PARTICIPANT BIOGRAPHIES

Rob Ashe
General Manager, Business Analytics, Software Group
IBM

Rob Ashe is General Manager of Business Analytics for IBM Software Group. In this role, he is responsible for the strategic vision, direction and day-to-day operations of the Business Analytics Division which includes the Cognos, SPSS, Clarity and Open Pages brands, as well as other industry solutions. Mr. Ashe directs the delivery of solutions that enable corporations to improve and manage business performance across key steps in the management cycle—from planning and budgeting, to measuring and monitoring, to reporting and analysis of performance.

Previously, Mr. Ashe worked at Cognos which was acquired by IBM in 2008. During his 24-year career at Cognos, he served in numerous senior executive positions, including chief executive officer, chief operating officer, chief corporate officer, chief financial officer, senior vice president of Research and Development, and senior vice president of global customer services. Under Mr. Ashe’s leadership, Cognos revenue grew by 355% and the company transformed from a specialized tools provider into a world-leading business intelligence and performance management organization.

Fred Balboni
Global Leader, Business Analytics and Optimization, Global Business Services
IBM

Fred Balboni is the Global Leader of Business Analytics and Optimization (BAO) for IBM Global Business Services. Launched in April 2009, IBM’s BAO consulting services draws on the company’s deep expertise in vertical industries, research, mathematics and information management to help clients improve the speed and quality of business decisions while better understanding the consequences and business outcomes of those decisions.

Prior to this, Mr. Balboni was the worldwide retail industry leader for Global Business Services and before that, vice president of IBM’s Asia Pacific Retail Industry. He also led the Systems Integration business for Global Business Services in Asia Pacific.

Mr. Balboni has more than 25 years of consulting experience, primarily with retail clients. He specializes in managing complex transformation programs and has led client strategy and operations design projects with an emphasis on the use of technology in business processes. He has also led projects for clients in banking, telecommunications, public sector, automotive and the aerospace and defense industries.

Mr. Balboni graduated cum laude from the Georgia Institute of Technology with a Bachelor of Science in mechanical engineering. He attended postgraduate school at Oxford University.
Frank J. Bisignano
Chief Administrative Officer
JPMorgan Chase & Co.

Frank Bisignano is the Chief Administrative Officer of JPMorgan Chase & Co., and is responsible for the Chase Home Lending business. In this role, he oversees Technology, Real Estate, Operations, Procurement, Resiliency, Global Security and General Services for all of JPMorgan Chase’s businesses in more than 60 countries.

Prior to joining JPMorgan Chase in 2005, Mr. Bisignano was the chief executive officer for Citigroup’s Global Transactions Services business from 2002-2005. He was also chief administrative officer for Citigroup’s Corporate and Investment Bank and senior executive vice president and firm-wide deputy head of Technology and Operations.

Prior to his career at Citi, Mr. Bisignano worked at First Fidelity Bank and served as executive vice president, overseeing Technology and Operations, and later as chief consumer lending officer.

Mr. Bisignano graduated from Newport University with a Bachelor of Arts in finance.

Roberto Chaverri
Corporate Vice President, Information Technology
CEMEX

Roberto Chaverri is Corporate Vice President of Information Technology for CEMEX. In this role, he is responsible for the IT infrastructure and provision of global IT services. Mr. Chaverri is also accountable for determining IT standards and developing technology platforms, application architecture and information security.

He joined CEMEX in 1988 and has served in several other IT areas, including Data Center operations, Technology Evolution, and Applications. He was also director of IT for CEMEX Asia and CEMEX Mexico.

Mr. Chaverri holds a Bachelor of Science in engineering from the Universidad Autónoma de Nuevo León.

Guy Chiarello
Chief Information Officer
JPMorgan Chase & Co.

Guy Chiarello is the Chief Information Officer of JPMorgan Chase & Co. In this role, he has worldwide responsibility for Information Technology.

For the past ten years, he has been an executive advisor to leading public technology companies on business strategy and technology innovation. He is also very active in the emerging technology landscape influencing innovation roadmaps and investments throughout the venture community.

Before joining JPMorgan Chase in 2007, Mr. Chiarello was chief technology officer and chief information officer for Morgan Stanley for seven years. He was responsible for strategy and execution for the global IT organization. He joined Morgan Stanley in 1984 and served in a number of IT roles over the course of his 23-year career there, including working for the office of the chairman. Mr. Chiarello began his career in information technology in 1981, with the Treasury Department for the State of New Jersey.

He graduated from The College of New Jersey with a Bachelor of Science in business.
Erich Clementi
Senior Vice President, Global Technology Services
IBM

Erich Clementi was named Senior Vice President of IBM Global Technology Services in October 2010. In this role, he provides leadership and integration across sales, offering management and development for IBM’s services portfolio and strategic initiatives.

Prior to this, Mr. Clementi was vice president, Strategy and general manager, Enterprise Initiatives, responsible for identifying major opportunities for the company and driving integration across IBM’s businesses. He also was responsible for IBM’s cloud computing strategy, including global sales, business development and go-to-market solutions for enterprise clients.

Previously, Mr. Clementi was general manager of the Business Systems Division in Systems and Technology Group. He was also general manager of IBM’s Managed Business Process Services, serving clients who run their business processes through a worldwide network of IBM global delivery centers.

Between 2003 and 2005, Mr. Clementi was general manager of IBM’s System z division. He also held a number of leadership positions in corporate strategy, marketing and sales. During the 1990s, he directed IBM sales and marketing operations for banking and financial accounts throughout Europe. He joined IBM in Milan in 1984.

Mr. Clementi holds a degree in business administration from the Leopold-Franzens University.

