School in Kirtland, New Mexico.

Sean Pearson
Acting Deputy Secretary and Chief Information Officer of the New Mexico Human Services Department (HSD)
Sean Pearson is the Acting Deputy Secretary and Chief Information Officer of the New Mexico Human Services Department. As CIO, Mr. Pearson oversees information technology operations for one of the largest agencies in New Mexico State Government that includes Medicaid, TANF, SNAP, child support, behavioral health, and other programs. Mr. Pearson has over ten years in information technology management and leadership. He holds a Bachelors degree in Information Technology, a Masters degree in Business Administration, several technical certifications and is a certified Project Management Professional.

Sue Anne Athens
Chief Information Officer at the New Mexico Department of Workforce Solutions (DWS)
Sue Anne Athens is the Chief Information Officer at the Department of Workforce Solutions (DWS). She has over 20 years experience in the development, implementation, and management of Information Technology programs. She holds a Masters Degree in Computer Science and a Bachelors degree in Mathematics and Economics. Sue Anne has a diverse background having worked in the private sector, federal government, and the Department of Defense. Her IT foundation is in application development and architecture. She has directly managed both large and small technology projects specifically for the Center for Medicare Services, Department of Interior, the Air Force Operational Test and Evaluation Center and the State Department. She embraces the concept of continuous improvement and the synergy and power that results from aligning IT with purpose, people, and values. She has supported the establishment of project management offices and the introduction of Six Sigma principles for many of her former customers. Her career began as public servant in the Peace Corps, and she is happy to continue that commitment to service with DWS and the State of New Mexico.

Arthur W. Burger
President/CEO
BURGER, CARROLL & ASSOCIATES, INC.
Art Burger is President/CEO of Burger, Carroll & Associates, Inc., a national public sector management and information technology consulting firm, incorporated in New Mexico. Since 1989, BCA’s consulting practice has provided management, program evaluation and technology consultations to over 200 federal, state, tribal and territorial governments. BCA’s work has included more than 50 project management and IVV engagements for New Mexico agencies.
During his 35 years as a government management and technology consultant, Art has specialized in advising state agencies in complex organizational and business processes; quality assurance and program integrity; technology design, evaluation, and implementation; and, technology procurement and governance. In recognition of his career-length experience in public sector procurement Art was commissioned by the American Bar Association’s Section of Public Contract Law to present on “Impediments to Participating in State and Local Procurement” at the 2nd Annual State and Local Procurement Symposium (2007). Previously, Art served as a member of the adjunct faculty in the Information Systems Management Program at the University of San Francisco. California.
Mr. Burger holds a Bachelors in Political Science and a Master’s degree in Political Jurisprudence with a minor in Public Administration from the University of California, Riverside.
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Matthew C. Bailey, PMP
Director, Cognosante
Mr. Bailey is a proven Organizational Development leader with successful experience in healthcare information solutions development across private and public health sectors. Matthew “Matt” Bailey is a client executive for Cognosante’s New Mexico IV&V Services and over the past twenty years has previously served the firm as director, resource management, western region, and director public health information systems. His background includes more than 30 years of experience in project management, strategic planning, systems design, and Independent Verification and Validation (IV&V) for public and private health care organizations. Mr. Bailey has provided IV&V services for Cognosante engagements in New Mexico; Louisiana; Orange County, California; and the State of Oregon’s Department of Human Services. He also served as the client executive for Medicaid projects in California, Montana, and Utah. In addition, he has significant experience with IT projects in software acquisition and development activities, as both a vendor and as a buyer with large client organizations
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• **Independent Project Monitoring**
  What is it? Does it really work? What is the value? A discussion on the benefits and approaches to Independent Project Monitoring.

Eric Applewhite, PMP
Director, KPMG
Eric Applewhite is a Director with KPMG LLP’s Advisory Services practice, a Fellow in the KPMG Government Institute, and a National Subject Matter Professional for HHS programs and systems with over 18 years experience serving State and Local Government Agencies. He is also national subject matter expert and instructor for KPMG in the areas of project monitoring and quality assurance, Independent Verification and Validation (IV&V), requirements definition, business process analysis, change management, and project governance and implementation. Mr. Applewhite has lead a large number of QA engagements nationally and has been the engagement manager for three of the last four Child Support Enforcement IV&V engagements nationally. He has a Master’s degree in Public Policy and Management from the H.J. Heinz III School of Public Policy and Management and undergraduate degrees in Psychology and Philosophy from Carnegie Mellon University.
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Jack Umansky, PMP
Director, KPMG
Jack Umansky is a highly experienced Director in KPMG’s Advisory Services practice with over 12 years of management advisory and business experience. All of his experience has been with State and Local City and County Government Agencies. He has a track record of successfully delivering IV&V and similar services to State and Local City Government clients including the State of New Jersey, Delaware, New York, Indiana, Massachusetts, City of New York, and others. He focuses on providing QA and IV&V services in Human and Human Services, Justice and Corrections, and Retirement Systems,. He has a strong background across the full life cycle of IT project delivery and considerable project management experience with business process re-engineering, business modernization, requirements definition, and implementation projects. Jack holds a Project Management Professional Certification and worked internally at KPMG to help develop KPMG's Project Management Quality Assurance and IV&V Methodology along with tools and accelerators to aid in delivery of these services to State and Local Government clients nationally.
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William Bangs, PMP
Manager, KPMG
William Bangs has over 16 years’ experience focusing on business strategy, process improvement and systems implementations. He has extensive experience assisting public sector consulting experience with the state & local government agencies developing project management processes, implementing large-scale IT systems, performing strategic planning, process reengineering, cost reduction, and organizational transformation (i.e., organizational design, change management, and communications, and training). Bill is skilled in providing leadership, vision, and management to project teams, helping them tackle unique challenges.

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- Reducing Project Risk through Comprehensive Testing Planning
Testing is a critical component of the software development life cycle and can take over 30% of the project work effort to complete. Yet when projects experience schedule delays and cost overruns, the time allotted for testing is often reduced to maintain the project delivery schedule, thus introducing risks to the performance and adoption of the software after go-live. While there are no guarantees to prevent this from happening, taking the time to develop a testing strategy during project initiation and then refining the strategy as the project progresses helps minimize this risk. Stephanie Hanko and Lisa Newell offer their project management expertise and guidance for developing a testing strategy early in the project that will help reduce project risks and maximize the likelihood of the project’s success.

Stephanie Hanko, PMP
Stephanie is a Senior Practice Adviser within CSG Government Solutions’ Consulting Services Practice. She has over 20 years of experience in public and private sector systems development, implementation, and oversight with expertise in project management, planning, quality, and policy. She currently provides top-level consulting expertise across CSG’s entire organization, focusing on Project Management Office (PMO), Testing, Independent Verification and Validation (IV&V), Organizational Change Management, and Security & Privacy service offerings. Stephanie is a project management professional (PMP), certified by the Project Management Institute (PMI).

Lisa Newell, PMP
Lisa is a Senior Consultant with CSG Government Solutions, providing project management, IV&V, and quality management to multiple state clients. She has over 30 years of IT experience in the public and private sectors, with over 20 years of experience in quality assurance and testing. She is a PMI-certified project manager and a Six Sigma Green Belt, with training in SCAMPI (Standard CMMI [Capability Maturity Model Integration] Appraisal Method for Process Improvement) and Lean quality methodology. She is currently the IV&V manager of the Tapestry project at the Motor Vehicles Division of the Taxation and Revenue Department.

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