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2022

SEATTLE CIO OF THE YEAR ORBIE® AWARDS

SEATTLECIO

The annual Seattle CIO of the Year® ORBIE® Awards program honors chief information officers who have demonstrated excellence in technology leadership. Winners in the Global, Large Enterprise, Enterprise, Large Corporate, Corporate & Healthcare categories will be announced June 24 at The Westin Bellevue.

FROM OUR CHAIR

BJ Moore: Technology Leaders are the X-Factor A3

KEYNOTE SPEAKER

Meet the 2022 SeattleCIO ORBIE Keynote Speaker A4

LEADERSHIP AWARD

Digital Transformation in the Airline Industry A15

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2022 CIO OF THE YEAR

2022 SEATTLECIO CHAIR LETTER

TECHNOLOGY LEADERS ARE THE X-FACTOR

Technology is at the center of modern business transformation and leadership is the X-factor between surviving and thriving in today's digital economy.

SeattleCIO brings together leading CIOs of Seattle's largest organizations to help CIOs maximize their leadership effectiveness, create value, reduce risk and share success. Through member-led, non-commercial programs, CIOs build meaningful professional relationships with colleagues facing similar challenges, solving problems and avoiding pitfalls.

SeattleCIO members collaborate locally and nationally with CIOs across industries because, successful CIOs understand the 'superpower' of trusted relationships. In any gathering of CIOs, the answer is in the room. The challenge one CIO is facing has likely been solved by another CIO.

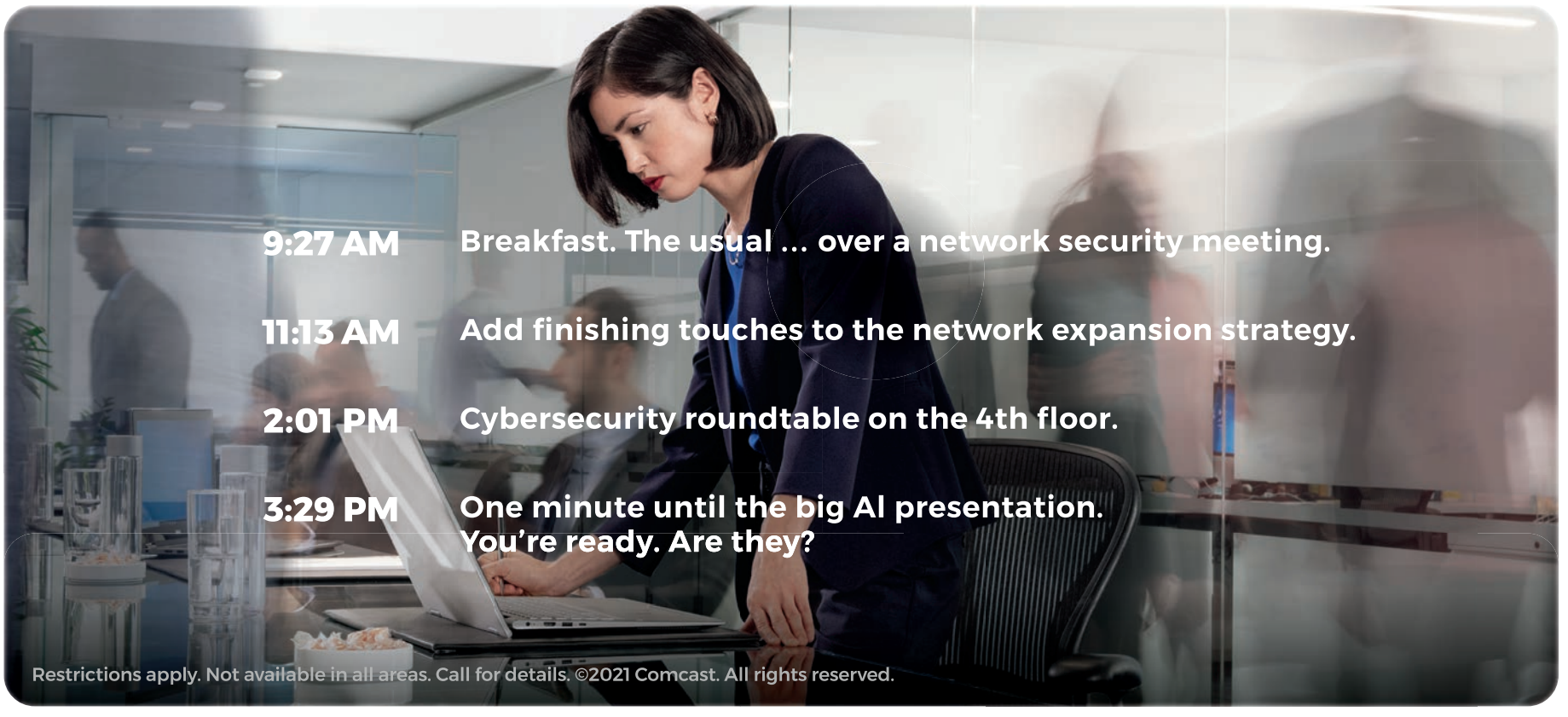
There is no textbook for how to be a great CIO. The best way to sharpen your leadership acumen is by collaborating with other leaders facing similar challenges. The industries and size may be different, but winning approaches to effective leadership are transferable. Every leader's perspective is valuable and contributes to the conversation - and everyone wins when leaders engage, share ideas, experiences and best practices.

