External Technology Advisory Board (EXTAB)

Current Members

Paul Bergamo  
Vice President, Director Consulting Enterprise Architecture  
Forrester Research  
Email: pbergamo@forrester.com  
Term: 3 Year (2014-2017)

Paul leads Forrester's Enterprise Architecture (EA) consulting practice. His team provides research-based consulting services to EA Professionals. Paul specializes in helping clients align their technology capabilities to their rapidly changing business needs. He brings a deep understanding of enterprise architecture, strategy, governance, and business and technology alignment.

Previous Work Experience
Paul joined Forrester from NewVantage Partners, a boutique consulting firm focused on business and technology strategy and data management. He led the IT effectiveness and data management and governance practices. Prior to this, Paul was the chief technology officer (CTO) for Liberty Mutual, where he was responsible for application, infrastructure, data architecture, QA, security, the project office, and driving core improvements in IT. Prior to Liberty Mutual, he was at Aetna for 10 years where he served as the CTO for healthcare responsible for strategy, architecture, common systems, data, and QA.

Education
Paul holds a B.S. in information management from Quinnipiac University.

Judy Bergeron  
President and co-owner  
MTS Services  
Email: jbergeron@mtsservices.com  
Term: 3 Year (2013-2016)

Judy Bergeron is President and co-owner of MTS Services in northern Londonderry. MTS is a structured cabling and audio visual...
company headquartered in New Hampshire with five locations nationally. She oversees day-to-day operations and strategic planning, as well as marketing and business development efforts.

Judy is an energetic champion for several charitable causes in addition to her corporate responsibilities. She has been a member on the Board of Directors of Families in Transition (FIT) since 2005, advocating the cause of safe and affordable transitional and permanent housing to homeless individuals and families in need. She has served on the development and governance committees, and she is a member of the Board of Directors for Housing Benefit’s, a Community Housing Development Organization. Lately, she has given her time to the shaping of a new non-profit entity, DreamCatchers NH. This is a grassroots organization devoted to providing social and growth opportunities to children and young adults with disabilities. Additionally, Judy is the Vice Chair of the Olin College of Engineering External Advisory Board (EXTAB). Her company also aids and promotes the causes of CASA, Home and Health Hospice Care, and The Carousel Center for Abused Children.

Peter P. Charland III, RCDD, RTPM, DCDC, ESS, NTS, WD, CET
Senior Associate
Shen Milsom & Wilke, LLC
Email: pcharland@smwllc.com
Term: 3 Year (2013-2016)

Peter Charland is an information technology systems (ITS) industry subject matter expert specializing in mission critical facilities consulting and design. He is located in the Washington, DC area and provides professional consulting and design services worldwide. Peter has achieved several professional credentials. Peter started his career in electrical construction and later held key positions with award winning international consulting and design firms in Boston, New York City, Baltimore and Washington, DC. His diverse construction and engineering background brings a practical approach and a vast technical expertise to his project consulting and systems designs.

Peter has provided consulting and design services for a variety of successful technology projects that include hospitals (one had a $360M technology budget); Colleges/Universities; major sports stadiums; major computer equipment manufacturers; major data centers and hosting facilities (including a significant internet auction site) as well as major financial and telecommunications clients.

Peter is an active member of BICSI, a 23,000 member international ITS professional organization. His volunteer service to BICSI includes serving on the Board of Directors (Past-Secretary) and the Ethics Committee (Current Vice-Chair) and he serves on the Data Center Standards Committee as well as the Registration and Credentials Supervision Committee which administers the ITS industry’s leading professional credential program.
Tim Donahue is an independent consultant on systems, software, and networks. Current clients include the Massachusetts Green High Performance Computing Center in Holyoke, MA, the MassDOT, and the MBTA.

Previously, Tim enjoyed a long career at Cisco Systems, joining in 1995 with the acquisition of the Lightstream Corporation. At Cisco Tim led the development of various service provider routers and software products, including the Cisco 10000, the ASR 9000, and the GSR and CRS product families. Tim has also developed large-scale DNS, DHCP, and IP address management products and conducted research relating to available bit rate video transport.

Prior to joining Cisco, Tim developed large-scale parallel processing computing systems at Bolt, Beranek, and Newman in Cambridge, MA. Tim holds BSEE and MSCS degrees from Lehigh University and the New Jersey Institute of Technology. He has been granted five patents and has several other applications pending. Tim has served on the external advisory board of the Olin College Library and is a former Trustee of the Bacon Free Library in Natick, Massachusetts.

