

STEPHEN R. HALL, PMP

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EXECUTIVE PROFILE

Information Technology and Operations executive and strategist with over thirty years of managerial and technical leadership within publishing, distribution, manufacturing, healthcare, and education, including: Information Systems, Infrastructure, Operations, Telecommunications and Engineering disciplines. An accomplished executive with a track record of *building vision, strategies, implementation plans, global operations and team collaboration, resulting in leading-edge business solutions*. Consistently achieves cost savings through skillful win-win negotiations. Strong reputation for building, developing, and motivating technical and customer service-oriented staff.

PROFESSIONAL EXPERIENCE

University of Dayton – Director, Center for Project Excellence

2011-Present

University of Dayton – School of Business- Faculty, Principal Lecturer

2006-Present

Professor of undergraduate and graduate MIS, Operations, Decision Sciences and MBA courses. Courses taught include: MIS – Management Information Systems; MIS - Exploring Careers in Information Systems; MIS – Senior Capstone Projects; OPS – Operations Experience; OPS – Operations Management, OPS-Senior Operations Management Projects; MBA – Information Systems and the Internet; MBA-Operations & Service Systems, MBA – Project Management for Professionals; Decision Sciences – Modern Business Statistics, MBA – Management of Information and People in Organizations. Teaching Study Abroad in Italy, Spain, Germany, UK & Ireland.

Research publications:

- “Out of the Fog: A Program Design for Understanding Alternative Career Choices: Examples in Management Information Systems and Operations Management”, (by Ferratt, Hall, Kanet), *Communications of the Association for Information Systems*, January 2016
- “Choosing Management Information Systems as a Major: Understanding the smiFactors for MIS”, (by Ferratt, Hall, Prasad, Wynn), published: *Communication of the Association of Information Systems*, May 2011
- “Extending the Vision of Distance Education to Learning via Virtually Being There and Beyond”, (by Ferratt, Hall), *Communications of the Association for Information Systems*, November 2009

Active support: Lecturer Promotion Committee, Career Services-Career Champion, MIS Industry Advisory Council; Operations Management Industry Advisory Council; MIS, Operations and Decision Sciences Dept. marketing initiatives; Regional technology “Digital Mixer” networking event committee; UD Committee “Ethics in Business” w/Brother Ray Fitz; Greater Dayton IT Alliance (Technology First) – R.V. Mckenna Scholarship Fund, UD Experiential Learning Committee; UD Community Outreach Committee; SBA Undergraduate and Assurance of Learning Committee, Board of Directors – Catholic Social Services of Miami Valley, CSSMV – (Executive Committee-Secretary, Chairman-Audit Committee, Finance Committee), APICS/ASCM Dayton Board of Directors

VARtek – (Experts in Educational Information Technology), Dayton , Ohio

2003-2005

Multi-state Regional Company serving over 250 schools, school districts, and educational facilities. Provides manufactured IT products, ASP support services and complete outsourced managed IT operations.

Vice President, Technical Services and Chief Information Officer (CIO)

Responsible for the technical strategic planning, operations and service delivery management of Information Systems for all VARtek contract and Total Managed Solutions (TMS) customers.

- Hired and organized an effective technical services delivery organization which provides complete IT Outsourced Managed Solutions and ASP hosting for the educational market place. Built a strong Customer Service focus within the service delivery teams.
- Managed the successful implementation of over 1700 computer systems across 15 physical facilities

during a 3 week period.

- Provides technology assessments, IT planning, and technology consulting for a broad array of customers.
- Implements leading edge wireless communications solutions for customers.

THOMSON LEARNING (International Thomson Publishing), Cincinnati, Ohio**1999 - 2003**

One of the world's largest and Global providers of lifelong learning academic publishing and eInformation.

Vice President, Global Operations, Technology and Services

Responsible for the strategic planning, operations and management of Information Systems/Operations/Infrastructure for this \$2.3B, 200+ locations, worldwide company. Provided corporate leadership and tactical management of Operations, Technical Services/Engineering, Local / Wide area Networking, Messaging/collaborative computing, Customer Service and Voice/Telecommunication services.