For over twenty years, InspireCIO has helped CIOs succeed in today's most challenging C-suite executive role. By joining SeattleCIO, technology executives take their leadership to the next level through year-round, member-led programs and interaction. The power of CIOs working together – across public and private business, government, education, healthcare and nonprofit organizations – creates enormous value for everyone.

Together, we are transforming our economy using technology and enriching our region and our world. On behalf of SeattleCIO, congratulations to the nominees and finalists on their accomplishments and thank you to the sponsors, underwriters, and staff who make the ORBIE Awards possible.

Sincerely

BJ Moore
2022 Chair, SeattleCIO
EVP & CIO of Real Estate Strategy and Operations, Providence



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2022 CIO OF THE YEAR

2022 KEYNOTE SPEAKER

Brad Tilden

Retired Chairman and CEO | Alaska Air Group

The Seattle technology community will hear the insights of Brad Tilden, retired Chairman of Alaska Air Group Board and CEO of Alaska Air Group insights when he delivers the keynote address at the 2022 Seattle CIO of the Year® ORBIE® Awards celebration.

Brad Tilden retired as Chairman of Alaska Air Group Board in May 2022 and as CEO of Alaska Air Group in March, 2021. Alaska Air Group is the parent company of Alaska Airlines and Horizon Air.

The combined airlines have more than 20,000 employees, 300+ aircraft and fly to 120 destinations throughout the United States, Canada, Mexico, Costa Rica, and Belize. Alaska's guests can travel to more than 1,000 destinations around the world with the 14 members of the oneworld alliance and Alaska's global partners.

Under the leadership of Tilden and his team, Alaska focused on safety, low fares, profitable network growth, industry-leading operations, and remarkable service. The company earned 12-consecutive J.D. Power awards for highest customer satisfaction among traditional airlines from 2008 through 2019.

Alaska Air Group is a Fortune 500 Company and is among the nation's most profitable airlines. During Tilden's time as CEO, the size of the company doubled in both revenue and number of employees, and profits tripled. During Tilden's tenure as president and CEO, Alaska's stock price increased ninefold and led the airline industry.

Tilden is a 31-year veteran of Alaska Airlines. He previously served Alaska Air Group and Alaska Airlines as executive vice president of finance and planning, chief financial officer and corporate controller. He was president of Alaska Airlines from 2008 to 2016, was CEO from 2012 to 2021, and has served as board chair since 2014.

Before joining Alaska, he spent eight years with Price Waterhouse. He earned a bachelor's degree in business administration from Pacific Lutheran University and an executive master's degree in business administration from the University of Washington.

In addition to being named to Fortune magazine's Top 50 Corporate Leaders in America, he was recently inducted into the International Air and Space Hall of Fame and is a Distinguished Eagle Scout. In addition to Alaska, Tilden serves on the boards of Nordstrom and the Boy Scouts of America.

A Seattle native, Tilden grew up a few miles from Seattle-Tacoma International Airport where he developed an early love of aviation. He holds an airline transport pilot's license and enjoys cycling and spending time in the outdoors with his family in the Pacific Northwest.

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SEATTLE CIO OF THE YEAR ORBIE AWARDS

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2022 CIO OF THE YEAR FINALIST

Jason Wood, MBA, MS
Chief Information Officer,
EvergreenHealth

"Values are the rubric by which we are measured. Above this foundation, I believe in building high-performance teams by investing time and resources in our people." — *Jason Wood*

Thank you, Jason, for your dedication to our community and continuing our 50-year legacy by transforming health care through innovation and technology.

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2022 CIO OF THE YEAR

GLOBAL

OVER $3 BILLION ANNUAL REVENUE & MULTI-NATIONAL OPERATIONS

Bob Bruns

CIO & CISO | Avanade

As Avanade CIO and CISO, Bob Bruns is responsible for driving Avanade IT to be the leading digital innovator in the Microsoft ecosystem and for delivering the technology capabilities that power the company's people and operations worldwide. In his CISO capacity, he has responsibility for protecting Avanade internally and partnering with clients to ensure all information security obligations are met.

SUCCESS STORY

I was also asked to create an Information Security organization and become Avanade's first CISO, while retaining CIO responsibilities. Building Security while leading IT provided a unique opportunity that resulted in best of both organizations supporting common objectives, improved collaboration across the teams where most organizations fall short. Built from the ground up in a rapidly growing enterprise and in an environment of accelerating risk was a challenge and opportunity. The result for Avanade was lower risk profile. Teams were measured on joint goals and processes were co-developed, resulting in less incidents and processes that effectively balanced security and productivity.