Kathleen A. Colucci
Vice President, Sales Enterprise Processes
IBM

Kathy Colucci is Vice President of Sales Enterprise Processes, which includes leadership of the Global Opportunity-to-Order Globally Integrated Support Process. In this role, Ms. Colucci is responsible for global horizontal integration and transformation across IBM’s sales processes.

From 2003 to 2007, Ms. Colucci was the vice president and chief financial officer for IBM Integrated Operations, which included the Integrated Supply Chain, Strategic Outsourcing Delivery and Business Transformation Outsourcing Delivery. She was responsible for the financial planning, measurements, business controls, and reporting for delivery productivity and cost reduction activities. Ms. Colucci also led the work to set up IBM’s Globally Integrated Enterprise shared services, which have contributed roughly $1 billion profit each year.

Previously, she was vice president of Finance for the midrange iSeries division from 2001 to 2003. In this role, Ms. Colucci improved the profitability of the division and streamlined product offerings with fewer models and elimination of tiered feature pricing. Since joining IBM, she has held a series of pricing, financial planning, business evaluation, and management positions across many groups, including Corporate Headquarters, Sales, Systems, and Software business units.

Prior to IBM, Ms. Colucci held senior accounting positions at General Nutrition Corporation.

She has a Bachelor of Arts in history and business from St. Bonaventure University, and a Master of Business Administration in finance from the University of Pittsburgh.
Geoff Colvin
Senior Editor-at-Large
FORTUNE

Geoff Colvin is Senior Editor-at-Large for FORTUNE. Mr. Colvin is a leading thinker, writer, broadcaster and speaker on today’s most significant trends in business.

He has served as co-anchor of Wall Street Week with FORTUNE on PBS, where he spoke each week to the largest audience reached by any business television program in America.


He is heard daily on the CBS Radio Network, where he reaches seven million listeners a week and has appeared on Today, Good Morning America, ABC’s World News, CNN and Nightly Business Report on PBS.

Mr. Colvin graduated with honors from Harvard University with a Bachelor of Science in economics. He also holds a Master of Business Administration from New York University.

Chris Covell
Chief Technology Officer
Best Buy Canada Ltd.

Chris Covell is Chief Technology Officer for Best Buy Canada Ltd. His mission is to ensure that the internal architecture and technology systems of the company meet the needs of its employees and customers for both the Best Buy Canada and Future Shop brands. He is also responsible for providing innovation and leading-edge solutions for systems in the retail stores, distribution centers and the head office.

Mr. Covell has nearly two decades of experience in the IT field. Prior to joining Best Buy Canada, Mr. Covell served as the vice president of Technology Infrastructure at Indigo Books and Music. He has also served at Burns Fry, BMO Nesbit Burns, and TD Bank Financial Group where he held a number of positions, including vice president and director of Global Technology Infrastructure for the Capital Markets Group.
Louis V. Ehrlich

Chief Information Officer, Chevron Corporation and
President, Chevron Information Technology Company

Louis Ehrlich is President and Chief Information Officer of Information Technology for Chevron Corporation. In this capacity, he is responsible for setting and achieving Chevron’s information technology strategy and providing information technology services worldwide.

Previously, Mr. Ehrlich was vice president of Services and Strategy and chief information officer of Chevron’s Global Downstream operations which include, refining, supply and trading, lubricants, fuels marketing and convenience store retail operations. Before that, from 2004-2006, he was chief information officer for Global Downstream, where he focused on enabling Chevron’s strategy to achieve competitive advantage through proactive and strategic information technology investment, while delivering safe, reliable, secure and cost-effective services.

In 2000, Mr. Ehrlich was named chief information officer of Chevron’s Downstream Marketing business and subsequent to the formation of the ChevronTexaco Corporation in 2001, became Downstream chief information officer and general manager, North America Products Company Information Technology.

Since joining Chevron in 1981 as a programmer analyst, he has served in a variety of technology roles, including manager of Central Information Services and Organization Renewal for Upstream Technology Company, and manager of Upstream Product and Service for Chevron Information Technology Company.

Mr. Ehrlich earned a Bachelor of Science in computer science from the University of Southern Mississippi, and a Master of Business Administration from Houston Baptist University.
Richard Esposito
Vice President, Workplace Services, IT Strategy Services, Global Technology Services
IBM

Richard Esposito is Vice President of Workplace Services and IT Strategy Services for IBM Global Technology Services. In this position, he and his team work with chief information officers, chief technology officers, and business leaders to reduce technology infrastructure costs, improve performance, and drive value for their businesses.

In Mr. Esposito’s Workplace Services role, he is focused on helping clients address challenges in end-user services, service desk, desktop virtualization, cloud, and mobility to reduce cost, eliminate complexity, improve service levels, and increase employee productivity.

As IT Strategy Services leader, he manages consultants and architects who provide services in infrastructure strategy, architecture, planning, design, and implementation to help clients realize improved results.

Previously, Mr. Esposito was vice president and chief information officer for IBM Business Consulting Services, where he established the IT strategy, managed IT service providers, improved the application portfolio, and optimized IT investments. Mr. Esposito also served as vice president of Strategy, Operations and Solutions for the Center for Business Optimization, which delivers analytic and optimization solutions designed to improve business performance in areas such as supply chain, customer marketing analytics, and fraud detection.

Mr. Esposito was also director and co-founder of the IBM Institute for Business Value, a global research and analysis center that publishes studies focused on industry, business and technology topics, and partner for IBM Global Services, where he led the consulting practices responsible for business transformation, IT strategies and change management.

Mr. Esposito has a Bachelor of Science in decision science and computers from Rider University, and a Master of Business Administration in corporate finance from Drexel University.

Scott Friesen
Senior Director, Analytics, Consumer Insights Unit
Best Buy Co., Inc.

