

BRETT CORYELL

VICE PRESIDENT IT / CHIEF INFORMATION OFFICER

PROFESSIONAL SUMMARY:

Creative leader with a passion for building an environment of success in a decentralized multi-mission organization such as an academic medical center. Nine years as Deputy CIO at two distinctive institutions with responsibilities that span nearly all areas of IT. Able to manage complexity, establish credibility, and unify teams around a strong customer service focus. Specialist in building leaders, shaping culture, and improving the entire IT ecosystem.

SELECTED ACHIEVEMENTS:

- **Committed to management.** Partnered with HR to send all managers to Emory's 9-month development program. Then, created my own year-long advanced program focusing on strengths. Results: staff attrition is now half that of other IT units on campus.
- **Tamed project uncertainty.** Created PMO and instilled both methodology and metrics, effectively eliminating late projects. Started "PM community of practice" to share practical techniques with other IT units. Results: willing adoption of unified standards across Emory.
- **Brought best practices for operations.** Rallied 22 IT departments to adopt common work tracking system, staff roles, and incident management practices. Self-funded hundreds of seats of training. Results: Sustained continuous improvement run by distributed IT groups.
- **Optimized service levels.** Reduced downtime by 48% (over 1600 hrs/year). Reduced time to resolve incidents by 74%. Results: voluntary consolidation of services from local IT to central IT. Examples: 60+ mail servers down to 1. All phones, networks managed centrally.
- **Improved financial position.** In six years, reduced recurring operational expense by \$1M or more three separate times. In a fourth year, reduced ongoing budgets by 11%. Results: administration able to redirect savings to meet shifting demands across university.
- **Smoothed the mobile revolution.** Partnered with Aruba to develop "multimedia grade wireless" design standards for higher ed and healthcare. Enhanced monitoring, expanded staffing, and removed wired networking from Res Halls. Results: saved \$800k annually.
- **Fostered a cohesive culture.** Hired to bring two disparate teams together through decisive action. Led highly positive reorg, focused on strategic theme of operational excellence. Results: 101 people in new positions, 36% fewer managers, and deep staff loyalty.

PROFESSIONAL EXPERIENCE:

Emory University, Atlanta, GA 2007 – Present

Deputy Chief Information Officer

Reporting to CIO with staff of 300 and \$55M budget. Functions include call center, service desk, desktop support, infrastructure, academic technologies, library and administrative applications, integration, project management and service management.

Built partnerships and worked inclusively to achieve shared objectives inside and outside IT. Key relationships with Card Office, Library, Research Administration, Enrollment Services, Business School, School of Medicine, and central Finance have restored reputation of central IT and resulted in an era where departments and schools work with IT to achieve their goals.

Exceptional analytical skills and leadership have earned trust of the CIO, Provost, EVP Finance, and EVP Health Sciences when managing critical projects and programs. Presentations to President and his Cabinet on Enterprise Risk Management.

Launching new effort in academic analytics. Data center revitalization to improve DR stance and avoid hundreds of thousands in costly upgrades. Provost funded four new FTE to expand our self-funded Coursera effort. Absorbed Library IT function as a trusted partner. Currently guiding Library governance group to prioritize effort and work cooperatively across functions.

Major initiatives: PeopleSoft Financials implementation, PeopleSoft HR and Student upgrades, storage and backup modernization, Business Intelligence, learning spaces expansion, mobility strategy, IT security improvements, desktop support service, enterprise imaging, and service management adoption.

By the numbers: Added 2800 managed desktops, 3000 wireless AP's, doubled email users with 20x increase in mailbox size, tripled servers managed, 500% increase in storage, and grew by 15k network ports all with flat staffing and sub-inflationary budget increases. Funded staffing for Chief IT Architect, Chief Information Security Officer, and their offices.

Purdue University, West Lafayette, IN 2004-2007

Executive Director, Deputy Chief Information Officer (2005-07)

Reported to CIO. Responsible for developing and implementing high-level standards across all units. Functions included IT Service Management, communications, informatics and web development, vendor management, facilities, video production, and assessment.

Created IT Service Management Office based on ITIL framework and trained over 150 IT staff. Unified 185,000 annual incidents under a single process and migrated to Remedy. Established a comprehensive, unified Service Catalog.