Victor Fetter

CIO | Fortive

Victor Fetter is an experienced board executive and digital leader with proven success navigating business disruption and enabling innovation. He has over 25 years of experience using technology to strategically grow and transform global businesses. He was recently named to the CIO Hall of Fame and has been identified as one of the top 150 Business Transformation leaders worldwide. His experience spans the financial services, manufacturing, high-tech, and professional services sectors.

SUCCESS STORY

The incredibly talented team at Fortive has focused on enabling and sharing innovation among the eighteen global operating companies that make up Fortive. In fostering an environment of collaboration and continuous improvement through the Fortive Business System, the team has modernized and secured the IT operating environment along with using data and innovation to deliver new client experiences and deliver products, insights and services to make the world stronger, safer, and smarter.

Lily Ley

VP & CIO | PACCAR Inc.

Lily Ley is an experienced Technology and Business executive, able to drive growth in any business environment in US and Globally. Leads by Design with strong core values, continual innovation, resiliency and stability. Able to work in a high-pressure environment where rapid response is required; she is a mentor, and passionate advocate for more inclusive workplaces for women.

SUCCESS STORY

I envision myself as a leader who influences and cares for all employees with compassion and empathy. I sincerely believe employees who are valued and appreciated are more inclined to go above and beyond and thus reach their full potential. I aspire to cultivate a positive attitude, a bias for action, strong work ethics and deep connections. I am a passionate advocate for DE&I and advancing gender equality and women's individual empowerment in their pursuit of professional and personal success. We are in the Digital age and the function of IT has never been more critical to business success.

Monika Panpaliya

Global Head of Enterprise Technology Services | JP Morgan Chase

Monika is the Global Head of Global Technology Product & Agility Office at JPMorgan Chase. She is a global technology executive with 20+ years of experience across diverse operational and strategic roles within financial services, aerospace & defense, mobile & telecommunication sectors.

SUCCESS STORY

JP Morgan Chase is embarking upon a product model transformation across Global Technology. This transformation enables us to focus on team empowerment, customer satisfaction and business outcomes. I've been privileged to lead the Global Technology Product Office and am proud of our talented team that is driving the change across our newly defined Product Line structure. Our operating model is centered around six building blocks: Product Taxonomy, Organization Design, Agile Practices, Portfolio Planning, Product Tooling and Product Management Practices. The technology landscape is rapidly evolving and these changes will set us up for success in the long run.

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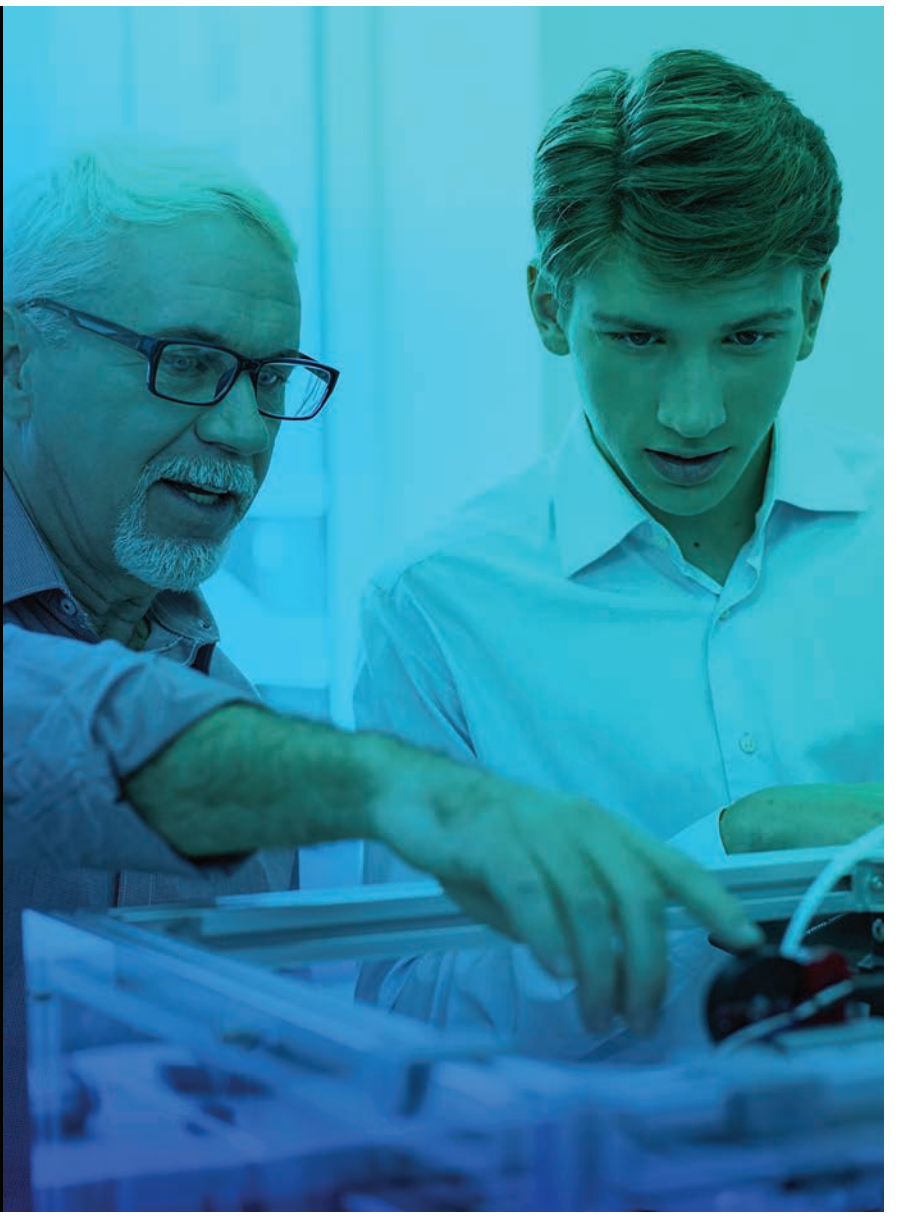

