

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 data management, geospatial technology, analytics, and artificial intelligence.

KNOWLEDGE AREAS

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

EXPERIENCE

DEPUTY CHIEF DATA OFFICER, CHIEF DATA OFFICE, NYS ITS

October 2023 – Present

Responsible for directing daily operations of the Chief Data Office (CDO), including the overall delivery of data-centric strategies, solutions, and services. Support key data initiatives and participate in policy development. Core service areas include open data, data & artificial intelligence governance, and geospatial.

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 GIS. Teach undergraduate, graduate and PhD students.

PORTFOLIO EXECUTIVE DIRECTOR, CHIEF PORTFOLIO OFFICE, NYS ITS

February 2023 – October 2023

Provided executive client agency relations for the Environment, Energy and Transportation Portfolio. Aligned IT activities with agency agendas and priorities. Monitored and ensured optimal customer service to client agencies and end users. Made technology recommendations and supported strategic IT initiatives. Resolved operational escalations to ensure project deliverables and services met client and end-user expectations.

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

January 2021 – February 2023

Consolidated and led team of 140+ data management specialists. Developed and implemented organizational change strategies and a hybrid shared service model. Oversaw the provision of data management services including data modeling and engineering, data quality, data warehousing, data integration, business intelligence, geospatial, and open data for over 25 executive agencies.

DIRECTOR OF PORTFOLIO SERVICES, WORKFORCE AND PUBLIC SERVICE PORTFOLIO, NYS ITS

June 2018 to December 2020

Directed portfolio services including enterprise information management, business intelligence & analytics, data integration and geospatial technologies. Supported customer

agency technology strategic planning processes and worked closely with agency executive staff to ensure priorities were addressed. Established and guided activities of the ITS GIS Client Office, which provided data management, application development, software administration, strategic planning, geospatial consultation, and business development. Led the provision of GIS services to 12 executive agencies. Directed a staff of 50+.

DEPUTY DIRECTOR OF BUSINESS SOLUTIONS, NYS ITS

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 OF CLIENT ENGAGEMENT & PROJECT MANAGEMENT, ENVIRONMENT & ENERGY PORTFOLIO, NYS ITS

November 2012 – May 2016

Directed the 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, NYS DEPARTMENT OF ENVIRONMENTAL CONSERVATION

August 2011 - November 2012

Led the agency's PMO, GIS Section, and 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.

PMO DIRECTOR, NYS DEPARTMENT OF ENVIRONMENTAL CONSERVATION

September 2010 – August 2011

Directed the agency's PMO and managed the agency's project portfolio, budgeting, and IT governance. Led the development and implementation of an agency-wide Project Management Methodology. Designed and implemented an IT Project Portfolio System and related business processes. 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.

IT PROGRAM MANAGER, NYS DEPARTMENT OF ENVIRONMENTAL CONSERVATION

March 2006 - September 2010

Managed a diverse range of IT projects, from custom builds to COTS implementations and strategic planning efforts. 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. 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, NYS DEPARTMENT OF ENVIRONMENTAL CONSERVATION

August 1998 - 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