

WILLIAM C. MOORE II

PROFILE: CHIEF INFORMATION OFFICER

Highly accomplished technology executive offering 25+ years of documented achievements in:

Technology Strategy, Vision & Roadmap — Innovation, Transformation, Automation & Standardization Leadership
Security & Compliance Management — Disaster Recovery & Business Continuity — Business Intelligence / Data Analytics
Business & Vendor Relations — SaaS & Cloud Computing Best Practices — Team Training, Mentoring & Leadership

Consistent success in aligning people, processes, and systems with evolving strategic, compliance, and business goals. Strength in identifying needs and issues, defining the strategy and roadmap, communicating the approach, establishing the policies and best practices, and mobilizing teams in implementing solutions with a solid return on investment (ROI).

Proven ability in driving the build out of scalable, secure, and stable environments, systems, and platforms. Skilled in guiding the evaluation, selection, design, and implementation of value-driven technology solutions that have reduced risks, enhanced decision-making, improved uptime, delivered significant savings, and optimized business continuity.

Proven talent in establishing high-performance teams sharing a common vision and goals. Experienced in fostering an environment of collaboration, teamwork, and performance ethics that have positioned teams as partners to the business.

PROFESSIONAL EXPERIENCE

ALBANY STATE UNIVERSITY – Albany, GA

VICE PRESIDENT AND CHIEF INFORMATION OFFICER (2017 to Present)

One of three public HCBUs in the University System of Georgia serving approximately 7,500 students and 1,500 employees across 2 campuses

Responsible for the Information Technology Services Division of 42 employees through 7 direct reports

Charged with providing leadership, integrative management, and direction for the University's Information Technology Services Division, to include institution-wide strategic planning, budgeting for information technologies, and coordination and integration of all University IT matters. Recommends IT policy at the highest level. Serves as the University's senior spokesperson on issues related to administrative, student support, clinical, and academic information systems.

Vision, Strategy & Leadership

- Provides institution-wide leadership and direction in the management and operation of Information Technology Services across the University.
- Provides direction and leadership in the review of existing IT systems and processes, and in the implementation of new or upgraded systems.
- Leads, guides, and oversees the institutional information technology services budgeting process, and provides leadership in cost and productivity analysis.
- Leads the process of determining the priorities, projects, and future directions of the University's ITS functions.
- Integrates and coordinates the development of and implementation of ITS programs across the new consolidated University, to achieve maximum institution-wide efficiencies and collaborations; coordinates the identification and prioritization of required ITS initiatives among the University's constituents.

Technology & Business Solutions

- Consolidation projects that were six months behind schedule were brought back to within acceptable timelines within three months of accepting responsibility.
- Restructured ITS staff to more efficiently meet needs of the University.

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KENNESAW STATE UNIVERSITY – Kennesaw, GA

ASSOCIATE EXECUTIVE DIRECTOR – INFORMATION SECURITY OFFICE (2014 to 2017)*3rd largest university in the State of Georgia serving 32,000 students and 3,500 employees across 2 campuses**7 direct reports with oversight responsibility for 10-12 systems administrators supporting complex infrastructure*

Recruited into newly established technical leadership role to support the merger of Kennesaw State University and Southern Polytechnic State University (SPSU). Charged with driving the alignment of SPSU's infrastructure, systems, policies, and teams with Kennesaw State University and Board of Regents standards. Hold complete responsibility for driving the introduction and adoption of policies, technologies, and best practices to minimize risks, strengthen uptime, maximize the confidentiality of data, and achieve institutional goals.

Vision, Strategy & Leadership

- Developed strategy and highly aggressive one-year plan that strengthened security posture and reduced potential funding issues. Led teams in conducting a comprehensive assessment of environments, identifying and qualifying vulnerabilities, and rapidly implementing new technologies and processes that have minimized exposure.
- Launched security awareness program that strengthened overall adoption to newly established policies and procedures.
- Built a dedicated security team that has optimized the availability of networks, physical / virtual server and desktop computing environments, devices, and systems leveraged by 32,000 students and 3,500 staff members.
- Directed efforts to identify and document inventory of critical assets across the Marietta campus.