Scott Friesen is the Senior Director of Analytics for the Consumer Insights Unit at Best Buy Co., Inc., North America’s leading specialty retailer of consumer electronics, personal computers, entertainment software and appliances. The mission of this unit is to bring actionable and relevant consumer and customer insights to the business to enable profitable growth for the enterprise.

Outside of his immediate business responsibilities, Mr. Friesen works on broadening the understanding of analytics methods both inside and outside Best Buy.

Previously, he held positions with BestBuy.com, Enterprise Strategy and Geek Squad services.

Mr. Friesen has a Bachelor of Arts in biology from Swarthmore College, and a Master of Business Administration from Columbia Business School.
Mary A. Garrett  
Vice President, Marketing and Communications, Global Sales and Distribution  
IBM

Mary Garrett is Vice President, Marketing and Communications for IBM Global Sales and Distribution. In this position she is responsible for worldwide marketing and communications strategy and execution for IBM industries, Business Partners, midmarket, ISV alliances and ibm.com.

Ms. Garrett directs a global team that drives brand awareness, demand creation, market development and insights, field sales enablement, market management and external relations to extend IBM’s presence in 170 markets worldwide. She also leads the development and execution of unique marketing and communication strategies encompassing the Smarter Planet agenda, business analytics, cloud computing and other growth plays in support of IBM clients across both mature and emerging markets.

Previously, Ms. Garrett led worldwide marketing for IBM Global Technology Services (GTS), the leading technology services business in the world. Prior to this, she led the General Business and Channels team for GTS, responsible for driving revenue growth, service delivery and client satisfaction. She also has held key executive sales and marketing roles spanning product groups, geographic regions and at the corporate level.

Ms. Garrett joined IBM as an electrical engineer, designing advanced prototypes for leading-edge speech recognition technologies for which she earned a patent.

Ms. Garrett holds a Bachelor of Science in biomedical engineering from Boston University, and a Master of Science in bioelectrical engineering from Brown University.

Rupinder Goel  
Chief Information Officer  
Airtel Africa

Rupinder Goel is the Chief Information Officer of Airtel Africa, the African operations of Bharti Airtel Limited. In this role, he provides information technology and products leadership to all Airtel Africa businesses. He is responsible for building technology platforms that enable business growth for new product development, data platforms, value added services and convergent content, applications and mobile commerce experiences. He also leads the rollout of the macro-outsourcing utility information technology model for the company.

Mr. Goel joined Bharti Airtel Limited as head of Transformation, and later became the chief information officer of Enterprise Services, and group chief service delivery executive for “One Airtel” business projects, and B2B.

He has more than 25 years of information technology experience and has worked for Unitech Technologies, managing its information technology operations across the globe.

Mr. Goel holds a Master of Philosophy from the University of Delhi, and a Master of Business Administration from Krannert School of Management at Purdue University. He also attended the Executive Business Program at the Darden School of Business at the University of Virginia.
Leslie Gordon
Vice President, Application and Infrastructure Services Management
IBM

Leslie Gordon is the Vice President of Application and Infrastructure Services Management for IBM. The mission of her global organization is to deliver world-class services to enable IBM’s internal transformation by leveraging IT. Ms. Gordon works in conjunction with transformation and geography integration executives from across the business to support IBM.

In her previous role, she was part of the System z, Storage and Technology organization, responsible for leading growth initiatives to leverage the power of the System z platform.

Ms. Gordon joined IBM in 1982 as a manufacturing engineer and has had extensive experience in leadership roles in hardware and software development, primarily in the printer and copier business and later in IBM Publishing Systems. In addition, she has experience in a wide range of strategic outsourcing-related management roles in the Americas as well as an international assignment in Sydney, Australia.

Ms. Gordon graduated with a Bachelor of Science in mechanical engineering from Duke University.

Arun O. Gupta
Customer Care Associate and Group Chief Technology Officer
Shoppers Stop Limited

Arun Gupta has been Customer Care Associate and Group Chief Technology Officer of Shoppers Stop Limited since 2007. Shoppers Stop operates department stores, HyperCity hypermarkets and Crossword bookstores.

Mr. Gupta is recognized as a leader in aligning information technology and business strategy to drive growth. From 2009-2010 he held additional responsibilities, including group chief information officer of K Raheja Corp, and business head of Food & Beverages from 2008-2009.

Previously, Mr. Gupta was director of Information Technology at Philips Electronics India Limited. His career spans more than 27 years and includes senior positions at Pfizer India; Hughes Telecom; DHL Worldwide Express India; DSP Merrill Lynch; and The Great Eastern Shipping Company Limited.

Mr. Gupta earned a Bachelor of Science from the University of Mumbai, and a postgraduate degree in software technology from the National Center for Software Technology.
Kim Hammonds
Chief Information Officer
The Boeing Company

Kim Hammonds is Chief Information Officer of The Boeing Company. In this role, she leads information technology strategy, operations, processes and more than 8,500 IT professionals. She also oversees all aspects of information security across the company and has responsibility for supporting the growth of Boeing’s business by partnering with the business units on IT-related revenue generating programs.

Previously, Ms. Hammonds was the vice president of Boeing IT Infrastructure, where she was responsible for developing and maintaining solutions, including network, computing, server, storage, collaboration and infrastructure technologies.

Ms. Hammonds joined Boeing in 2008 as vice president of the Boeing IT Business Systems organization. In this role, she managed application, development and maintenance activities in support of Finance, Human Resources, Internal Services, Sales/Marketing and Boeing Capital Corporation. Prior to joining Boeing, Ms. Hammonds was director of Manufacturing Operations at Dell. She was also responsible for IT production support for all 18 global manufacturing operations.