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To unify is to make whole.

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2022 CIO OF THE YEAR

HEALTHCARE

HOSPITALS & HEALTHCARE ORGANIZATIONS OVER $2.5 BILLION ANNUAL REVENUE

Laurent Rotival

SVP, Strategic Technology Solutions & CIO | Cambia Health Solutions

Laurent leads Cambia's development of next-generation technology products & solutions that will create a more person-focused approach to health care. Laurent is a tireless advocate for the health consumer. Whether delivering business transformation or building great products, investing in people and great teams is core to his focus. He is passionate about engineering & technology, laser focused on execution, always with unyielding integrity.

SUCCESS STORY

We have worked tirelessly to shift our business model to one where we serve the individual with empathy through technology as an enabler of personalized, frictionless experiences. Cambia drew inspiration from lean startups and embraced a retail bias to its architectural and organizational strategy, resulting in an industry-leading position in cloud adoption, interoperability and a nationally unmatched cloud native consumer health platform. This has all been achieved while continuously investing in our employees. Despite the Pandemic and a pivot to 99% remote, our employees have exceeded all business productivity benchmarks, and our technology team has made much of that possible.

Eric Neil

CIO | UW Medicine

Eric was named the interim CIO in January 2020 and later named the permanent CIO in October 2021. He leads the UW Medicine IT Services department and provides technology leadership for patient care, medical education, and research across the UW Medicine health system.

SUCCESS STORY

We successfully implemented the largest ever UW Medicine technology project - a new, integrated electronic health record while training and supporting 22,000 users remotely, all during the COVID-19 pandemic. We also consolidated IT offices, terminated leases, moved to a commercial data center, and other activities to deliver maximum value to the organization. However, my most rewarding accomplishment is when others I mentor accomplish something we have been working on together, something that stretched them beyond what they could have done on their own. There is no greater accomplishment than to invest in others and then quietly watch them succeed.

Bradd Busick

SVP & CIO | MultiCare

Industry recognized IT leader in the design and delivery of cost-effective, high-performance technology solutions, Bradd is the Senior Vice President and Chief Information Officer at MultiCare Health System and has been featured in CIO Magnazine, TED and recognized by Constellation Research as one of the top 150 innovative CXO's in the country.

SUCCESS STORY

The greatest accomplishment has been our relentless focus on execution, resulting in a level of trust, credibility and partnership that has not existed for decades at MultiCare Health System. The level of renewed partnership between IT and Operations is the benchmark for other teams across the system, as we have provided measurable results while raising the cultural bar. Without the foundation of trust, none of the rest of the bells and whistles matter.

Zafar Chaudry

SVP, CDO & CIO | Seattle Children's

Dr. Zafar Chaudry has been Chief Information Officer and Senior Vice-President of Seattle Children's Hospital since November 06, 2017. Through his role, he provides vision and leadership for the development of technology initiatives and enterprise-wide information systems and services for Seattle Children's. His goal is to enable clinicians with the best technology to deliver safe and excellent care to our patients.

SUCCESS STORY

The greatest accomplishment in my current role is the implementation of a new EHR (Epic) during a pandemic. We were the first in the world to train 13,000 people via live virtual training sessions; this project took the equivalent of 39 years of work condensed into 22 months. Also I've built the capacity and capability to allow 4,500 employees to work from home using Citrix VDI with an uptime of 99.997% on all our applications. I've implemented the technology aspects of the tele-health program to support patient visits from 1,399 tele-heath appointments in 2019 to 2k per week in 2021.

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2022 CIO OF THE YEAR

LARGE ENTERPRISE

OVER $1.5 BILLION ANNUAL REVENUE

Bobbie Jo Foster

VP IT | John L. Scott Real Estate

Bobbie Jo joined John L. Scott Real Estate in 2019 as the company's Senior Director of IT and was promoted to Vice President of IT in 2021. Bobbie Jo has over a decade of diverse business systems experience, with extensive expertise in the implementation and integration of software to support critical business functions. She has built her career helping companies worldwide deliver results and realize ROI through effective change management, cross-functional engagement and assembling stellar teams.