- Stopped runaway increasing data communications costs by implementing a Global Virtual Private Network, improving corporate data communications security, reliability, scalability, reaping over \$2M recurring annual savings.
- Provided leading edge IT sales support tools including: CRMS (Customer Relations Mgmt. System- Siebel) and DW (Data Warehouse analysis – Cognos/Informatica). Successfully rolled-out/supported laptop computers for a Global Sales Force with these tools for 500+ sales representatives.
- Supported a broad array of distributed applications including: PeopleSoft, J.D.Edwards, Oracle, Siebel, etc.
- Developed the vision, designed and managed the development of a new 7,200 sf. World Class Global Computing and Network Operations Facility to support worldwide operations. Successfully moved and consolidated multiple data centers, representing over 250 central computers/servers. Consolidation strategy savings projected at over \$8M annual operating expense.
- Successfully *in-sourced* all corporate ISP Web Hosting (5,000+) sites, improved site availability, support services, creating standardization and saving \$2-3M annually.

UNIVERSITY OF DAYTON, Dayton, Ohio**1997 - Present**

One of the nation's 10 largest Catholic universities/Ohio's largest private university. Among best Midwest.

Chief Information Officer (CIO) in Residence**1998 - 1999**

As part of the University of Dayton's Executive-in-Residence program, served as the first CIO-in-residence. Provided IT administrative and consultative services within the School of Business Administration, Department of MIS & Decision Sciences. Served as a full time professor of undergraduate & graduate level MIS & MBA courses.

Adjunct Faculty Member**1987 - 2006**

Part-time professor of undergraduate and graduate MIS, Operations, Decision Sciences and MBA courses. Courses taught include: MIS– Management Information Systems; OPS – Operations Management, MBA – Information Systems and the Internet; MBA – Management of Information and People in Organizations.

PREMIER HEALTH PARTNERS, Dayton, Ohio**1996 - 1997**

A \$600+M Healthcare Integrated Delivery Network (Large acute care hospitals to long-term care facilities).

Chief Information Officer (CIO) and Vice President, Information Systems

Responsible for the integration of all Information and Telecommunications Systems for this multi-site Enterprise (hospitals, nursing home, home nursing, philanthropic, physician offices/clinics). Directed a staff of 120 professionals and technicians with an annual operating budget of \$10.5M.

- Launched initiatives to integrate and consolidate the voice and data communications infrastructure of the expanded enterprise. Improved ease of network access and expanded functionality while significantly reducing costs.
- Saved \$200K annually by negotiating software and service contracts by leveraging the size of the consolidated enterprise.
- Implemented high speed, low cost Intra/Internet WAN access services.

MEDAMERICA HEALTH SYSTEMS, Dayton Ohio**1985 - 1996**

A \$375M Healthcare System- Miami Valley Hospital, Fidelity, Enterprises, Foundation

Senior Vice President, Information Systems and Telecommunications***1990 - 1995***

Responsible for overall strategic planning, implementation, and integration of state-of-the-art information and telecommunication systems for the corporation and all subsidiaries. Provided leadership in the development of the nation's leading Community Health Information Network. Directed a staff of 70 professionals and technicians with an annual operating budget of \$5.5M.

- Created the vision and strategy, secured \$5M in outside corporate funding, and led a collaborative organization of competitive hospitals in developing the Greater Dayton Area Patient Health Information Network. A hallmark of collaborative health initiatives, this network received international recognition as the forerunner of future community/regional health information network initiatives.
- Developed a corporate-wide voice/data communications infrastructure which seamlessly integrated over 20 physically dispersed facilities (5,000+ phones and 2,000+ personal computers) and enhanced communications while achieving significant cost reductions
- Led the development/implementation of a Long Range Information Systems and Telecommunications Strategic Plan which revitalized and maximized the corporations' use of new technology. Implemented advanced solutions ahead of local competitors, while managing costs well below industry averages.
- Implemented an all digital PBX telecommunications system and advanced integrated computer applications which improved customer access to information, reduced accounts receivable delinquency, and improved customer scheduling by 50%.

