



MEMORANDUM

Date: March 15, 2018

To: The Honorable Chairman and Members
Pima County Board of Supervisors

From: C.H. Huckelberry
County Administrator

A handwritten signature in black ink, appearing to be "C.H. Huckelberry", is written over the printed name and title.

Re: **Appointment of Interim Chief Information Officer/Information Technology Department Director**

Jesse Rodriguez, the County's Chief Information Officer has indicated his intent to resign and retire later this year. In order to take advantage of his knowledge before he leaves, I have asked him to focus his remaining time on several key Information Technology Department (ITD) structural issues facing the County.

Among these issues are the information technology hurdles facing the merger of City Courts with the County's Justice Courts and evaluating the potential for Pima County to shift from maintaining a server farm and to begin using the cloud as well as a number of other information technology specialty areas.

Because these assignments will take a substantial time commitment to properly analyze, and in order for the ITD to continue to seamlessly provide services to the County departments, I will appoint an Interim Chief Information Officer/ITD Director.

I recently interviewed the present Information Services Manager for the Sheriff and former ITD Deputy Director Dan Hunt as well as ITD Deputy Director Mark Hayes. I found both candidates well qualified for the position of Interim Chief Information Officer/ITD Director. Because of his diversity and experience in governmental settings, including working within an IT organization of a major constitutional office, Mr. Hunt will be selected. Therefore, I am appointing Mr. Hunt to the position of Interim Chief Information Officer/ITD Director. Mr. Hayes is well qualified to continue his management responsibilities within ITD.

This appointment is effective March 19, 2018, though Mr. Hunt will need to continue to provide support to the Sheriff's Department until he has been replaced.

I believe the management and other staff within ITD are also well qualified to perform their job assignments well; therefore, I anticipate no other significant changes in the Department's focus, mission or organization. I will leave it to Mr. Hunt to define how he desires to move ITD forward in the future.

The Honorable Chairman and Members, Pima County Board of Supervisors
Re: **Appointment of Interim Chief Information Officer/Information Technology Department
Director**

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Based on a successful completion of this interim assignment, it is my intention to make the appointment permanent. I have full confidence in Mr. Hunt's ability to manage this key department. Previous to his appointment to the Sheriff's Department, Mr. Hunt was the ITD Information Security Officer for the County and the Technology Director for the Marana Unified School District.

I appreciate the service of Mr. Jesse Rodriguez to help modernize our ITD and broaden both resources and institutional investment in ITD services.

For your information, Mr. Hunt's resume is attached.

CHH/anc

Attachment

c: The Honorable Mark Napier, Pima County Sheriff
Tom Burke, Deputy County Administrator for Administration
Dan Hunt, Information Services Manager, Sheriff's Department
Mark Hayes, Deputy Director, Information Technology Department

Daniel C. Hunt

Executive Leader Positioned to Develop a High Performing IT Organization

- Proactive leader with extensive experience at the senior leadership level in Arizona School District as well as County Government organizations who is driven to promote the vision, mission and strategic priorities of the organization to ensure technology tools and skills are utilized at all levels to provide the best programs, services and customer support while increasing the efficiency and effectiveness of overall IT operations
- Significant experience directing the strategic and tactical technology operations and services of educational and government information technology organizations where the needs of multiple departments and divisions had to be considered and cared for. This experience includes data and voice networks, servers and storage environments, data and network operations, microwave wide area network environments, systems security, business continuity and disaster recovery, systems administration, software licensing, hardware and software acquisition, desktop/laptop/tablet deployment and support, and vendor/contracts management
- Extensive experience in leading major IT projects with full accountability for resolving all issues to guarantee projects are completed on schedule and within budget
- Numerous leadership roles working collaboratively with multi-age generations of staff, both technical and non-technical, leading diverse groups of employees in long range conceptual thinking and strategic planning
- Unique combination of expertise in information technology, visioning and strategic planning, training and facilitating, and organizational behavior
- Dynamic leader and team builder, consistently motivating others to high levels of success who adapts well to change and shifting priorities

PROFESSIONAL EXPERIENCE

PIMA COUNTY SHERIFF'S DEPARTMENT Tucson, AZ

5/2017-Present

Information Services Manager

- Implementation of Strategic Policies, Procedures and Guidelines required to ensure compliance with the Criminal Justice Information Service Security Policies
- Administration and development of the Information Technology Plan to enhance Sheriff's Department operations
- Oversaw the development of a PCSD hardware/software acquisition plan, working hand in hand with County Procurement, County Finance and Central IT
- Oversight of all major IT projects, including the grant writing process to acquire the needed funding for such projects as the Federally Mandated National Incident Based Reporting system. This included the determination of the cost-effectiveness of solutions that were in place, those being proposed and those under development.
- Oversight of the PCSD Terminal Operations Division that deals with all Pima County Warrants and Extraditions