Before joining Dell in 2007, Ms. Hammonds was with Ford Motor Company for 16 years, and held leadership positions in product engineering, manufacturing, quality, marketing and information technology.

Ms. Hammonds earned a Bachelor of Science in mechanical engineering from the University of Michigan, and a Master of Business Administration from Western Michigan University.

Promod Haque
Managing Partner
Norwest Venture Partners

Promod Haque is Managing Partner at Norwest Venture Partners, a global venture capital firm. With 20 years of experience in the venture capital industry, Mr. Haque is focused on investments across a wide variety of sectors including systems and IT infrastructure, software and services.

Norwest Venture Partners has invested in such market leaders as Brocade, Cerent (acquired by Cisco), Cast Iron Systems (acquired by IBM), Corio (acquired by IBM), Documentum (acquired by EMC), Extreme Networks (Nasdaq: EXTR), Forte Software (acquired by Sun Microsystems), Information Advantage (acquired by Sterling Software), PeopleSoft (acquired by Oracle), Polycom, Rackspace (NYSE:RAX), Tivoli Systems (acquired by IBM), Showcase (acquired by SPSS, which became a public company and was later acquired by IBM) and Siara Systems (acquired by Redback Networks).

Prior to joining Norwest Venture Partners in 1990, Mr. Haque spent 18 years in operational roles ranging from product development and marketing to chief operating officer and chief executive officer, at various public and private companies, including Siemens International, Thorn EMI, Emergent Technologies and Dimensional Medicine.

Mr. Haque holds a Bachelor of Science in electrical engineering from the University of Delhi, and a Master of Business Administration from the Kellogg School of Management at Northwestern University. He also holds a doctorate in electrical engineering from Northwestern University.
Michael G. Hill  
*Vice President, Enterprise Initiatives, Sales, Services and Business Development  
*IBM*  

Mike Hill is Vice President of Enterprise Initiatives for IBM, responsible for the development and delivery of new IT technologies and services. With an initial focus on cloud computing, Mr. Hill is leading the IBM sales, services, and business development teams to provide a portfolio of cloud-delivered solutions for clients.

Prior to this, Mr. Hill was general manager of IBM’s Global Telecommunications Industry. In this role he helped clients increase their ability to sustain value and compete in a changing market by embracing open standards and end-to-end integration.

Mr. Hill has held various positions at IBM including vice president of Business Transformation and chief information officer responsible for global voice and data infrastructure and application development. He was also general manager of IBM Southeast and South Asia. Mr. Hill began his career with IBM in 1978.

He earned a Bachelor of Science in electrical engineering from the University of Florida.

Albert Hitchcock  
*Chief Information Officer  
*Vodafone Group*  

Albert Hitchcock has been Chief Information Officer of Vodafone Group since 2007. In this role, he is responsible for the Technology Information Services organization and is accountable for the IT strategy and operations of all IT functions across the company.

Prior to joining Vodafone, Mr. Hitchcock worked at Nortel, a Canadian multinational telecommunications solutions provider, where he held a variety of positions, including global chief information officer.

Before joining Nortel, he was with Racal Radio Group Ltd. and British Aerospace Dynamics Plc, in a variety of research and development, and engineering roles.

Mr. Hitchcock studied electronic and systems engineering at South Devon College of Arts and Technology, and was awarded a dipMBA with distinction, by the Centre of Management Studies at Exeter University.

Rosina Howe  
*Chief Innovation Officer and Group Director, Innovation and InfoComm Technology  
*Land Transport Authority of Singapore*  

Rosina Howe is the Chief Innovation Officer and Group Director, Innovation and InfoComm Technology for the Land Transport Authority of Singapore (LTA), a statutory board under the Ministry of Transport which spearheads land transport development in Singapore. Ms. Howe is responsible for the formulation and implementation of LTA’s e-government transformation strategy through value innovation in process re-design, new product development and service delivery.

She leads a team of 100 professionals who are responsible for LTA’s long-term planning needs for land transport policy decisions and works in support of initiatives to develop organizational capabilities, technology blueprints, new service delivery channels and standards, and the creation of an Innovation Center for urban transport research.

Previously, Mrs. Howe was president of the Singapore chapter of the Information Technology Management Association and vice chair of the National InfoComm Competency Center.
Wes Hunt
Vice President, Customer Analytics, Information and Capabilities
Nationwide Mutual Insurance Company

Wes Hunt is Vice President of Customer Analytics, Information and Capabilities at Nationwide Mutual Insurance Company. In this role, he leads the company’s customer information management initiatives, including CRM, Agent Gateway Marketing, Data Mining and Modeling functions, Customer Analytics and the Nationwide Center for Advanced Customer Insights at The Ohio State University.

Prior to joining Nationwide in 2002, Mr. Hunt was a Financial Services Sector principal for IBM Global Services Business Intelligence Consulting. He previously held management positions at Wells Fargo Bank, KPMG, and JPMorgan Chase.

Mr. Hunt holds a Bachelor of Science in economics and finance from Southern Methodist University, and a Master of Business Administration from the University of Michigan. He earned the Chartered Financial Analyst designation from the CFA Institute in 1996.

John E. Kelly III
Senior Vice President and Director, Research
IBM

John Kelly is Senior Vice President and Director of IBM Research. In this position, he directs the worldwide operations of Research, with approximately 3,000 technical professionals at nine laboratories in seven countries, and helps guide IBM’s overall technical strategy.

He also leads IBM’s worldwide intellectual property business.

Before beginning his current assignment in July 2007, Dr. Kelly was senior vice president of Technology and Intellectual Property, responsible for IBM’s technical and innovation strategies. Prior to that, he was senior vice president and group executive for IBM’s Technology Group, where he was responsible for developing, manufacturing and marketing microelectronics and storage technologies, products and services.

