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2021 Financial Management Conference

Working with Fractional CIO's to Address Technical & Operating Challenges

Gayle Lacroix, CFO Roxbury Tenants of Harvard
Irving Burday, Fractional CIO, TPP Global Partners

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Session Guidelines

- All participant lines are muted.
- Please use the **Raise Hand** feature if you would like to speak.
 - Raise hand feature is located in the Participant panel.
- You may also use the **Chat** feature to ask questions.
- Send a **Chat** to the Host if you have a technical issue.

Continuing Professional Education Requirements for CPAs

- **Polls are Required for CPEs**
 - If you are seeking CPE credits, please submit ALL polls within each session, and the conference evaluations.
 - If you miss a poll, send a **Chat** message to the Host immediately.
- We use **Polls and the Zoom attendance record** to verify participation throughout the webinar.
 - **Participants must submit ALL polls and be logged in no later than 10 minutes after the scheduled session start time to receive a certificate.**

Continuing Professional Education Credits (CPEs) for CPAs

- **Check your Zoom display name**
 - If the correct name is not shown, email your Zoom display name and your full name to consult.lwells@gmail.com.
- You may **request a certificate of completion via the conference evaluations**.
 - Links to the evaluations are emailed to all registrants.
- For more information on CPE credits, contact Lindsay Wells at consult.lwells@gmail.com.

What is a Fractional CIO

- An experienced, senior technology professional who serves as a part-time chief information officer (CIO)
- Employed by organizations that can't afford or do not need a full time executive
- Typically work with companies to manage the day-to-day IT operations, key projects, and develop / mentor resources and staff
- When not on-site, Fractional CIOs are focused on what is needed for the organization and how best to drive results
- Provides the same expertise and capability of a full-time CIO without the associated level of salary, benefits, and expense

Why Hire a Fractional CIO??

- The organization has a need for:
 - experienced technology leadership who can direct higher level IT operations and develop internal IT staff
 - a strategic, end-to-end understanding the business and its relationship with technology
 - a resource that can work closely with senior and middle managers to drive incremental and transformational change
 - an awareness of technology risks and the tools / mechanisms that can manage / mitigate the impact to your organization
 - an understanding of how to optimize technology assets – infrastructure, business systems, data – to improve productivity within your organization

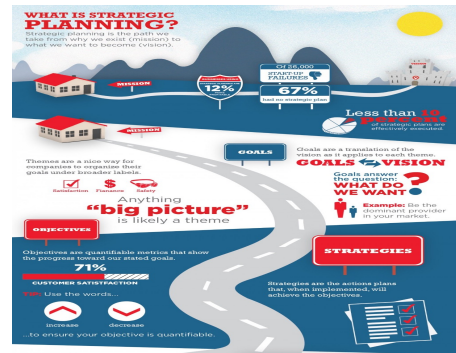
Poll Question 1

One of the reasons that you might consider hiring a fractional CIO is:

- A. Your company is facing a technical challenge that you do not have the internal talent to manage.
- B. Your company needs to develop an IT Strategic Plan to plan for the next five years so that your IT infrastructure stays up to date
- C. A & B are correct