Technology & Business Solutions

- Established and led high-profile project to remediate portfolio of 500 servers and 3,000 desktops that contained thousands of vulnerabilities due to multiple years of neglect. Established patch management standards and framework, and updated VMware and VDI platforms that increased uptime by 20% within 6 months of hire.
- Granted an Award for managing the recovery of 42 terabytes of data from 788 desktops within 6 days following a major data loss incident, saving the institution \$700K in recovery costs.
- Led the evaluation, selection, and consolidation of 6 ID card encoding technologies into a single Access Control ID Card platform that delivered \$287K in savings and provided users with a consolidated means to access facilities at both campuses.
- Directed complex initiatives to build a unified Police Department. Migrated departments from 2 cities into one site with a backup location. Consolidated Life Safety systems into new Honeywell mass notification system that reduced costs and improved emergency response across the university.

VALDOSTA STATE UNIVERSITY – Valdosta, GA

ASSISTANT CHIEF INFORMATION OFFICER / CHIEF INFORMATION SECURITY OFFICER (2004 to 2014)*One of 3 regional universities in the State of Georgia serving 15,000 students and 1,500 employees**43 full-time employees, 50 part-time student employees, 3 direct reports, 3 Assistant Directors, and a \$350K budget*

Chosen for new role and given total responsibility to build a formalized information security department with standardized policies, procedures, and technologies for the university. Built the team, established the strategy, developed and oversaw the adoption of best practices, and drove the implementation of effective tools and systems to reduce risk, minimize exposure, protect data and assets, and comply with evolving state, local, federal, and corporate regulations. Member of the IT Executive Committee and Faculty Senate Technology Committee.

Vision, Strategy & Leadership

- Established a highly successful and comprehensive information security program that increased awareness and adoption of policies, reduced risk, and ensured compliance with GLBA, FERPA, SOX, HIPAA, PCI, and CALEA regulations.
- Built and led team in ensuring the optimal confidentiality, integrity, and availability of data across networks and systems.
- Authored 95% of university's security policies, procedures, and IT standard operating procedures.
- Created and executed the 1st technology based Business Impact Analysis that increased visibility of weaknesses and impacts to the institution's mission, goals, and objectives.
- Developed and directed the implementation of Business Continuity and Disaster Recovery Plans to ensure optimal availability of core systems, infrastructure, and desktop computing environments.

Technology & Business Solutions

- Drove all efforts to strengthen technical and administrative controls across physical/virtual server, firewall, wired/wireless network, and desktop environments that resulted in zero audit findings within 6 months of assuming role.
- Led the pilot build out of a Security Information and Event Monitoring (SIEM) framework. Deployed LogRhythm that provided an effective means to detect, respond to, and neutralize damaging cyber security threats.
- Spearheaded the modernization and expansion CCTV framework that received public recognition as a model for enhancing the safety of students, staff, and visitors across the campus while providing forensic evidence for investigations. Oversaw the deployment of Endura IP VMS platform that replaced 67% of DVR/Digital video surveillance systems and increased number of cameras by 70%.
- Directed the implementation of Endura IP VMS platform for the new College of Nursing to enable faculty to monitor student practicums within a closed environment. Solution earned high public recognition, delivered \$750K in savings, and led to the expansion of capability into the Graduate Department of Communication Sciences and Disorders.

VALDOSTA STATE UNIVERSITY: SYSTEMS MANAGER
ODUM LIBRARY, COLLEGE OF LIBRARY AND INFORMATION SCIENCE (1999 to 2004)

Over 500,000 bound volumes and thousands of periodicals / newspapers servicing 15,000 students / 4 direct reports

Recruited to build, manage, and ensure optimal uptime of networks, systems infrastructure, and desktop computing environments as technical assets and facilities expanded by 2 fold. Scope of responsibilities spanned technology strategy, budget planning and management, technology evaluation and selection, team leadership, vendor and user relationship management, project management, grant writing, and solutions design and implementation.