Since joining IBM in 1980, he has held numerous management and technical positions related to IBM’s Research and Development portfolio, including vice president of Business Process Reengineering for the Microelectronics Division; vice president of Systems, Technology and Science for Research; and vice president of Strategy, Technology and Operations for the Microelectronics Division. He has also served as vice president of Server Development and general manager of the Microelectronics Division.

He holds a Bachelor of Science in physics from Union College, and a Master of Science in physics and a doctorate in materials engineering from Rensselaer Polytechnic Institute. In 2004, Dr. Kelly received an honorary doctorate in science from The Graduate School of Union College.
David E. Kepler
Executive Vice President, Business Services, Chief Sustainability Officer and Chief Information Officer
The Dow Chemical Company

David Kepler is Executive Vice President of Business Services, Chief Sustainability Officer, and Chief Information Officer for The Dow Chemical Company. He also oversees Dow’s Canadian region.

In his business services leadership capacity, Mr. Kepler has global responsibility for Customer Service, Information Systems, Purchasing, Supply Chain, Work Process Improvement, and Environment, Health and Safety.

In his chief sustainability officer role, he guides the sustainable business development of the company and is charged with leading its commitment to set the standard for sustainability in the industry.

Mr. Kepler has served as Chief Information Officer for more than ten years and is widely recognized for his expertise in cyber security, risk management, and value delivery. He began his career at Dow in 1975 and has held numerous positions in information technology and business in the United States, Canada and the Pacific.

He received a Bachelor of Science in chemical engineering from the University of California, Berkeley.

Frank Kern
Senior Vice President, Global Business Services
IBM

Frank Kern is Senior Vice President of IBM Global Business Services, which encompasses IBM’s consulting, systems integration and applications businesses, and a global workforce of more than 100,000 professionals supporting clients in all major industries.

Mr. Kern was named to this position in January 2009 after leading IBM’s Global Sales and Distribution organization, where he was responsible for revenue, profit and client satisfaction in the 170 countries in which IBM does business, and where he established the IBM Growth Markets Unit to focus investment and talent on the emerging economies of the world.

Prior to that, Mr. Kern led IBM’s operations in Asia Pacific.

His 30-year career with IBM has spanned numerous international management roles, including the development of IBM’s services business in Europe, the Middle East and Africa. Mr. Kern held the position of chief executive officer of IBM Global Services Australia Limited, a joint venture with Lend Lease and Telstra. He also served as vice president of Systems Solutions and Industries, in the Integrated Systems Solutions Corporation, an IBM services subsidiary.

Mr. Kern holds a Bachelor of Arts from Bucknell University, and a Master of Business Administration from Syracuse University.
Tony Kerrison
Chief Technology Officer and Head, Infrastructure Services
ING

Tony Kerrison is Chief Technology Officer and Head of Infrastructure Services for ING. He leads the team that is responsible for the development, delivery and management of the IT infrastructure for ING.

Currently, Mr. Kerrison has a critical role in the design and implementation of ING’s Data Center strategy. He is also responsible for the creation of shared Technology Services including Business Services, Testing Services and Application Support Services. Mr. Kerrison is an innovative technology leader with a broad working knowledge of technology infrastructure, applications development and business support functions.

Previously, he served as chief technology officer at Deutsche Bank, Credit Suisse First Boston, and Merrill Lynch.

Kristin Lovejoy
Vice President, Information Technology Risk
IBM

Kristin Lovejoy is the Vice President of Information Technology Risk for IBM, responsible for managing, monitoring and testing IBM’s corporate security and resiliency functions globally.

Previously, Ms. Lovejoy was vice president of security strategy for IBM Security Solutions, responsible for the overall market direction and strategy for a multi-billion dollar portfolio of security products. She is a recognized expert on security, risk, compliance and governance, and holds United States and European Union patents for Object Oriented Risk Management Models and Methods.

Before joining IBM, Ms. Lovejoy was the chief technology officer, chief information officer, and vice president of Support and Services at Consul, which was acquired by IBM in 2007.

John MacIlwaine
Head, Global Development
Visa Inc.

John MacIlwaine leads global development for Visa Inc. In this role, he is responsible for the development of new products and services across Visa’s commercial and consumer product divisions.

Previously, Mr. MacIlwaine was the head of Global Open Systems and was responsible for global solutions and services designed and implemented with distributed technologies, including Internet, business intelligence, corporate systems and information management initiatives.

He has more than 15 years of experience in executive technology capacities, primarily within the financial services industry. Prior to joining Visa in April 2007, Mr. MacIlwaine served as chief technology officer for SunGard Investment Systems. In this role, he led the effort to evolve SunGard’s buy-side asset management technologies to next generation open systems platforms. Previously, he was chief technology officer of Morgan Stanley’s private client group, where he led the development of the first online Internet stock brokerage platform.

He earned a Bachelor of Science in computer engineering from the University of Michigan.
Carlos Matos
Director, Technology Integration, Systems Integration, Infrastructure Management Group, Kaiser Permanente Information Technology
Kaiser Permanente

Carlos Matos is Director of Technology Integration for the Infrastructure Management Group’s Systems Integration organization at Kaiser Permanente. In this role, he is responsible for technology integration, technical planning and implementation coordination across Kaiser Permanente, with a focus on emerging technologies including cloud computing and service-oriented architecture.

Prior to joining Kaiser Permanente in 2002, Mr. Matos worked at IMRglobal Corporation in Tokyo, assisting multinational firms with the integration of scalable, interoperable and reliable enterprise technologies.

Mr. Matos holds a Bachelor of Science in business administration and finance from California State University, East Bay.