Technology Challenges

Technology Strategy & Roadmaps



IT Staff Development



Security / Cyber Threats



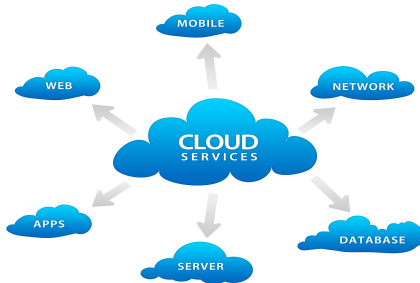
Business Systems



IT Infrastructure



Cloud Services



Data Management



Vendor Management



Websites / Portals

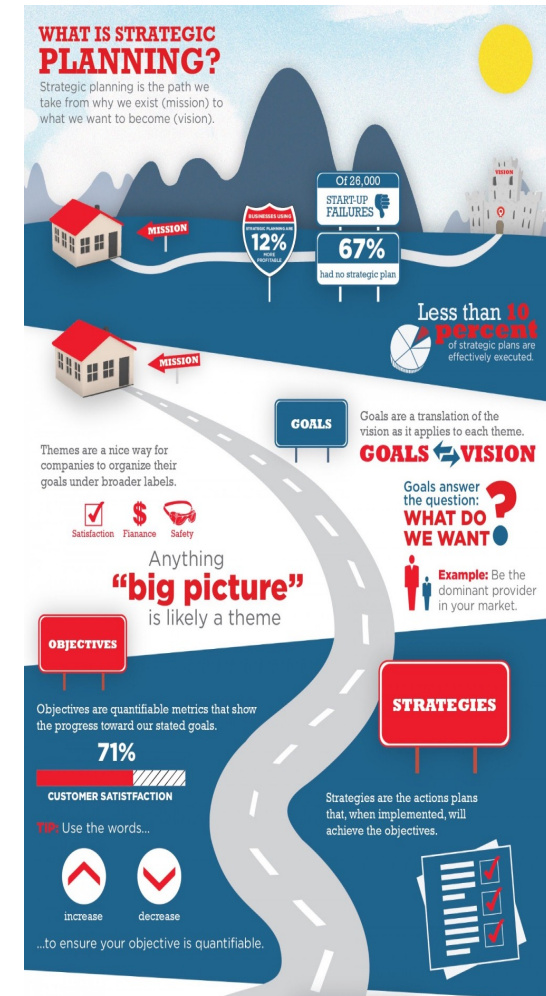


Disaster Recovery



Technology Strategic Plan – A Roadmap

- An evaluation of the technology environment that assess the needs of the organization
- Identifies technology gaps, improvement opportunities, and other priorities
- Creates an 18 – 24 month plan that maps out quarter by quarter objectives
- The plan identifies both tactical and strategic efforts needed to move forward
- Ensure that the plan aligns with organizational strategy and mission
- Is sponsored by senior management and supported by departmental leaders



Poll Question 2

A few of the key technology challenges facing most organizations are:

- A. Security and Technical threats
- B. Development and/or management of websites or portals
- C. The type of cell phone used by staff
- D. A & B
- E. A & C

IT Strategy



IT Staff Development

- Focuses on developing both the technical and leadership skills needed within the organization:
 - Technology staff resources stay current with new technologies and practices
 - Relationship management that focuses on delivering service to internal customers and stakeholders
 - Project Management skills for driving business and technical change
 - Vendor management skills to better integrate / coordinate service providers



CyberSecurity

- Focuses on having the right tools and processes to mitigate and recover from cyber threats
- Recent external threats include Ransomware, Phishing attacks, and Denial of Service
- Areas / measures that need to be managed:
 - Robust set of tools (Firewalls, Malware / Virus Protection, Backup / recovery tools)
 - Internal security policies (e.g., Password policies)
 - Robust Application security (multi-factor authentication)
 - Regular Security training



Poll Question 3

True or False

Vendor management skills are not an important element of managing a technology environment.

A. True

B. False

Optimizing Business Systems

- Moving beyond the initial implementation and utilizing features within systems
- Making sure that IT and business resources are sufficiently trained to use the solution
- Taking advantage of GroupWare – MS Office 365, Google Docs – to drive communication and productivity
- Developing roadmaps for upgrades, enhancements and other improvements like data / system integration