Vision, Strategy & Leadership

- Authored and implemented the 1st 5-year technology strategy that received high accolades from the college. Managed all efforts to double technology footprint in support of the Library expansion with minimal disruption to services.
- Designed and implemented Disaster Recovery plan and framework that optimized business continuity.
- Trained and mentored employees on new technologies, standards, and processes that increased technical competency.

Technology & Business Solutions

- Led the build out new and modernization of existing network, server, and desktop devices and environments that provided additional computing resources to students, faculty, and staff.
- Drove all aspects of Y2K remediation efforts. Guided teams in evaluating, identifying, upgrading, and replacing non-Y2K capable technology devices that resulted in zero negative impact.
- Planned and led all efforts to replace DRA library catalog system with state-wide Online Public Access Catalog (OPAC) that enabled students across 35 universities within the state to access resources.

VALDOSTA CITY SCHOOLS – Valdosta, GA

INSTRUCTIONAL TECHNOLOGY SPECIALIST – INFORMATION TECHNOLOGY (1997 to 1999)

- Designed and installed the school district's 1st Metropolitan Area Network (MAN), email platform, and web servers that strengthened data integration, information access, and collaboration among the 12 schools.

VALDOSTA TECHNICAL COLLEGE – Valdosta, GA

ADJUNCT INSTRUCTOR – BUSINESS DEPARTMENT (1996 to 2002)

- Prepared and assisted students in earning CompTIA A+ Certification. Developed the initial course design and perspective goals. Served in committees to align curriculum with the needs of regional employers.

COASTAL PLAINS REGIONAL EDUCATIONAL SERVICE AGENCY (RESA) – Valdosta, GA

TECHNOLOGY SUPPORT SPECIALIST (1996 to 1997)

- Installed, configured, and provided technical support to multi-platform network infrastructures, and intercom, closed circuit video, and surveillance systems for 78 schools across 12 districts.

ALCOA TIFTON ALUMINUM CORP. – Tifton, GA

RELIEF SHIFT SUPERVISOR - EXTRUSION (1990 to 1995)

- Assisted in deploying a computerized PLC operated extrusion press and in enabling plant to achieve ISO 9000 certification.

CHAPARRAL BOATS, INC. – Nashville, GA

AUTOMATION SUPERVISOR – RESEARCH & DEVELOPMENT (1988 to 1990)

- Built and managed CNC programming of computer controlled router part production that increased efficiency and reduced spare part storage needs. Trained staff on new equipment and CNC programming concepts.

EDUCATION & CREDENTIALS

Master of Education (MEd) in Educational Leadership

Master of Library and Information Science (MLIS)

Bachelor of Applied Science (BAS) in Technology

VALDOSTA STATE UNIVERSITY – Valdosta, GA

Diploma in Advanced Electronic Technology

VALDOSTA TECHNICAL COLLEGE – Valdosta, GA

Professional Development & Certifications

University System of Georgia Executive Leadership Institute | Certified Information Systems Security Professional (CISSP)
Lean Six Sigma Yellow Belt | Payment Card Industry (PCI) Training

Publication, Interview & Presentations

“Leveling the Playing Field”, Satisfying Business Needs within Technology SaaS Contracts — CIO Review Magazine, 12/2013

“Benefits of Pelco IP VMS” — Schneider Electric / Pelco Case Study, 2014

“Do You Know Where Your Data Resides” — USG Annual Information Security Officers Meeting, 5/2013

“Acceptable Risks in Academic Technologies” — Administrative Committee on Information Technology, 3/2008

Advisory Boards & Committees

Chief Information Officers Advisory Council — University System of Georgia (2004 – 2014, 2017 - Present)

Information Technology Executive Committee — Valdosta State University (2005 - 2014)

Faculty Senate Technology Committee — Valdosta State University (2000 - 2014)