SUCCESS STORY

My greatest accomplishment at John L. Scott has been shifting the perception of IT from a disconnected department to a strategic partner within the company, furthering our innovation in real estate. Redefining IT as an essential partner in innovation and growth didn't happen overnight; we needed to build strong connections between IT and business units based on trust, integrity, support and a shared vision of the future. Our IT team members are now empowered to own their areas of expertise, innovate, and deliver an exceptional technical product to our employees, real estate agents, as well as the clients they serve.

Margaret Hopkins

SVP & CIO | Puget Sound Energy

Margaret Hopkins is Senior Vice President of Shared Services and Chief Information Officer for Puget Sound Energy, responsible for PSE's technology and cyber security strategy, and for delivering IT solutions that enable PSE's strategic plan. She also oversees supply chain, enterprise projects, and corporate shared services.

SUCCESS STORY

My greatest achievement as CIO has been to build a high performing team of leaders who are expert in their fields and contribute strategically across IT and the broader PSE organization. My team challenges me and makes me better. More importantly, they enjoy working together and supporting each other. Technology initiatives ebb and flow, but strong leadership will sustain your organization through difficult times - when the budget is cut, the exciting projects are few and far between, or when navigating a pandemic. My team has done that and so much more, and they are the key to our success.

Richard Scheitler

CIO | Darigold

Richard Scheitler is Chief Information Officer for Darigold, Inc. where he has worked for 2.5 years. Darigold is a farmer-owned cooperative known for delivering fresh, high quality, value-added dairy products to consumers and customer-driven solutions to organizations all around the globe. We are the 5th largest dairy cooperative in the US and one of the largest privately held organizations headquartered in Seattle, Washington. Today we proudly represent around 350 family farms across the Northwest.

SUCCESS STORY

I was hired as part of a 10-year true company transformation to restructure the entire IT organization, modernize all systems, improve infrastructure and security, and connect the technology organization much closer to the business. In the first few years, I developed a transformation strategy and have begun to execute several pieces of it. This includes hiring the talent necessary to ensure smooth implementation, replacing business systems with new, modern technology and retiring many legacy systems to support business goals, and building more nimble business processes to improve transformation in the future.

Laury Miller

SVP & CIO | Seagen Corporation

Laury Miller is the Seagen Chief Information Officer and Senior Vice President of Global IT since March 2020. In this role, she has overseen Seagen's digital transformation during the COVID-19 pandemic, enabling the company's global expansion. She also develops and executes Seagen's IT strategy and vision, partnering with the company's executive team to define technology opportunities to innovate next-generation oncology therapies.

SUCCESS STORY

Over the past year as Seagen's Chief Information Officer, I oversaw the company's seamless digital transformation, enabling Seagen to expand globally and launch a medical breakthrough almost entirely virtually. Our global IT team shifted from a traditional IT shop to one enabling our company's goals through resilient scalable technology solutions that improve business capabilities, velocity, automation, productivity and user experience. My team built an IT model that has earned praise from our CEO in company-wide meetings and is instrumental in achieving significant technology advances while planning for the future needs of our business, healthcare providers and, most importantly, cancer patients.

PARIVEDA

congratulates our winners, finalists and nominees

SEATTLE CIO OF THE YEAR®

ORBIE® AWARDS

PARIVEDA PROUDLY UNDERWRITES THE ORBIE AWARDS

Congratulations, Victor!

The Fortive team is proud to congratulate our Chief Information Officer, Victor Fetter, on being nominated as a Seattle CIO of the Year Finalist!

Fortive's essential technology makes the world stronger, safer, and smarter.

FORTIVE

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Congratulations, Margaret!

Puget Sound Energy is thrilled about your nomination as a Seattle CIO of the Year Finalist. Your vision and inclusive leadership has inspired innovation at PSE and is transforming our business for the future.

2022 CIO OF THE YEAR

ENTERPRISE

OVER $800 MILLION ANNUAL REVENUE

Mike Knapick

CIO | SanMar Corp

Mike began his IT career with Accenture in 1995 after receiving his Master's degree in Mathematics from the University of Illinois. He then joined Expedia in 2001 to lead their IT Application Development team and after several years transitioned to lead the organization's IT department as CIO. Following a stint leading PassageEvents' IT team Mike returned to consulting with Slalom Consulting in Seattle. Mike then joined Isilon Systems in 2010 as their CIO and then joined SanMar Corp as their CIO in 2014.

SUCCESS STORY

The effort to implement any ERP system is significant, and we were tasked with replacing a 30+ year old home grown system customized for our business. We had goals to minimize customizations and limit scope to reduce implementation time. We couldn't always achieve these, we did successfully launch the ERP system during the pandemic. We had planned on co-locating during the cutover. Instead we used MS Teams to execute a fully remote deployment. Despite significant challenges the system was live and first day we were able to take and ship all our orders.