Behzad Nadji
Vice President, Corporate and Business Operations Support Systems
Research In Motion

Behzad Nadji has served as Vice President of Corporate and Business Operations Support Systems at Research In Motion (RIM) since 2008. He is focused on architecting, designing and developing enterprise-wide applications that integrate with corporate business strategy to deliver seamless applications solutions, enhanced systems performance, and tools to enable a world-leading customer experience.

Prior to joining RIM, Mr. Nadji served as senior vice president at AT&T where he was responsible for the planning, design and development of AT&T Network Technologies. He was the head of both AT&T Research Labs and AT&T Enterprise Software and Hardware Architecture. Mr. Nadji has also served as chief executive officer, co-founder, and president of several privately held companies which were successful acquisition targets. He holds nearly 20 patents in various stages of progress.

Mr. Nadji earned a Doctor of Philosophy in electrical engineering from Sharif University of Technology and the University of Southern California.

Madhu Nutakki
Vice President, Systems Integration, Infrastructure Management Group, Kaiser Permanente Information Technology
Kaiser Permanente

Madhu Nutakki is Vice President of Systems Integration for the Infrastructure Management Group at Kaiser Permanente and leads the team responsible for the development and maintenance of KP HealthConnect, the nation’s largest civilian electronic medical record system.

Mr. Nutakki also drives other strategic technology initiatives, including cloud computing solution design, continuous availability of electronic medical records, and a standardized outpatient pharmacy system for use throughout the company.

Prior to joining Kaiser Permanente, Mr. Nutakki was involved in electronic medical record implementations with Science Applications International Corporation.
Jo-ann M. Olsovsky
Vice President and Chief Information Officer
BNSF Railway Company

Jo-ann Olsovsky was named Vice President and Chief Information Officer for BNSF Railway Company in March 2008. She is responsible for the delivery of BNSF’s telecommunications services, data center infrastructure, application development, Web presence and all other information technology services. Under her leadership, the BNSF technology team supports more than 35,000 people in 28 states at more than 2,000 locations.

Previously, Ms. Olsovsky was assistant vice president of Telecommunications. Prior to joining BNSF Railway in 2006, she was director of Enterprise Network Services and Technology Support Services at Verizon Communications, and before the merger, at GTE, where she was responsible for their LAN/WAN environment. She joined GTE in 1997 as group manager of LAN Operations and was named director of Technology Support Services in 1999. Prior to this, she spent 13 years at AT&T leading technology, planning, engineering and operations teams.

Ms. Olsovsky holds a Bachelor of Science in business management, and a Master of Business Administration from Nova Southeastern University. She also holds a Master of Science in project management from George Washington University.

Samuel J. Palmisano
Chairman, President and Chief Executive Officer
IBM

Sam Palmisano is Chairman of the Board, President and Chief Executive Officer of IBM. Mr. Palmisano was appointed to Chief Executive Officer in 2002 and Chairman in 2003.

He began his career with IBM in 1973 in Baltimore, Maryland. Since then, Mr. Palmisano has held a series of leadership positions during his IBM career, including senior vice president for the Enterprise Systems and Personal Systems groups. Mr. Palmisano also played a key role in creating and leading IBM’s Global Services, rising to senior vice president, and building the largest and most diversified information technology services organization in the industry. He also served as senior managing director of operations for IBM Japan. He became president and chief operating officer in 2000.

Mr. Palmisano is a graduate of The Johns Hopkins University. In recognition of his leadership role as co-chair of the Council on Competitiveness’ National Innovation Initiative, as well as his many business accomplishments, Mr. Palmisano was awarded an Honorary Degree of Doctor of Humane Letters from Rensselaer Polytechnic Institute in 2005. In 2006, he was awarded an Honorary Fellowship from the London Business School. Mr. Palmisano has received a number of business awards including the Atlantic Council’s Distinguished Business Leadership Award in 2009 and the inaugural Deming Cup, presented in 2010 by the W. Edwards Deming Center for Quality, Productivity and Competitiveness at Columbia Business School. He is also an elected member of the American Academy of Arts and Sciences.
Steve Robinson
General Manager, Worldwide Security Solutions
IBM

Steve Robinson is General Manager of Worldwide Security Solutions for IBM. In this capacity, he is responsible for leading all of IBM’s security initiatives across the security products and services divisions representing more than $100 billion of business opportunity. As the strategy leader, Mr. Robinson provides guidance to the development teams in software, hardware and services, as well as to the marketing and security sales teams.

Prior to this, Mr. Robinson had been vice president of Worldwide Sales for Rational software since 2005. In this role, he was responsible for the sales strategy and execution for the Rational brand.

Previously, he was the vice president of Technical Services at Lotus, where he was responsible for transforming the Services, Education, and Certification initiatives. He was also part of Lotus’ integration team, which was the largest software integration in IBM’s history. Mr. Robinson joined IBM in 1984 and has held numerous executive and management positions in sales, technical services, and product management.

He holds a Bachelor of Science in business and computer science from Wake Forest University, and a Master of Business Administration from the Fuqua School of Business at Duke University.

Virginia (Ginni) M. Rometty
Senior Vice President and Group Executive, Sales, Marketing and Strategy
IBM

Ginni Rometty is Senior Vice President and Group Executive of Sales, Marketing and Strategy. As IBM’s global sales leader, she is accountable for revenue, profit, and client satisfaction in the 170 global markets in which IBM does business. In this role, Ms. Rometty is responsible for IBM’s worldwide results, which exceeded $99 billion in 2010. She also is responsible for leading IBM’s global strategy, and marketing and communications functions.

Previously, Ms. Rometty was senior vice president, IBM Global Business Services. During her tenure, she led the successful integration of PricewaterhouseCoopers Consulting, building a global team of more than 100,000 business consultants and service experts.