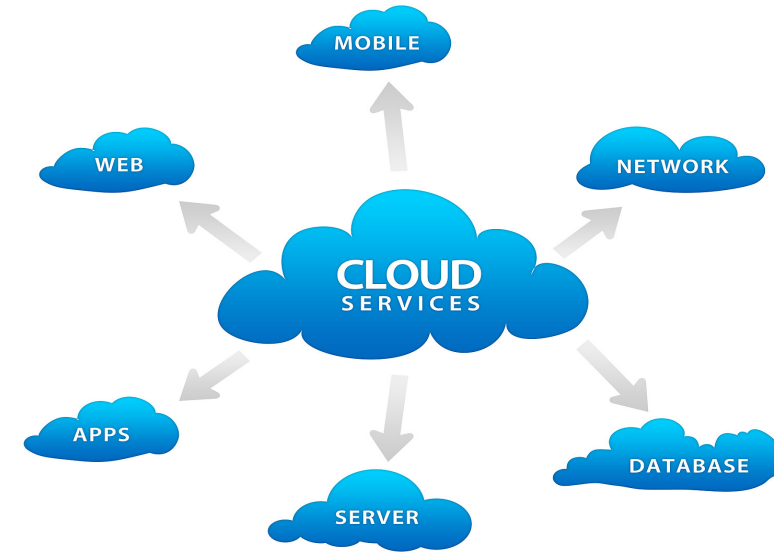
Technical Infrastructure

- Ensuring that all utility services – connectively, bandwidth, telecommunications – are delivered on reliability and securely
- Leveraging proven technologies - cloud services, virtualization – to improve reliability and control costs
- Securing the network against intruders and other external threats
- Providing business users with the right hardware and tools that support functional needs



Leveraging the Cloud

- Repositions orientation from on-premise capabilities to a scalable utility model
- Can be used for GroupWare (e.g., Office 365), technical infrastructure (server / storage) as well as enterprise solutions
- Can shift cost orientation from capital to operating intensive
- Requires more oversight of service providers to ensure integration of support services
- Challenges can include managing compliance needs, security, and integrating with other providers



Poll Question 4

True or False

The use of cloud-based technology can shift the focus from on-site systems to more scalable model.

