

Jeffrey Morgan

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

What I do

I help my clients improve performance, lower costs and reduce risk using proven industry standards and management methods. Sectors I have worked in include DoD, Federal, State and Local Government, Manufacturing, Healthcare, Banking, Insurance, Transportation and Retail. Organizations I have worked with have ranged in size from sole proprietorships to Fortune 100 companies. Areas I focus on while working with clients include:

- ✓ IT Staffing & Management
- ✓ Business Process Reengineering
- ✓ Organizational Change Management
- ✓ Quality Management
- ✓ Information Governance
- ✓ Information Security, Cybersecurity
- ✓ Information Technology Governance
- ✓ IT Service Management (ITIL and ISO20000)
- ✓ Enterprise Software
- ✓ Strategic Planning
- ✓ Project Management
- ✓ Policy and Procedure

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 Support	1990 – 1992
University of California, Riverside	Teaching Assistant	1988 – 1990
United States Army	Electronic Warfare/Signal Intelligence Operator	1984 - 1988

Education

University of California, Riverside

Rochester Institute of Technology
University of Texas, Austin

GAP International

IBM Education Services

3COM Education

Compaq Education

US Army Intelligence School

US Air Force Technical Training Center

Defense Language Institute

Master of Arts. Outstanding Teaching Assistant, Regents' Fellow.

Postgraduate work in cybersecurity & computer forensics

Doctoral work in Information Science, Music Composition. Kent Kennan Scholar, Effie Potts Sibley Scholar.

Breakthrough Thinking, Intensive.

Cisco Routing and Switching CCNP. Network Security.

TCP/IP, Network Management, Security, Routing and Switching.

Netware Accredited Systems Engineer.

Electronic Warfare Operations, Distinguished Graduate.

Information Security Management, Intelligence Operations.

Korean Language & Culture, Honor Graduate.

Additional Training

- ITIL Foundation
- ISO 20000 Foundation
- Six Sigma Fundamentals
- Introduction to Information Governance
- Agile Project Management
- Project Management Professional (PMP).
- CISSP Prep
- Design Thinking: Implementing the Process

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Partial list of clients and engagements

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

Key Accomplishments

- Eliminated redundancy and paper-based processes resulting in up to 35% reduction in staff.
- Developed service and staff restructuring plans enabling clients to reduce staff by 50% or more through strategic contracting while improving the quality of services delivered.
- Consolidation of IT Infrastructure leading to 50%+ reduction in hardware footprint.
- Implemented practice management systems & workflow processes that resulted in a 25%+ increase in revenue.
- Awarded Army Commendation Medal for liaison work with Korean General Staff at 3rd Republic of Korea Army HQ.
- Led Company Training & Operations Office to a perfect score on Army Inspector General Review by restructuring workflow, office and administrative operations.

Technical Skills

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

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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)

- How Nebraska successfully consolidated state IT services. *CIO.COM*, June 2017
- Risk assessments for local governments and SMBs. *CIO.COM*, May 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.
- 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.
- 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.
- May I see your comprehensive security policy please? *CIO.COM*, October 2016.
- We can’t afford quality! *CIO.COM*, October 2016.
- High crimes and misdemeanors of CIO’s. *CIO.COM*, October 2016.
- What is the biggest threat to internal IT Departments? *CIO.COM*, October 2016.
- Managing line-of-business projects. *CIO.COM*, September 2016.
- The ACA and the death of medical privacy. *CIO.COM*, August 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.
- Bogus Diversity Programs. *HR Tech Weekly*, July 2016.
- Just get a woman to do it. *Information Technology Governance*, July, 2016.
- Cost cutting managers in government. *Information Technology Governance*, May 2016.
- Choosing a behavioral health EHR system. *Information Technology Governance*, May 2016.
- Leadership and antisocial behavior in business. *Information Technology Governance*, May 2016.
- A 12 Step Program for ERP Procurement. *Information Technology Governance*, May 2016.
- Swiping Municipal RFP’s from the Internet. *Information Technology Governance*, May 2016.
- Standard Components of Municipal Software Contracts. *Information Technology Governance*, May 2016.
- Homegrown Software in Municipal Organizations. *Information Technology Governance*, May 2016.
- Intellectual Diversity and Corporate Culture. *Information Technology Governance*, May 2016.
- Developing a Project Charter for Software Procurement. *Information Technology Governance*, April 2016.
- Political Ramifications of Software Procurement. *Information Technology Governance*, April 2016.
- We’ve just always done it this way. *Information Technology Governance*, April 2016.
- Managing Your County or Municipal IT Manager. *Information Technology Governance*, April 2016.
- What I learned in the army. *Information Technology Governance*, April 2016.
- There is No Such Thing as an IT Project. *Information Technology Governance*, March 2016.
- Dirty Secrets of Software Implementation. *Information Technology Governance*, February 2016.
- Foreign IT Workers and the Cultural Divide. *Information Technology Governance*, January 2016.

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- Information Technology Staffing Models. *Information Technology Governance*, January, 2016.
- The Clinton e-mail Scandal as a Failure of IT Governance. *Information Technology Governance*, January 2016.
- Putting Out Fires. *Information Technology Governance*, January 2016.
- Improving IT Customer Service Using a PSA System. *Information Technology Governance*, January 2016.
- The Twenty Percent Rule. *Information Technology Governance*, January 2016.
- Business Process Assessments for Enterprise Procurement Projects. *Information Technology Governance*, January 2016.
- HIPAA Security Rule Compliance in Municipal Organizations. *Information Technology Governance*, January 2016.
- Solutions in Search of a Problem. *Information Technology Governance*, December 2015.
- Establishing Goals and Objectives for Enterprise Procurement Projects. *Information Technology Governance*, December 2015.
- Information Security Basics for Executives. *Information Technology Governance*, December 2015.
- Business Santa Claus. *Information Technology Governance*, December 2015.
- Improving IT Customer Service with Service Level Agreements. *Information Technology Governance*, November 2015.
- Reduce the Cost of Your Operations by Improving Quality. *Information Technology Governance*, November 2015.
- Essential Contract Documents: Statements of Work. *Information Technology Governance*, November 2015.
- Introduction to enterprise procurement projects – part 1. *Information Technology Governance*, November 2015.