Ms. Rometty held other positions in IBM’s services business, including general manager of IBM Global Services, Americas, where she was responsible for strategic leadership, operations and client relationships. She also served as the general manager of strategy, marketing and sales operations for IBM Global Services worldwide.

Before joining IBM Global Services, Ms. Rometty was general manager of IBM’s Global Insurance and Financial Services Sector. She also directed the priorities of IBM’s Insurance Research Centers in Hawthorne, N.Y.; Zurich, Switzerland; and Yamato, Japan, as well as IBM’s insurance solutions development worldwide.

Ms. Rometty holds a Bachelor of Science with high honors in computer science and electrical engineering from Northwestern University.
Linda S. Sanford  
Senior Vice President, Enterprise Transformation  
IBM

As Senior Vice President for Enterprise Transformation, Linda Sanford leads the strategy for IBM in becoming the premier globally integrated enterprise. In this role, she is responsible for transforming the company’s core business processes, creating an information technology infrastructure to support and integrate processes globally, and helping to form a culture that fosters innovation.

Previously, Ms. Sanford held a number of senior leadership positions at IBM, including head of Storage Systems Group, Global Industries and the Mainframe division.

She co-authored the book, *Let Go To Grow: Escaping the Commodity Trap*, which describes how successful companies are pursuing strategies to drive long-term growth and innovation.

A graduate of St. John’s University, Ms. Sanford earned a Master of Science in operations research from Rensselaer Polytechnic Institute and was awarded an honorary doctorate in commercial science from St. John’s University.

Jeff Schick  
Vice President, Social Software, Collaboration Solutions  
IBM

Jeff Schick is Vice President of Social Software for IBM with overall responsibility for the company’s initiatives in this area, including development, marketing, sales and services. In January 2007, IBM announced Lotus Connections, the first integrated social software platform for business. These capabilities are being used at IBM today as well as governments and businesses around the world.

Prior to this, Mr. Schick led IBM’s Worldwide Content Management sales force. He has contributed to the design of some of the largest content collections worldwide, including UBS, The Depository Trust and Clearing Corporation, New York Stock Exchange, National Football League, National Basketball Association, SIRIUS Satellite Radio and Viacom.

Since joining IBM in 1988, Mr. Schick has held a variety of roles in development and in the field, and helped to drive IBM’s e-business initiative and first large WebSphere deployments, which included the design of Paine Webber’s retail solutions. Additionally, he led IBM’s development of NYSE.com for the New York Stock Exchange.
David C. Schwab
Managing Director
Sierra Ventures

David Schwab is in his 15th year as an investment professional and has built Sierra Ventures’ software investment practice. His primary investment focus is Enterprise Software, both Applications and Infrastructure. Among the portfolio companies Mr. Schwab has worked with in the past are MicroMuse Corp. (NASDAQ: MUSE) sold to IBM, OnLink Technologies, sold to Siebel Systems, SalesLogix (NASDAQ: SLGX) sold to Sage Software, FatBrain (NASDAQ: FATB) sold to Barnes & Noble and 360Commerce sold to Oracle. His portfolio includes Corrigo, CSS, Flypaper Studio, Parature, Prelert, Promethyan Labs, Revionics, Rivermuse, Zebra Imaging and Zoom Systems. He also manages the firm’s relationship with Promethyan.

Mr. Schwab began his professional career as a software engineer and engineering manager for five years at Lockheed Corporation. He subsequently earned a Master of Business Administration from Harvard Business School and then returned to Silicon Valley to work in sales and sales management at Sun Microsystems, where he was repeatedly one of the highest producing sales executives in the company. Mr. Schwab co-founded Scopus Technology (Nasdaq: SCOP), serving as vice president of Sales. Scopus was taken public by Morgan Stanley and subsequently acquired by Siebel Systems in a $480 million transaction.

In addition to his MBA from Harvard Business School, Mr. Schwab holds two graduate engineering degrees from Stanford University and an undergraduate engineering degree from University of California, San Diego.

Paul M. Scorza
Vice President, Finance, Incentives, Supply Chain and Technical Support Transformation
IBM

Paul Scorza is Vice President of Finance, Incentives, Supply Chain and Technical Support Transformation. He is responsible for the transformation of the IBM business and applications in these areas, along with defining and managing the IT spend.

Prior to this, Mr. Scorza was vice president, Americas, and Application Solutions Delivery leader on the IBM Global Account for Global Financing, Global Services, Enterprise Business Information, and the corporate Human Resources and Finance functions. He was responsible for project management, architecture, development, testing, operations and support of more than 1,000 applications.

Mr. Scorza began his IBM career as a programmer in Information Systems supporting Semiconductor Manufacturing and has held a number of other positions including, Manufacturing Industry specialist on the DuPont account, senior programmer manager in Financial Systems, and solution executive in worldwide Production Solutions. He also held global responsibility for Y2K readiness for IBM Sales and Distribution. Mr. Scorza also worked as director of e-business and Business Intelligence.

He holds a Bachelor of Science in computer science from the University of Massachusetts Amherst, and a combined Master of Business Administration and Master of Science in computer science from Marist College.
Donald Sharp  
Chief Information Officer  
Navistar, Inc.

Don Sharp is Chief Information Officer of Navistar, Inc., the operating company of Navistar International Corporation, one of the world’s largest truck and engine manufacturers. In this role, he is responsible for the information technology strategy and operations of the company, providing leadership in developing strong IT processes, innovative IT service delivery models and new technology capabilities that deliver significant business value and drive growth.

Mr. Sharp joined Navistar in 2007, and has more than 20 years of experience in large-scale program management, strategic planning and mergers and acquisitions.

He earned a bachelor’s degree in accounting from the University of Notre Dame.