Tim lives in Natick, with his wife of 25 years, and is the father of two grown children. His external interests include travel, motor sports, and cycling.
Bill Donaldson
Department Head of the Applications Development Department
The MITRE Corporation
Email: wbd@mitre.org
Term: 3 Year (2013-2016)

Bill Donaldson is the Department Head of the Applications Development department at The MITRE Corporation. He has over four decades of experience in creating innovate services, products and organizations. His latest passion is championing Open Source Software in the enterprise, specifically Apache Rave – a social mashup engine. Donaldson is a proud graduate of Northeastern University with a B.S. in Electrical Engineering.

Mark A. Hinckley
Director-Technical Sales Specialists, IBM Sales, Americas
Juniper Networks
Email: mhinckley@juniper.net
Term: 3 Year (2014-2017)

Joanne Kossuth, M.S.
Vice President for Operations and Chief Information Officer
Olin College of Engineering
Email: joanne.kossuth@olin.edu
Term: Ex Officio

As Vice President for Operations and CIO, Ms. Kossuth has primary responsibility for the operational and technology areas of the College. These include: conference services, dining services, electronic security, facilities, human resources, information technology, planning and project management, and public safety. In addition to her operations duties, she is responsible for fostering non-academic relationships with neighboring institutions, including Babson, Brandeis, and Wellesley Colleges. She is also the Administrative Director of the BOW Three-College Collaboration (Babson, Olin and Wellesley Colleges). Ms. Kossuth founded and convened the External Technology Advisory Board (EXTAB) upon her arrival at Olin College in November, 1999. The EXTAB continues to be an important part of IT
governance at the College. More recently and in partnership with Thornton May, she founded the Olin Innovation Lab which brings together information technology innovators (CEOs, CIOs, CISOs, and Senior VPs) on the Olin campus twice a year.

As Chief Information Officer, Ms. Kossuth has had a unique opportunity to design fully converged leading-edge technology facilities at Olin College from scratch, as well as to implement best IT practices from a ‘clean slate.’ Her IT leadership led to her being named one of Computerworld’s Premiere 100 CIOs in 2005. Her previous experience includes Systems Manager at Fisher College, Director of Information Technology at Wheelock College and Director of Computer Support Services at the Boston University School of Management. Ms. Kossuth’s professional background includes a B.A. from Holy Cross College and an M.S. from Lesley University with a concentration in developing and implementing information systems for small businesses. She also received technical certifications in areas such as network and security engineering from Novell, SANS, and Microsoft. She has been involved for a number of years in EDUCAUSE, a nonprofit association whose mission is to advance higher education by promoting the intelligent use of information technology. Most recently she was appointed as Dean of the Leading Change Institute, served on the Nominations Committee, was Editor for the Viewpoints Column of EDUCAUSE Review and a member of the Frye Leadership Council. She also chaired the 2009 Annual Program Committee which was responsible for a 7000+ person conference. Her previous service includes: EDUCAUSE Board Member, Demand Aggregation Task Force, Management Institute Faculty Member; Chair of the 2020 committee focused on insuring the future relevance of EDUCAUSE to its members; EDUCAUSE Member Liaison Committee; Ryland Fellowship Advisory Group; Professional Development Committee and the Recognition Committee. Her publications include: “Looking at Clouds from All Sides Now” published in EDUCAUSE Review, “Attracting Women to Technical Professions,” and “Building Relationships Means Better IT Contracts,” both published in EDUCAUSE Quarterly as well as “The Converged Workplace” published in the ACUTA Journal of Technology in Higher Education and Chapter 32 of Olin College: Academic and Olin Centers in the EDUCAUSE E-Book “Learning Spaces.”

Ms. Kossuth continues to provide service and leadership to NERCOMP as the co-founder of the EDUCAUSE NERCOMP IT Manager Workshop Series. She also serves as a member of the Town of Needham’s Technology Advisory Committee; as a Judge for the Computerworld Honors Program and the Connecticut Innovations Program; and was selected as a member of Juniper’s Higher Education Advisory Board, Plantronics Unified Communications Advisory Board, E&I Technology Strategy Team and HP/Intel’s Higher Education Advisory Council.

Jay Leader
CIO
Rapid7, LLC
Email: irbtjay@gmail.com
Term: 3 Year (2013-2016)
Julie K. Little  
*Vice President, Teaching, Learning, and Professional Development*  
EDUCAUSE  
*Email:* jlittle@educause.edu  
*Term:* 3 Year (2013-2016)

Julie Little is vice president for teaching, learning, and professional development at EDUCAUSE, a nonprofit association and the foremost community of IT leaders and professionals committed to advancing higher education. In that role, she is responsible for the design of professional programs to advance IT leadership in higher education, with a specific focus on those who lead, manage, and use information resources to shape strategic decisions. She also provides executive oversight for the EDUCAUSE Learning Initiative (ELI), a community of higher education institutions and organizations committed to advancing learning through IT innovation and the Next Generation Learning Challenges (NGLC), a multi-year initiative that accelerates educational innovation through applied technology to improve college readiness and completion.

