

CONTENTS

Randall B. Sparkman <i>Chief Information and Technology Officer,</i> MedAssets Inc. <i>IT CONNECTIONS IN A DYNAMIC</i> <i>BUSINESS ENVIRONMENT</i>	7
Thomas Skill CIO, University of Dayton <i>LEADING AND ALIGNING IT INNOVATIONS</i> <i>IN HIGHER EDUCATION</i>	19
Jeff Smedley CIO, J&J Maintenance Inc. <i>STRATEGIES FOR BUILDING SUCCESS</i> <i>BY ESTABLISHING TRUST IN IT</i>	33
Tracy Schroeder VP, Information Technology, University of San Francisco <i>MEASURING AND MANAGING FOR IT</i> <i>SERVICE QUALITY</i>	41
John Smithers VP, Technology and CIO, Johnson & Wales University <i>BALANCING MAINTENANCE</i> <i>WITH INNOVATION AND SECURITY</i>	47
Bart Waress VP and Director, Information Technology, Home Buyers Warranty <i>MOVING THE BUSINESS FORWARD</i> <i>WITH IT INITIATIVES</i>	55

- Dave Schroeder** 61
Former SVP and CIO, PRG-Schultz International Inc.
BUILDING A REPUTATION FOR RELIABILITY AND
BECOMING A TRUSTED BUSINESS PARTNER
- Jacek Olszewski** 71
CIO, Research Foundation of the
City University of New York
RUNNING A SUCCESSFUL IT OPERATION
IN THE NOT-FOR-PROFIT SECTOR
- Christopher R. Barber** 79
SVP and CIO, WesCorp
USING A CONSULTATIVE IT ORGANIZATION
TO ENHANCE EXECUTION
- Francisco DeArmas** 89
EVP and CIO, Whitney National Bank
EXAMINING PROCESSES AND EVOLVING
PROCEDURES TO IMPROVE PERFORMANCE
- Christopher C. Barron** 97
VP and CIO, CPS Energy
ACHIEVING IT SUCCESS IN DAY-TO-DAY
AND PLANNING OPERATIONS