Led strategic planning and budgeting processes for \$55M IT unit. Balanced Scorecard initiative clarified vision for employees and provided linked SMART goals, all of which were key drivers for improved employee satisfaction.

Interim AVP for IT Infrastructure (2006-07)

Challenged by CIO to take ownership of 160-person infrastructure group while also performing Deputy CIO role. Scope included over 700 servers, 22,000 phones, a data network supporting over 60,000 users, and email systems serving 2 million messages per day.

Stabilized Exchange email service and failing SAN environment. Expanded capacity by 50%, allowing College of Liberal Arts to migrate to central email service. Introduced fundamentals of disciplined IT operations, clearly defined communication channels, roles, and metrics.

Director, Project and Process Management (2004-05)

Reported to AVP of Enterprise Applications. Created Purdue's first project management methodology and achieved 95% compliance. Assembled list of projects and coached staff to identify troubled projects early. Initiated formal methods for portfolio management and project accounting. Reorganized existing committees to govern IT, balance project portfolio, manage risk, and focus on value creation.

Determined requirements and led software selection for \$73M ERP implementation in my spare time. Project included 400 stakeholders performing 10 person-years of effort. Work on ERP project continued into Deputy CIO role, by managing training effort and filling CIO's seat on Executive Committee.

Sprint Corporation, Houston, TX 1998 – 2003

Senior Manager (2000-03)

Reported to VP of Consulting Services. Helped set strategic direction, create detailed business plans, staffing plans, and budgets. Monitored and analyzed sales trends and financial reports to identify key business opportunities.

Learned Sprint's method of selecting and then managing the execution of strategy with Balanced Scorecard. Developed \$40M, \$100M, and \$500M strategic plans, authored strategy maps and Scorecards. Established metrics to monitor and stimulate progress.

Achieved profitability targets for 160 person Infrastructure consulting practice in six months. Did it again next year with a \$16M Application Development consulting practice. Changed strategic approach to sales forecasting by using a predictive model that identified high- and low-payoff customers early in the sales cycle. Saved over \$1M.

Developed business model and product roadmap to prioritize projects, assign accountability, and surface risk to the enterprise and business functions. Implemented new pay grades, job family system, and professional development for over 1000 technical and managerial staff.

Manager, IS/IT (1999-2000)

Reported to Operations Director. Responsible for application development, integration including call center, security, and data center.

Migrated from proprietary architecture to a J2EE based platform, saving \$4M in support costs. Redesigned wide area network to eliminate another \$4 Million in excess circuit costs.

Kept staff retention at 100% and improved system availability from 95% to over 99% during a time of dot-com era of very high demand and exceptional turnover within IT.

Program Manager (1998-99)

Consultant to Fortune 200 client. Executed and managed Y2K compliance programs ranging from desktops and servers to network and mainframe. Supported 20,000 users across 260 sites in 3 countries.

The Hill School, Pottstown, PA 1995 – 1998

Director of Technology

Reported to Assistant Headmaster for Academics. Responsible for fulfilling all aspects of emerging IT aspirations and building the program nearly from scratch.

Developed business case for major technology implementation, including 5,000 port, 55 building high-speed campus network, and many firsts: Internet connectivity, campus email, remote access servers, web site, audio/video streaming of Language instruction.

Achieved hero status by upgrading phone system and bringing voice and data to every faculty and student dorm room. Developed 5-year Technology Plan and merged Library with the Technology group. Mounted an aggressive campaign to develop student talent, leading (under my successor) to creation of what we believe was the first high school MCSE program.

Also taught AP Computer Science, coached 2 sports, mentored 7 students, and served on The Hill's Administrative Board each year. *Who's Who Among America's Teachers*.

ADDITIONAL EMPLOYMENT EXPERIENCE:

Research Assistant – University of Virginia (High Performance Computing algorithms), 1993-95.

AP Physics Teacher – Indian Hill High School (*Who's Who Among America's Teachers*), 1990-93.

EDUCATION:

M.S. Computer Science, University of Virginia, 1995.

B.S. Physics, Purdue University, 1990.