Sasi Pillay

VP of IT Services & CIO | Washington State University

Dr. Sasi Pillay serves as the Vice President and Chief Information Officer at Washington State University (WSU). In this role he oversees the computing infrastructure of foundational technologies and research computing, telecommunications, local area and wide area networking, and IT Security. He has led the development of roadmaps for Academic and Research Computing, Administrative and Business Computing, and Foundational Technologies.

SUCCESS STORY

The issue that was exacerbated as we transitioned to remote only instruction a year ago was that of the digital divide. Under my leadership, our team implemented a loaner laptop and Wi-Fi hotspots program, and then working collaboratively with others, initiated the creation of the parking lot Wi-Fi program. Based on this initiative, we were able to distribute over 500 Chromebooks, 1000 hotspots and setup nearly 50 parking lot Wi-Fi locations that served students from Washington State University, students from other universities and the citizens of the local community by providing high speed access to the internet at no cost.

Cheri Larson

CIO | Charlie's Produce (Triple B Corporation)

Cheri Larson was promoted to CIO of Triple B Corporation in May 2020. Cheri was elected Chair of Triple B Corporation's Executive Board in January 2021. During Cheri's 28-year career at Charlie's she has held various positions including Customer Service Manager and Senior IT Director. She is a graduate and design team member for Charlie's Emerging Leaders Program. Cheri received her bachelor's degree in speech communication from University of Washington.

SUCCESS STORY

As CIO and Chair of the Executive Board, my greatest accomplishment has been aligning business strategies with our technology roadmap. Operational excellence of our IT Team has allowed for continued business growth. Highlights include; Enterprise roll-out of workplace mobility, rapid deployment of IT services, preparing the company to secure our assets including data from cyber-attack, upgrade of decade old ERP system and modernization, deployment of cloud hosted PBX, Cash App automation, as part of M&A activities and growth completed acquisition of 3 companies, 90% utilization of resources to leverage pent up business demands and Enterprise roll-out of Office 365.

Fumbi Chima

EVP & CIO | BECU

With more than 25 years of leadership and technology experience in both the retail and financial sectors, Fumbi Chima currently serves as BECU's executive vice president and chief information and transformation officer. As CIO of Washington's largest credit union, Fumbi is responsible for leading the organization's technology strategy, information security and IT operations for its more than 2,600 employees.

SUCCESS STORY

My success is anchored around growing a diverse and balanced organization strong in technical skills, mindful of the user experience, and energetic about the building the future of Tech. Being able to be take on new challenges aligned to digital transformation enables myself to drive a change mindset which drives impacts to the organizations I support.

Congratulations
Crystal Henson

For your strategic vision and servant leadership which empowers and drives your team to operational excellence.

Your Washington Department of Veterans Affairs applauds your selection as a finalist for the 2022 Seattle CIO of the Year ORBIE Awards.

WASHINGTON STATE DEPARTMENT OF VETERANS AFFAIRS "Serving Those Who Served"

CONGRATULATIONS!

Bradd Busick, CIO

Your drive to advance MultiCare's technological capabilities, both during the COVID-19 pandemic and as we move forward into the future, is key to MultiCare's success in caring for our communities.

Your leadership, focus on people — and most of all your desire to serve — inspires us.

MultiCare

2022 CIO OF THE YEAR

LEADERSHIP AWARD

Charu Jain

SVP, Merchandising and Innovation | Alaska Air Group

ORBIE Leadership recipient discusses the digital transformation in the airline industry

By The Business Journal Content Studio

Charu Jain has spent her career in technology leading large-scale transformations for some of the largest corporations in the world. Often, the transformations involved the delivery of scalable technology solutions that enable fast-growth expansion and lasting improvements in market competitiveness, service delivery and customer satisfaction.

The most recent example of this is how the senior vice president of merchandising and innovation at Alaska Airlines was able to harness the power of technology to make a major change to how the company serves its customers in response to the pandemic. The pandemic was a pivot point and Alaska used this time to figure out how to differentiate themselves. At the height of the health crisis, the airline stopped serving food and beverages on its flights so passengers wouldn't have an incentive to take off their masks. The pause gave Jain and her team an opportunity to rethink the whole business model around in-flight services.

Before the pandemic, for example, the airline would board 30 fruit and cheese platters, 30 breakfast sandwiches, 30 protein platters and 30 evergreens salads. Often, one or two of these meals would sell out while the others would barely sell at all, leaving a lot of food waste and some unhappy customers. Using a new technology platform, Alaska Airlines developed a pre-order program that allowed passengers to choose their meals before a flight and store their payment information online. It has reduced waste from 40% to 10% and improved both employee and customer satisfaction.

"Technology undergirded the transformation and gave us the tools we needed to be able think about how to do things differently," Jain said. "It was a seamless transition without any friction for our passengers."