Vice President, Information Systems and Management Engineering***1985 - 1990***

Responsible for overall strategic planning, implementation and integration of state-of-the-art information and telecommunication systems for the corporation and all subsidiaries.

- Orchestrated the turn-around and revitalization of a stagnant IS staff and program. Upgraded staff technical expertise and created a high performing, customer responsive, and highly respected IS development and technical service delivery team.
- Successfully implemented major IS enterprise systems (operational, financial, materials, decision support, networking, etc.) with no major disruption to daily operations. Solutions were technically diverse, including, client-server, LAN/WAN, networked PCS, midrange and mainframe computing.
- Facilitated executive management definition and ongoing tracking of corporate critical success factors.

EDUCATION

Master of Science, ***Engineering Management, Operations Research***, University of Dayton, Dayton, Ohio

Bachelor of Science, ***Computer and Information Science***, The Ohio State University, Columbus, Ohio

Bachelor of Science, ***Industrial Engineering***, The Ohio State University, Columbus, Ohio

Certified, PMP (Project Management Professional)

Certified, CDP (Certified Data Processor)

PRESENT/PAST PROFESSIONAL AND COMMUNITY AFFILIATIONS

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- Greater Dayton IT Alliance (Technology First)
 - IBM Intl Network Advisory Council
 - The Blue Ribbon Panel on Future of Telecommunications in Ohio
 - Greater Dayton Area Patient Health Information Network, Past Chairman
 - APICS/ASCM Board of Directors
 - Industry Advisory Committee, University of

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- Dayton, Department of MIS/Decision Sciences
- Digital Mixer (regional technology networking event), UD committee representative
- Montgomery County, MIS Advisory Committee
- Data Processing Management Association, Past President
- Certification by the Institute for Certification of Computer Professionals
- UD CIO Steering Committee
- Director, Catholic Social Services of Miami Valley Executive Committee (Secretary)
Chairman, Audit Committee
Finance Committee
- Robert V. McKenna Youth Scholarship Fund, Founder/Co-Chairman
- PMI – Project Management Institute

BOARD MEMBERSHIPS

Catholic Social Services of Miami Valley, Board of Directors (Executive Committee)
River Valley Federal Credit Union, Board of Directors
APICS/ASCM (Dayton) Board of Directors-Academic Advisor
Lotus Corporation National Notes Advisory Board-past member
River Valley Enterprises, Board of Directors-past member
NOVA Agency, Inc., Board of Directors-past member

PUBLICATIONS AND PRESENTATIONS

- “Out of the Fog: A Program Design for Understanding Alternative Career Choices: Examples in Management Information Systems and Operations Management”, (by Ferratt, Hall, Kanet), *Communications of the Association for Information Systems*, January, 2016
- “Extending the Vision of Distance Education to Learning via Virtually Being There and Beyond”, (by Ferratt, Hall), *Communications of the Association for Information Systems*, November 2009
- “Choosing Management Information Systems as a Major: Understanding the smiFactors for MIS”, (by Ferratt, Hall, Prasad, Wynn), published: *Communication of the Association of Information Systems*, May 2011
- “Why Students Choose MIS: What Makes a Major-Job-Career in Management Information Systems Interesting?”, Proceedings of the Special Interest Group on Management Information System’s 47th Annual Conference on Computer Personnel Research,(Ferratt, Hall, Prasad, Wynn), May 2009
- "Swords and Plowshares: Information Technology for Collaborative Advantage", and "Surmounting Health Information Network Barriers: The Greater Dayton Area Experience", (by Ferratt, Lederer, Hall and Krella), *Information Management*, 1996.
- "Competitive Advantage through Electronic Commerce" - IBM CIO Forum
- "Payers and Providers Working Together in the Electronic Age", Blue Cross/Blue Shield Conference
- "Advanced Implementation of Integrated Voice and Data Technologies", National ROLM Users Group
- "The Emerging New Communications Future: ATM", DPMA Regional Conference
- "Developing the Future: Building the Greater Dayton Area Patient Health Information Network", IBM Networking Institute
- "Winning through Collaborative Advantage", Canada National Health Conference, Montreal, Canada