For more than twenty years, her interests have centered on the effective integration of information technologies to support the Academy's teaching, learning, and research practices. In both national and international forums, she serves as an advocate for faculty development, facilitating communications and collaboration in distributed learning environments, and designing effective uses of instructional technologies for learner success.

Prior to joining EDUCAUSE, Dr. Little served as deputy CIO and executive director of Educational Technology and the Innovative Technology Center at the University of Tennessee. Her teaching experiences include instructional technology, information science, teacher education and mentoring, and online communications at the University of Tennessee and The Sage Colleges as well as secondary social studies, humanities, and English in the United States and Department of Defense Dependent Schools in Europe. She has published and presented numerous papers on a broad array of topics in instructional technology and faculty development, served on the Apple Distinguished Educator Higher Education Leadership Team, and is a member of the E-learning Advisory Board and accreditation committees for the Ministry of Higher Education and Scientific Research in the United Arab Emirates. She earned a bachelor of arts in government and international studies and a master of arts in teaching from the University of South Carolina and a doctor of education in curriculum and instruction from the University of Tennessee.
Paula Long
Chief Executive Officer and Co-Founder
DataGravity
Email: plong@datagravity.com
Term: 3-Year (2013-2016)

Paula Long is the CEO and co-founder of DataGravity and has over 30 years of experience in high-tech innovation. Prior to DataGravity, she served as Vice President of Product Development at Heartland Robotics. In 2001, Paula co-founded storage provider EqualLogic, acquired by Dell for $1.4 billion in 2008. Paula remained at Dell as Vice President of Storage, focused on the EqualLogic product line until January 2010. Prior to EqualLogic, she served in engineering management positions at Allaire Corporation and oversaw all aspects of the ClusterCATS product line while at Bright Tiger Technologies.

Paula is on the Board of Directors for SugarSync and an Advisory Board Member for several storage related startups.

Paula’s executive and technical leadership has been extensively recognized, including the New Hampshire High Tech Council Entrepreneur of the year award, the Ernst & Young 2008 Northeast Regional “Entrepreneur of the Year” and a national finalist for the same award. She is a graduate of Westfield State College.

Thomas J. Lynch III, Ph.D.
Chief Information Officer
Suffolk University
Email: tomlynch77@gmail.com
Term: 3-Year (2013-2016)

Dr. Lynch is Chief Information Officer of Suffolk University in Boston MA. He is responsible for the management, leadership, and vision of Suffolk’s IT Department and Academic Technology Units.

Dr. Lynch is also President of startITup!, LLC – an IT management consulting and assessment practice focused on creating world-class customer service organizations through innovation, leadership, high-performance teamwork, vision, strategy, communication, IT governance, policy.
Previously, he was Vice President for Information Technology and CIO at the Worcester Polytechnic Institute (WPI), achieving national-level recognition for excellence in IT services and infrastructure. As WPI’s first CIO, he inspired vision, used the Balanced Scorecard to set strategy, and lead and managed staff in the Computing and Communications Center, Academic Technology Center, Advanced Distance Learning Network, Telecommunications, Web Development Office, and the Gordon Library.

Earlier, he was Corporate Vice President for Customer Services at Bolt, Beranek and Newman (BBN), and General Manager of BBN’s Advanced Data Analysis commercial software business. He also led the creation of a space surveillance system at MIT Lincoln Laboratory and performed medical research on hearing at MIT/Massachusetts Eye and Ear Infirmary.

Dr. Lynch earned his MS and PhD degrees from MIT in Electrical Engineering, and BSEE from the University of Cincinnati. He has taught at MIT, WPI and the Boston University Graduate School of Management. His publications span areas of physiological acoustics, hearing, expert systems, multi-processor based data acquisition and analysis systems, and customer service.

