

Jeffrey Morgan

519 Blakeslee Road • Milan, PA 18831
607.731.4097 • jmorgan@e-volve.com

LinkedIn: <https://linkedin.com/in/evolveismorgan>

What I do

I help my clients manage complex technical and business process projects, improve performance, reduce risk, and lower costs using widely recognized solutions, standards, and frameworks.

Since serving in military intelligence as a Korean linguist in electronic warfare operations, my projects have included system procurement and implementation, network infrastructure, information security, as well as enterprise and departmental business process reengineering. I help my clients achieve demonstrable results solving intricate business and technology problems by developing solutions that are the best fit for their organizations.

I work closely with multidisciplinary management teams and have been able to help clients reduce staff by as much as 35 – 50% percent while improving quality of services and increasing revenue.

Business sectors I have worked in include DoD, Federal, State and Local Government, Manufacturing, Healthcare, Banking, Insurance, Transportation, Real Estate, and Retail. Organizations I have worked with have ranged in size from sole proprietorships to Fortune 100 companies.

Professional Experience

e-volve Information Technology Services, LLC	President	1993 - Present
CIO.COM, IDG Contributor Network	Author, Contributor	2015 – Present
Athens Area Schools	Director of Information Technology	1996 – 2000
Advanced Micro Devices	Product Engineering	1990 – 1992
University of California, Riverside	Teaching Assistant	1988 – 1990
United States Army	Electronic Warfare/Signal Intelligence Operator	1984 - 1988

Technical Skills

- Enterprise Software: EHR/EMR, ERP, EDMS, ERMS, CRM, CMMS, Public Safety, Utility Billing, Court Case Management, Property Tax, Practice Management & other systems.
- Vendor management and contract negotiations, service level agreements, RFP's and SOW's.
- Information Security Infrastructure and cybersecurity: audits, assessments, compliance, policy & procedure (ISMS), HIPAA Security Rule, FFIEC, NIST, ISO/IEC 27000.
- Enterprise Network Infrastructure: Design, Engineering, and Administration.
- Cisco ASA Firewalls, VPN and Security solutions, switching, routing, TCP/IP, EIGRP, OSPF, VoIP, Call Manager & Unity.
- IT Management, IT Governance, IT Service Design, Management & Delivery (ITSM), ISO/IEC 20000.
- AS400, Microsoft Windows Server 2008 and 2012, Active Directory, Exchange, VMWare, SANs.
- Enterprise Information Governance (IG).

Education

University of California, Riverside	Master of Arts. Outstanding Teaching Assistant, Regents' Fellow.
Rochester Institute of Technology	Postgraduate work in cybersecurity, computer forensics, risk management, network security through EdX.
University of Texas, Austin	Doctoral work in Information Science, Music Composition. Kent Kennan Scholar, Effie Potts Sibley Scholar.
GAP International	Breakthrough Thinking, Intensive.
IBM Education Services	Cisco Routing and Switching CCNP. Network Security.
3COM Education	TCP/IP, Network Management, Security, Routing and Switching.
Compaq Education	Network Accredited Systems Engineer.
US Army Intelligence School	Electronic Warfare Operations, Distinguished Graduate.
US Air Force Technical Training Center	Information Security Management, Intelligence Operations.
Defense Language Institute	Korean Language & Culture, Honor Graduate.



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Additional Training

- ITIL Foundation
- ISO 20000 Foundation
- Design Thinking: Implementing the Process
- Blockchain
- Agile Project Management
- Project Management Professional
- CISSP
- Six Sigma Fundamentals
- Information Governance

Partial list of clients and engagements

- Cigna
- Atlanta Regional Commission
- Milwaukee County Behavioral Health Division, WI
- Huron Real Estate Associates
- Washington County, TN
- County of Oswego Council on Alcoholism and Addictions
- Tioga County, NY
- City of Issaquah, WA
- Bradford County, PA
- Elmira Water Board, NY
- Raymond Corporation (Division of Toyota)
- Conde Nast Publications
- Athens Borough, PA
- Pelton Trucking Company
- Susquehanna County, PA
- Sullivan County, PA
- Tioga State Bank
- City of Elmira, NY
- Martha Lloyd Community Services
- Village of Horseheads, NY

Publications

Enterprise Software Procurement: *Tools and Techniques for Successful Software Procurement and Business Process Reengineering for Municipal Executives and Managers:* Kindle Select Book available on Amazon. April 2016.

Information Technology Governance for Executives: A publication covering various aspects of IT Governance.

Articles (Hyperlinked)

Information Security Articles

- How to use the NIST cybersecurity framework. *Security Magazine*, April 2018.
- Board and management responsibilities for information security. *CIO.COM*, February 2018.
- 5 things J.S. Bach can teach you about information security. *CIO.COM*, December 2017.
- Risk assessments for local governments and SMBs. *CIO.COM*, May 2017.
- HIPAA as an umbrella for county/municipal cybersecurity. *CIO.COM*, April 2017.
- County and municipal cybersecurity – Part 2. *CIO.COM*, April 2017.
- County and municipal cybersecurity – Part 1. *CIO.COM*, March 2017.
- May I see your comprehensive security policy please? *CIO.COM*, October 2016.
- The ACA and the death of medical privacy. *CIO.COM*, August 2016.
- Why should county commissioners and executives care about HIPAA? *Careers in Government*, February 2018.

Governance and Management Articles

- Information governance in the federal government. *CIO.COM*, February 2018.
- Digital Transformation in the public sector. *CIO.COM*, January 2018.
- Keep your dirty, stinkin' hands off my Internet. *CIO.COM*, January 2018.
- For tech's sake! Another government tech plan? *CIO.COM*, August 2017.
- What's new with ISO/IEC 20000? *CIO.COM*, July 2017.
- How Nebraska successfully consolidated state IT services. *CIO.COM*, June 2017.
- Municipal shared services agreements for information technology. *CIO.COM*, May 2017.
- County/municipal IT services and the RACI model. *CIO.COM*, May 2017.
- Information governance for counties and municipalities. *CIO.COM*, April 2017.
- Is naked truth part of your business model? *CIO.COM*, January 2017.
- Voodoo project management. *CIO.COM*, January 2017.
- On the nature of "IT" projects. *CIO.COM*, November 2016.
- Here's why your EHR doesn't work. *CIO.COM*, November 2016.
- We can't afford quality! *CIO.COM*, October 2016.
- High crimes and misdemeanors of CIO's. *CIO.COM*, October 2016.

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- What is the biggest threat to internal IT Departments? *CIO.COM*, October 2016.
- Managing line-of-business projects. *CIO.COM*, September 2016.
- Who should manage IT? *CIO.COM*, July 2016.
- Is management a legitimate primary skill? *CIO.COM*, July 2016.
- How to assemble a winning ERP team. *CIO.COM*. June 2016
- How to survive an IT Management Audit. *CIO.COM*. June 2016
- Management is everything. *Careers in Government*, April 2017.
- Accountability in the public sector. *Careers in Government*, October 2016.
- The high price of complaining. *Careers in Government*, July 2016.
- Fire your annual performance review. *Careers in Government*, June 2016.
- Municipal IT Director: 6 Must have qualities. *Careers in Government*, May 2016.