Jain shared her observations ahead of this year's Seattle CIO of the Year ORBIE Awards that will honor chief information officers who have demonstrated excellence in technology leadership. Jain is this year's Leadership Award recipient.

PUTTING DATA TO USE

The drive for innovation is embedded throughout Alaska Airlines, including how it seeks new ways to serve customers and as it competes for employees in a tight talent market. For example, the company provides all customer-facing employees with modern mobile devices to make their jobs easier and to improve communication across groups.

The company's technology team can fill those devices with information that allows them to improve the customer experience. A flight attendant might receive an alert that the passenger in the window seat in the third row has already been on two delayed flights this week, prompting perhaps an apology or an extra level of customer attention. An alert from the operations team would allow the pilot to inform the crew and passengers in real-time that there might be a slight delay for takeoff.

"We're putting data in the hands of our frontline who can use it in real time to improve the customer experience," Jain said. "Data just sitting in systems is not helping anyone. This capability allows us to connect people working across the multiple disciplines that come together to get that flight off."

TOP CIO CHALLENGES

Jain said it's an exciting time to be a technology leader because digitizing a business is not a choice these days – it's a necessity. CIOs now have a firm seat in the C-suite and they are one of the few people who have a role that looks across and impacts the entire business.

As CIOs rise in prominence within organizations, so do the challenges they face. Top among them is finding a balance between managing risk and unlocking value. "CIOs have to have a foot in both places, because if the risk is too high, the conversation is always about risk and nobody wants to have the value conversation," Jain said. "Have a foot in both worlds so risk doesn't become your only job. Get it under control and start unlocking the value so you have an opportunity to really get the full power out of your role."

INCREASING PATHWAYS TO TECH CAREERS

In addition to her role at Alaska Airlines, Jain serves on the advisory board with University of Washington Foster School of Business Technology and is a director of Year Up Puget Sound. Year Up seeks to close the skills gap for thousands of young adults across the country with training specifically tailored to meet workforce needs. These young adults often come from disadvantaged backgrounds.

"Companies have a talent problem and Year Up is such a unique way to help increase the pipeline for technology talent, and the bonus is it's diverse talent," Jain said. "Year Up believes every young adult has potential and deserves an opportunity for economic justice. The program is life changing."

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Congratulations to
Mike Knapick

and all the nominees for the
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Mike's nomination for the prestigious ORBIE Award reflects his leadership in our unique industry. All of us at SanMar are honored to see Mike recognized among other esteemed technology leaders.

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Thank you, Laurent, for your commitment to transforming health care through innovation and technology, putting simpler, more personalized care in the hands of the people we serve.

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2022 CIO OF THE YEAR

LARGE CORPORATE

OVER $400 MILLION ANNUAL REVENUE

Jason Wood

CIO | EvergreenHealth

Over the course of his 20-year career, Mr. Wood has specialized in healthcare where, he says, "Information Technology is woven into every process. It's critical for IT to be at the table for discussion and to innovate and help generate solutions." Jason describes his work as creative, and his key role as working with others to solve problems. "It's my job to understand where IT can best engage to support the delivery of exceptional care."

SUCCESS STORY

My IT team and I achieved Board approval for the largest technology investment in EvergreenHealth's history – to transform our health system, delivering a projected 10-year net operating margin increase of $133.5M while supporting a transformation to value-based care. This work is well under way with Epic, including significant consolidation efforts in revenue cycle, health information management and clinical operations that will benefit our patients, staff, and community. My IT team goes far beyond simple strategic discussions by leading several key workstreams with Board accountability, including population health analytics and Epic success metrics included in the strategic roadmap.

Jennifer McNamara

CIO | Department of Health, Washington State

Jennifer McNamara is the Chief Information Officer for the Washington State Department of Health. She leads a staff of 265 professionals who provide reliable and secure IT services and solutions in support of public health.
Jennifer received her Project Management and Executive Management certificates at the University of Washington and is a certified Project Management Professional. Jennifer is also a Harvard University National Preparedness Leadership Initiative fellow.

SUCCESS STORY

Public sector technologists work to deliver high quality services and solutions with limited resources. COVID-19 thrust us into the spotlight, demanding quick action to solve urgent problems. We asked the private sector to join our fight. Not only did this help my team navigate a steep learning curve with new technologies, it also exposed private sector colleagues to the rewards of public service. Many of us consider this work the highlight of our careers! We are now leveraging the opportunity to modernize our infrastructure and spark a culture of innovation to serve the public good for many years to come.

Scott Waters

CIO & CTO | Overlake Medical Center and Clinics

Scott Waters has been in Healthcare IT Leadership for over 12 years, holding various leadership positions. He is currently the Chief Information and Technology Officer for Overlake Medical Center and Clinics in Bellevue Washington. Scott started his career in Reno Nevada, moving to western Washington 5 years ago to accept a position as the Director of IT at Overlake. During his tenure at Overlake he has helped to lead the organization through a number of transformational projects.