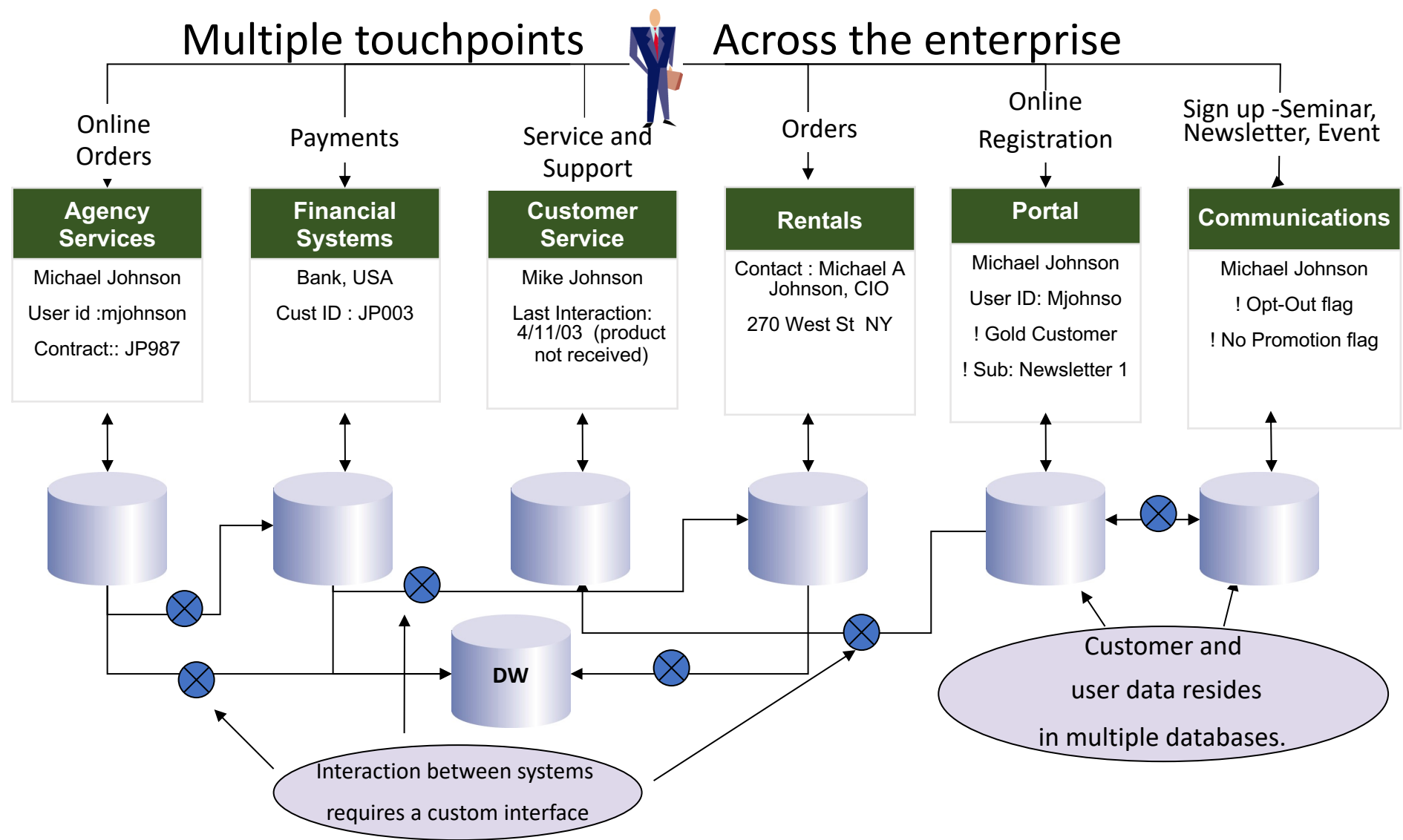
- A. True
- B. False

Data Management

- Focuses on capturing the right data that supports reporting and analytic needs
- Creating the right structure to hold / manage data
- Managing data quality and integrity within source and downstream systems
- Securing sensitive / confidential data (PHI, PII) within the organization
- Leveraging tools beyond Excel for more in-depth, analytical reporting



The Basic Issues are



Vendor / Contract Management

- Review of contracts and service level agreements to ensure services meet current environment
- Regular communication / check-ins with account representatives
- Leveraging relationships to expand services, provide training and / or recommend partners vendors
- Preparation for contract renewal, renegotiation or extensions



Poll Question 5

Which of the following is True?

- A. Data Management requires a focus on the right structure to hold or manage data.
- B. Data management should be geared toward the collection of as much data as possible.
- C. Sensitive data can be secured in the same fashion as all other data collected by an organization.
- D. The use of excel is preferred for the analysis of data.

Websites / Portals

- Can includes sites for the general public, employees, and other related parties (like business partners or stakeholders)
- Challenging to build given that it's a cross-organizational effort that requires periodic refreshing
- Usually handled by IT department but should be driven by business units and stakeholders
- Stakeholder involvement is critical to ensure that user experience and content are well defined and effectively designed
- Requires commitment to maintain content and leverage analytical data that will improve user experience and site usage



Business Continuity / Disaster Recovery

- Focuses on the physical risks that can impact the working and technical environments
- Creates the contingencies that maps out backup solutions, workarounds, and alternatives that allows operations to be up and running
- Develops a communication structure that allows management and staff to navigate the disaster scenarios without shutting down operations
- Disaster Recovery planning is an organizational-wide effort that requires periodic testing and maintenance



Takeaways

- Fractional CIOs can provide the expertise and experience to manage technology environments and drive desired change
- IT Strategy and Roadmaps help organizations create a holistic plan that establishes IT priorities for the organization
- IT services and assets require continual review to better serve the organization
- Investment in IT staff development better equips resources to manage change and support operations
- Keep a constant eye on technical risk and how to manage / mitigate

Questions

About Roxbury Tenants of Harvard



About TPP Global

- Boston based firm with experienced CIO's / technology leaders who help organizations enhance IT and operational capabilities
- Consultants have extensive experience in both private and public sector organizations
- Independent of any software, hardware or service providers with the sole focus on providing value to the organization
- Tailor services to reflect the maturity of the environment and scale / evolve as the organization scales / evolves

Irving Burday Profile

Contact Info: irving.burday@tppgs.com

Overview:

- CIO, Adjunct Professor, Executive Coach
- Experience in Nonprofit, Healthcare, and Financial Services industries

Previous Positions:

- COO VillagePlan
- VP Corporate Planning, Best Doctors
- SVP / CIO Savings Bank Life

Education:

- MBA, University of Southern California
- BS, Northeastern University

Functional Expertise

- Technology Operations
- Turnaround / Transformation
- IT Due Diligence
- Software Selection
- IT Strategy / Roadmap

Sample Projects

- Systems implementations
- IT department turnaround
- Outsourcing and managed services implementations
- Enterprise Solutions – Admin Systems, CRM, Websites, etc.

CPE Feedback Poll

- If you are seeking CPEs, please complete this brief feedback poll.
- Note: All registrants will receive links to the conference evaluations via email.
 - Please complete the conference evaluations to request CPE credit and to provide qualitative feedback.