

CHRISTOPHER O'CONNOR

EXECUTIVE SUMMARY

Dedicated public servant and educator focused on empowering government with innovative technology solutions that improve the lives of New York's citizens. Areas of interest include geospatial technologies, analytics, data management and governance.

KNOWLEDGE AREAS

- Data management
- System development lifecycles
- Business analysis
- Software implementations
- Vendor management
- Geospatial technologies
- IT governance & investment planning
- IT project portfolio management
- Business case development
- Program and project management
- Contract and grant management
- Strategic planning

EXPERIENCE

DIRECTOR, DATA MANAGEMENT SERVICES, CHIEF TECHNOLOGY OFFICE NYS OFFICE OF INFORMATION TECHNOLOGY SERVICES

January 2021 – Present

Lead ITS's team of data management specialists including the ITS GIS Client Office and the Open Data program. The DMS team provides a range of data management services and solutions including business intelligence, analytics, GIS, and data integration. Staff support data modeling, data warehouses and lakes, data engineering and transformation, data integration and exchanges, data quality and data architectures for over 25 executive agencies. Direct a staff of 140+.

LECTURER, STATE UNIVERSITY OF NEW YORK AT ALBANY

August 2003 – Present

Responsible for the design, development, and delivery of a semester length course on the science and application of geographic information systems (GIS) and geospatial technologies. Teach undergraduate, graduate and PhD students. Consistently score in the top percentile for evaluations on preparedness, ability to communicate information, being receptive to student ideas and viewpoints, challenging students intellectually, and overall instruction.

DIRECTOR, PORTFOLIO SERVICES, WORKFORCE AND PUBLIC SERVICE PORTFOLIO NYS OFFICE OF INFORMATION TECHNOLOGY SERVICES

June 2018 to December 2020

Directed portfolio services including data management and GIS. Client agencies included the Public Service Commission, Workers Compensation Board, and Homes & Community Renewal. Supported customer agency technology strategic planning processes for determining how IT can best benefit business outcomes. Worked closely with agency executive staff to ensure priorities were addressed.

Established and guided activities of the ITS GIS Client Office. The mission of the ITS GIS Client Office is to promote the use of GIS technology and data across New York State's Executive agencies by fostering a community of empowered clients. Focus areas include

data management, application development, software administration, strategic planning, geospatial consultation, and business development. The GIS Client Office supports 12 executive agencies. Directed a staff of 50+.

**DEPUTY DIRECTOR, BUSINESS SOLUTIONS, CITIZEN SERVICES AND ENVIRONMENT & ENERGY
NYS OFFICE OF INFORMATION TECHNOLOGY SERVICES**

November 2016 to June 2018 – Citizen Services Portfolio

June 2016 to October 2016 – Environment and Energy Portfolio

Directed three uniquely different organizational units providing application development, business analysis, and geospatial technology services for the portfolios. Provided application development services for 4 state agencies with over 100 applications, and geospatial and business analysis services for 11 state agencies. Directed a staff of 50+.

**DIRECTOR, CUSTOMER ENGAGEMENT & PROJECT MANAGEMENT
ENVIRONMENT & ENERGY PORTFOLIO, NYS OFFICE OF INFORMATION TECHNOLOGY SERVICES**

November 2012 – May 2016

Directed the Environment & Energy Portfolio's project management, portfolio management, business analysis, and customer relationship management services. Managed the project portfolio, which consists of approximately 30 projects annually in 5 state executive agencies, with a combined budget of \$40M. Guided agency executive and program staff on IT investments and governance, ensuring alignment with business and technology strategies. Established communities of practice for project management and business analysis. Directed a staff of 20+.

**BUREAU DIRECTOR, INFORMATION SERVICES DIVISION
DEPARTMENT OF ENVIRONMENTAL CONSERVATION**

August 2011 - November 2012

Led the agency's Project Management Office (PMO), Geographic Information Systems (GIS) Section, and the DEC Research Library. Led high profile IT initiatives for the agency, ensuring the successful delivery of IT projects on time, within budget, and within scope. Advised on the provision of geospatial services to a user base of over 600 staff, in addition to external partners and the public. Advocated for the continued support of the agency's Research Library, which is visited by an average of 1,350 employees per month.

**PMO DIRECTOR, INFORMATION SERVICES DIVISION
DEPARTMENT OF ENVIRONMENTAL CONSERVATION**

September 2010 – August 2011

Directed the agency's Project Management Office. Managed the agency's project portfolio, budgeting, and IT governance. Directed customer relationship management across the agency's divisions. Led the development and implementation of an agency-wide Project Management Methodology, which included workflows, processes, and tools. Designed and implemented an IT Project Portfolio System and related business processes to support IT demand management and project tracking. Managed a diverse range of projects from custom builds to COTS implementations and strategic planning efforts. Developed IT business cases, project plans, and strategic planning documents. Provided coordination

support to the agency's IT governance council. Implemented annual IT planning conferences with all 14 of the agency's divisions.

IT PROGRAM MANAGER, DEPARTMENT OF ENVIRONMENTAL CONSERVATION

March 2006 - September 2010

Responsible for the successful completion of IT projects for the agency. Managed a diverse range of projects, from custom builds to COTS implementations and strategic planning efforts. Responsible for developing business cases and conducting pre-project analysis. Implemented and led a multi-agency Brownfield and Groundwater GIS Program with a \$5M+ budget that provided IT solutions in support of environmental data management, mapping, analysis, data exchange and data access. Managed the full project lifecycle for 10 IT projects with a combined budget of \$3.5M. Developed business cases, procurement plans, and high-level requirements. Broke down institutional barriers to data sharing between state agencies by implementing the exchange of electronic environmental quality data through EPA's Exchange Network. Designed and implemented the agency's Mapping Gateway and provided guidance on open data to outside organizations.

**GEOSPATIAL TECHNOLOGY SPECIALIST, WATER DIVISION
DEPARTMENT OF ENVIRONMENTAL CONSERVATION**

August 1996 - March 2006

Provided a diverse range of geospatial services to the agency and partners. Worked independently, within team environments, and collaboratively with customers. Participated in the planning and implementation of an enterprise-level GIS, developed over a dozen multi-platform ESRI software tools, developed statewide geospatial data sets, and directed mapping activities for several county-wide flood studies.

EDUCATION

NEW YORK STATE LEADERSHIP INSTITUTE, Graduate, December 2018

STATE UNIVERSITY OF NEW YORK AT ALBANY, Master of Arts in Geography, specialization in Geographic Information Systems, May 2002

STATE UNIVERSITY OF NEW YORK AT ALBANY, Bachelor of Arts in Geography, Minor in Urban and Regional Planning, December 1996

AWARDS

OUTSTANDING TECHNOLOGY AND CUSTOMER SERVICE AWARD
Best of New York Awards, Center for Digital Government 2018

FINALIST FOR THE NYS ITS CHANGE AGENT AWARD
Office of Information Technology Services 2017

IT MANAGERS OF THE YEAR AWARD
NY IT Leadership Academy, Government Technology's Public CIO 2013