SUCCESS STORY

Obtaining board approval and starting the exciting work on our multi-year digital transformation program aimed at improving the quality, safety and experience of our patients, staff and providers at Overlake through digital means has been a big success. The plan places a particular focus on leveraging technology to improve care across the spectrum of Social Determinants of Health. We are creating a frictionless experience for the our caregivers and the patients in the communities we serve.

Chris Lindner

CIO | Apptio

Chris Lindner is CIO, Apptio and is responsible for the strategic direction and delivery of the company's global IT infrastructure. These services span disciplines including innovation, organizational development, portfolio and project management, software and infrastructure engineering, and operations. Chris leads an IT organization enabling productivity for clients and employees through an IT platform that delivers a robust set of services across the globe.

SUCCESS STORY

We have been able to transform into a global company, with centers of excellence in North Carolina, India, Poland, and Australia. Our flexible and secure technology posture allow us to go where the talent is. I have been able to lean in and help accelerate sales through deep CIO level relationships. We have accelerated our M&A integration process driving value more quickly. Our focus on scale and simplification had driven tangible business results and created widely successful customers.

2022 CIO OF THE YEAR

CORPORATE

UP TO $400 MILLION ANNUAL REVENUE

Kari Escobedo

SVP, Technology | Seattle Mariners

Kari Escobedo is a technology executive with 20+ years of leadership experience serving global F500 companies in the technology, healthcare, telecom, retail and sports entertainment industries. She is a change leader specializing in company technology transformations, including digital experience, data, product dev, and M&A. Kari joined the Seattle Mariners Baseball Club in early 2021 to lead the team's transformation to a data driven, technology enabled organization.

SUCCESS STORY

My greatest accomplishment so far, is working cross functionally with the organizations leadership to develop the language for what digital transformation means to us, to develop the strategy and vision to support our journey. I also created the Technology Strategy and Organizational model to support our goals. "Unleash the power of digital platforms to modernize the core work of the Mariners, accelerate impact of technology and enable a collaborative, integrated and high integrity culture."

Robert Rosales

Director, IT | Oak Harbor Freight Lines

Robert Rosales leads the Information Technology department at Oak Harbor Freight Lines, a freight company that have been in business over 100 years. He is currently in the middle of a multi-year project to transform Oak Harbor's technology to take advantage of data captured during various stages of shipping process. Robert played an instrumental role in implementing a route optimization program which automated the pickup and delivery route creation process resulting in dramatic decrease in labor cost.

SUCCESS STORY

One of the greatest accomplishments IT has done in the past 5 years has been the implementation of route optimization. It is an automated process of creating the most optimized delivery route taking into account various delivery constraints and limitations such as vehicle requirement, road condition, customer appointment, and delivery site limitation. The route optimization system eliminated a long and laborious process of manually hand sorting thousands of paper delivery receipts. It also provided various operational metrics and GPS positioning which allowed dispatch and customers visibility to delivery time window.

Nancy Sternitzky

CIO & CDO | Sound Credit Union

Nancy enjoys technology almost as much as she enjoys working for organizations that exist to help their community. As the CIO and CDO at one of the largest credit unions in WA, her team delivers the technology needed, with an eye to customer satisfaction as the metric for success. While credit unions have had most of her attention, Nancy recently worked in public service, for the City of Seattle as the Deputy Director of Client Service in IT, bringing a client service focus and discipline to a 700-person IT delivery team.

SUCCESS STORY

I am proud of the team I lead. I believe the relationships we developed are as valuable as the technology we create and implement. As a financial institution, we continue to build a sustainable and flexible infrastructure to benefit those we serve. We are technology leaders in our industry, having modernized our enterprise by creating and sharing API's, and investing in the promise of digital transformation through entrepreneurs and fintech innovation. I look forward to continuing to help Sound live out our purpose of standing with our members, employees, and community through all waves of life.

Crystal Henson

CIO | Department of Veteran Affairs, Washington State

As a proven leader in Information Technology with over 20 years of technology experience, Crystal Henson is fostering growth and innovation with her innate abilities to bring strategy and a customer centric focus to her role as the CIO for the Washington State Department of Veteran Affairs. She is currently responsible to oversee people, process, and technological advancements, modernizations, and learning to the organization.

SUCCESS STORY

The Washington State Department of Veteran Affairs provides veteran services, counseling, statewide wellness programs for veterans, and long-term care for honorably discharged veterans in our four Washington State Veteran Homes. The COVID Pandemic created a significant change in safeguard practices to prevent the spread of COVID to residents and staff in all facilities. The greatest accomplishment in my current role is the digital transformation initiative IT is investing in, to modernize work processes within the agency. For example, moving the CDC required screening into a standardized digital Kiosk method, we realized cost savings, faster screening times, and increased employee productivity.

2022 CIO OF THE YEAR

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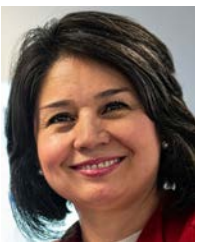

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