**startITup!, LLC Mission**

startITup!, LLC was founded to help individuals and organizations achieve extraordinary performance by simultaneously exploiting synergies/relationships among seven demanding, interrelated, and poorly understood competencies—innovation, leadership, high-performance teamwork, vision, strategy, communication, and culture building. We cut through the clutter, complexity, and confusion by guiding clients to take specific, coordinated actions that simultaneously innovate, lead, elevate teamwork, inspire vision to reach strategic goals, show appreciation, and clearly communicate their messages. This is accomplished using our unique process—Managed Independence—that exploits these synergies. The outcome is extraordinary—workforces that: are highly aligned, energized, and empowered to innovate; able to independently make decisions consistent with organizational values, mission, and vision; design value creation strategies to deliver new customer value through incremental and disruptive innovations; are focused on strategy execution and standards; build a positive, self-sustaining cultural spiral by showing appreciation for individual and team excellence and by celebrating organizational values and victories.
Thornton May is a futurist, educator and author. His extensive experience researching and consulting on the role and behaviors of “C” level executives in creating value with information technology has won him an unquestioned place on the short list of serious thinkers on this topic. Thornton combines a scholar’s patience for empirical research, a stand-up comic’s capacity for pattern recognition and a second-to-none gift for storytelling to address the information technology management problems facing executives. The editors at eWeek honored Thornton, including him on their list of Top 100 Most Influential People in IT. The editors at Fast Company labeled him ‘one of the top 50 brains in business.’

Thornton has established a reputation for innovation in time-compressed, collaborative problem solving. Thornton designs the curriculum that enables the mental models that allow organizations to outperform competitors, delight customers and extract maximum value from tools and suppliers. He serves as: Executive Director and Dean at the IT Leadership Academy in Jacksonville, Florida; Futurist - External Technology Advisory Board at the Franklin W. Olin College of Engineering; and Co-founder of the CIO Solutions Gallery at the Fisher College of Business [the Ohio State University].

Thornton’s insights have appeared in the Harvard Business Review (on IT strategy); The Financial Times (on IT value creation); The Wall Street Journal (on the future of the computer industry); the M.I.T. Sloan Management Review (on the future of marketing), American Demographics (on the evolving demographics of Electronic Commerce), USA Today (on the future of the consumer electronics industry), Business Week (on the future of CEO direct reports) and on National Public Radio (debating the future practice of strategy with Professor Michael Porter). Thornton is a columnist at Computerworld and has served as an Advisor to the Founding Editors of Fast Company Magazine.

Thornton’s research has been acknowledged in such seminal business books as Seth Godin's Permission Marketing; Michael Schrage's Serious Play: How the World's Best Companies Simulate to Innovate; Moshe Rubenstein's The Minding Organization; Bill Jensen's Simplicity; and Jeff Williams' Renewable Advantage: Crafting Strategy Through Economic Time. Thornton’s book, The New Know: Innovation Powered by Analytics, analyzes what organizations know, how they come to know and how they act upon what they know/don’t know.

Thornton obtained his bachelor’s degree in Asian Studies from Dartmouth College; his master’s degree in Industrial Administration from Carnegie-Mellon University, and developed his
Japanese language competence at the Center for Japanese Studies at the University of Michigan and Keio University in Japan.

**Stewart Randall**  
Principal Consultant  
Communications Design Associates, Inc.  
Email: srandall@cdaconsultants.com  
Term: 3 Year (2014-2017)

**Patricia Riordan**  
Director, Business Services  
Johnson & Wales University  
Email: pat.riordan@jwu.edu  
Term: 3 Year (2014-2017)

Pat Riordan received a BS in Industrial Engineering/Operations Research from UMASS Amherst in 1979. Over the next 8 years, she worked in technical sales for General Electric Company and Hitachi Magnetics in a variety of regions including the greater New York metro area, Illinois, Michigan and Silicon Valley. Returning to New England, she moved into product management, and successfully developed new projects a diverse range of industries: industrial products, financial services, consumer electronics and healthcare.

These experiences - with industry leaders including ITW Devcon, Manulife Financial, Bose Corporation and Health Dialog - led her to establish a consulting practice in 2005, helping companies develop a fresh approach to their present value proposition (“where we are”), and future opportunities (“where we need to be to succeed”). Pat is an engaging manager with a keen ability to develop work teams which row in the same direction in changing environments, enabling near and long term success.

She is presently working at Johnson and Wales University, partnering with the CIO in delivering an engagement model to improve the IT organizations’ effectiveness within the University.

She and her husband Bill Riordan live in Mansfield, MA.
Past Members

Jill Hurst-Wahl
Associate Professor of Practice & Director of the Library & Information Science Program, School of Information Studies
Syracuse University
Email: jahurst@syr.edu
Term: 2010-2013

Jill Hurst-Wahl is an associate professor of practice in Syracuse University’s School of Information Studies and the director of its library and information science program. She is a member of SLA’s Board of Directors and the USNY Technology Policy and Practices Council. A former corporate librarian, Jill has always been an advocate for expanding the career opportunities for LIS graduates.

Albert M. Schneider
Director, Global Delivery Project Executive
Transformation Programs – IBM Global Account
Email: ams@us.ibm.com
Term: 2007-2013