PIMA COUNTY GOVERNMENT Tucson, AZ

1/2011-Present

Information Security Officer/Security Architect/Technical Infrastructure Manager

- Oversaw the creation of Policies, Procedures and Guidelines that provided direction County wide encompassing all aspects of IT Governance, providing a framework for successful implementation, oversight and ongoing support of IT security, systems and applications
- Oversaw the effort to bring visibility of all County Departments and Elected Officials into Payment Card Industry Data Security Standards (PCI-DSS) to reduce exposure to aggressive fees and fines
- Managed the process from conceptual design, to RFP, to procurement and implementation of the Countywide VoIP phone system project that eliminated 15 disparate telephone systems while implementing a single solution that provided business efficiencies and cost savings over the initial 5 years of operation
- Oversaw the implementation a virtualized datacenter server environment across two County datacenters saving the County millions in hardware, software, HVAC, cabling and electrical costs over the initial 4 years of operation, providing the first true disaster recovery/business continuity capabilities for the County
- Through research of trends of customer satisfaction, I introduced and nurtured cross-functional teams while providing leadership to the 45 staff members within the network, telecommunications, telecable, server, storage and security divisions to improve incident response times and reduce system down time
- Gained national recognition from the Urban Libraries Council for managing the E-Rate process for Pima County Public Library which has received around \$400,000.00 annually in E-Rate funding for our 27 branch libraries over the past 6 years running; chaired a National coalition of Library IT advocates to drive the funding formula changes nationally for Category 2 E-Rate products and services for Schools and Libraries, providing much needed funding for enhancing education opportunities
- Working with Finance, developed a model of Internal Service Funding which initially allowed the Network and Telecommunications divisions of ITD to generate all funding for Operations and Capital budgets instead of being directly funded by the County Operations budget; this model has since been expanded to the Server/Storage, Desktop/Laptop/Tablet and Enterprise Software divisions
- Reduced County dependence on outside vendors within the Network/Telecom and Server/Storage divisions by providing training and certification opportunities for County IT staff
- Decreased the annual maintenance budget on networking equipment by implementing enterprise systems to monitor and report on hardware utilization and health, thus allowing IT to reduce our maintenance and support contracts on equipment
- Deputy level staff on the CIO Information Technology Leadership Team, working collaboratively to guide the operations of the department to meet the mission, vision and goals

TRILLION PARTNERS, INC. Austin, TX
Regional Sales Manager / Sales Engineer

06/2008-1/2011

- Involved in all steps of the sales process of high speed microwave and VoIP network; sales, design, build, manage and support
- Improved E-Rate applicant data mining processes and trained Sales Managers, Relationship Managers and Inside Sales staff on the utilization of the new process which increased company participation on E-Rate bids nationwide by 18%
- Added Government 911 systems to the Company portfolio to expand areas of focus and options for revenue sources which created \$25 million in new sales over an 18-month time period in my sales region alone
- Recognized as the top Regional Sales Manager for the 2009 and 2010 E-Rate funding cycles with \$20 million in new sales while retaining/improving 42 existing District/Library accounts
- Contributed to the implementation of systems utilized to coordinate travel for sales, engineers, installation and maintenance staff which reduced spending companywide by 11%
- Delivered exceptional customer service to 42 Education and Library partners across 11 Western US States

MARANA UNIFIED SCHOOL DISTRICT Marana, AZ
Technology Director

10/2001-06/2008

- Through building teams, processes and procedures, we maximized the funding and services provided by the Arizona School Facilities Board to implement a robust network infrastructure across the district which provided the opportunity to place computers in every classroom, library, administrative and service support area as well as providing a minimum of one computer lab on every school campus
- Partnering with key players and leading a team of knowledgeable staff, we wrote for and received Federal E-Rate funding which increased valuable bandwidth to all campuses by at least ten fold while placing telephones in every classroom, library, administrative and service support area to improve communication and provide greater security for students and staff; also greatly increased access for all schools to the Internet
- Lead the teams in the design, installation and support of a private secure high speed microwave WAN to support the business and education needs of the district's schools
- Created an environment that allowed us to expand and enhance the level of services provided by the IT department utilizing focused frequent meetings with district level and school level administrative staff as well as certified and classified groups to ensure the systems and hardware provided and supported were meeting district and community needs
- Lead a development team in the improvement of Student Information System options provided to parents, staff and students to include a district wide gradebook and a parent portal while working with the State Department of Education to implement a system (SAIS) where all student data was electronically transferred to the State
- Lead and mentored a team of 13 IT technicians and engineers in the support of all systems within the district
- Contributed to the creation of the MUSD Roadmap to Excellence serving as a member of the Committee for Renewed Excellence and then fulfilling the role of the Priority Champion for the Effective Use of Resources priority

NVISION NETWORKING, INC Tucson, AZ
Senior IT Systems Engineer

06/1999-10/2001

- Designed, installed and supported wide area, local area and datacenter networks to meet the needs of the business
 - High speed secure microwave WAN
 - High speed secure wireless LAN mesh networks
 - State of the art wired network
 - Voice over IP phone systems
 - Datacenter networks; firewalls, intrusion detection/prevention, web filtering, email and production application environments
- Provided training to customers on supporting their own networks and systems

PAGE UNIFIED SCHOOL DISTRICT Page, AZ
Technology Director/Operations Director

1990-1999

- Designed, installed and maintained the district first wide and local area networks which allowed us to put computers in every classroom as well as every office, and one computer lab in each of the schools
- Designed, installed and supported a private secure high speed microwave WAN to support the business and education needs of the district's schools
- Expanded and enhanced the level of services provided by the IT department utilizing focused frequent meetings with district level and school level administrative staff as well as certified and classified groups to ensure the systems and hardware provided and supported were meeting district and community needs
- Oversaw and managed the daily operations of the Maintenance, Grounds, Custodial, Transportation and IT Departments – 143 staff members

PROFESSIONAL AFFILIATIONS

- Partnership for Excellence – Vice Chairman of the Executive Board of Directors
- CoSN – Consortium for School Networking – Member
- ISTE – International Society for Technology in Education – Member
- InfraGard – FBI Partnership for Protection – Member
- ITIL - Information Technology Infrastructure Library – Foundation Member
- ACTRA – Arizona Cyber Threat Response Alliance – Member