Carol A. Sormilic  
Vice President, Global Workforce and Web Processes Transformation  
IBM

Carol Sormilic is Vice President, Global Workforce and Web Processes Transformation for IBM. She is responsible for the improvement of human resource processes, and the design and delivery of the IBM intranet and the company’s presence on the Internet. IBM’s Web presence includes the client and brand experience on the Internet and the workforce experience on the intranet.

Her overall mission is to enable greater productivity, higher adoption rates of new IT tools and technology, and improved user satisfaction. Ms. Sormilic is currently focused on a Workplace of the Future project, which is exploring what the workforce will need to succeed and in what environment, while also understanding the security, privacy, and legal implications.

Ms. Sormilic is also responsible for the transformation of corporate and enterprise functions.

Previously, she held technical and management positions in Integrated Supply Chain, managing IBM’s transition to Y2K, and acting as the business information executive for the European Sales and Distribution organization. She also led IBM’s transition to the Euro.

Pat Toole  
Vice President and Chief Information Officer  
IBM

Pat Toole is Vice President and Chief Information Officer of IBM. He is responsible for advancing the company’s transformation agenda and aligning information technology investments to the business strategy.

Prior to this, Mr. Toole was general manager of Intellectual Property, overseeing the direction of the company’s intellectual property portfolio and global patent program.

Since joining IBM in 1984, Mr. Toole has held a variety of executive and management positions across the company, including vice president of Enterprise On Demand Transformation and Information Technology, general manager of Engineering and Technology Services, and senior site executive in Charlotte, North Carolina.

Mr. Toole holds a Bachelor of Science in electrical engineering from the University of Notre Dame, and a Master of Business Administration from Queens University of Charlotte.
**Bridget van Kralingen**  
General Manager, North America  
*IBM*  

Bridget van Kralingen is General Manager of IBM North America. In this position, she is responsible for strategy, execution, business results and client satisfaction for IBM’s business in the United States and Canada. In addition to her North America responsibilities, Ms. van Kralingen is the executive sponsor of IBM’s innovation initiatives in microfinance and mobile banking.

For three years prior to her current role, Ms. van Kralingen was general manager of Northeast Europe for IBM Global Business Services. In this role, she led the business consulting, systems integration and application services business across more than 50 countries.

Previously, Ms. van Kralingen was global managing partner of the Financial Services Sector for IBM Business Consulting Services, where she led a practice encompassing business and technology advisory work, systems integration, application development, and business process outsourcing across the insurance, financial and banking industries. She joined IBM in April 2004 from Deloitte Consulting, where she led Financial Services. Ms. van Kralingen began her career in research, at the Council for Scientific and Industrial Research.

She has a Bachelor of Commerce and an Honors in Commerce from the University of the Witwatersrand, and a Master of Business Administration from the University of South Africa.

---

**Mladen A. Vouk**  
Department Head and Professor of Computer Science, and Associate Vice Provost for Information Technology  
*North Carolina State University*  

Mladen Vouk is Department Head and Professor of Computer Science, and Associate Vice Provost for Information Technology at North Carolina State University. He has deep expertise in both commercial software production and academic computing. Dr. Vouk’s research and development interests include software engineering, scientific computing, information technology assisted education, high-performance and cloud computing.

Dr. Vouk has taught courses and tutorials in scientific workflow management, software engineering, software testing, software reliability and fault-tolerance, software process and risk management, networking, data structures, operating systems, numerical software and programming languages.

He is also author or co-author of more than 250 publications.

Dr. Vouk holds a Doctor of Philosophy from King’s College, University of London.
Robert Webb
Chief Information Officer
Hilton Worldwide

Robert Webb leads the technology division of Hilton Worldwide as Chief Information Officer.

Mr. Webb expands on a strong background of experience driving technology-enabled business transformations around the world. The scope of his global leadership responsibilities includes organizations with more than 1,000 employees, $300 million budgets, and $50 million capital investments. Widely recognized as an expert in spearheading multi-million dollar cost reductions, exponential productivity gains, and new product innovation, Mr. Webb has also successfully managed Lean and Six Sigma programs, shared services, business integration, strategic outsourcing, and offshoring initiatives. His international skills have been sharpened through past executive experience with Accenture, General Electric, and Equifax, living and working in Europe, Japan, Greater China, and North America.

David Whiteing
Vice President, Enterprise Systems, IT&S
BP plc

David Whiteing is the Vice President of Enterprise Systems for IT&S at BP plc, responsible for all SAP and tightly integrated applications activity. As leader of the newly created Enterprise Services team, Mr. Whiteing has been charged with developing and operationalizing the strategy to deliver SAP applications at a lower cost and higher quality than other large enterprises. His team covers the full life cycle for SAP applications from architecture, design and build to deploy and support.

Previously, Mr. Whiteing was a partner at Accenture, where he was responsible for the SAP practice in the United Kingdom and Ireland. In this role, he participated in numerous business transformation programs using SAP solutions and leveraging innovative delivery models, new technologies and a combination of application and business process outsourcing as part of long-term operations.

Mr. Whiteing holds a Bachelor of Business Science in finance and economics from the University of Cape Town.

Ann Winblad
Co-founder and Managing Director
Hummer Winblad Venture Partners

Ann Winblad is Co-founder and a Managing Director of Hummer Winblad Venture Partners, a leading venture capital firm which has focused exclusively on software investing since its inception in 1989.

Ms. Winblad has more than 30 years of experience in the software industry as a successful software entrepreneur, strategy advisor, technical author and venture capitalist.

She holds a Bachelor of Arts in mathematics and in business administration, and a Master of Arts in education, with a focus in international economics, from the University of St. Thomas. Ms. Winblad also holds an honorary Doctor of Laws from the University of St. Thomas.