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The 2021 Seattle CIO of the Year® ORBIE® Awards program honors chief information officers who have demonstrated excellence in technology leadership. Winners in the Global, Healthcare, Large Enterprise, Enterprise, Large Corporate, and Corporate categories will be announced on June 25 at the virtual SeattleCIO ORBIE Awards. A1

CONGRATULATIONS 2021 SEATTLECIO AWARDS NOMINEES

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DAVID BEITEL Zillow

MICHELE BLESER Slalom

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> JANET BROWN Banner Bank

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FUMBI CHIMA BECU

MICHAEL COCKRILL Altius Institute for Biomedical Sciences

> **KENNY DANIEL** Algorithmia

> > JEFF DIRKS TrueBlue, Inc.

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DAVID LUCHTEL Washington State Employees Credit Union

GERRI MARTIN-FLICKINGER Starbucks JOHN MATTHEWS ExtraHop

CHRISTOPHER MCCLINCY Expeditors International

> JACKIE MCVAY Kitsap Bank

EDMOND MESROBIAN Nordstrom

> LAURY MILLER Seagen

> > **B.J. MOORE** Providence

JIM MOTZ Washington Federal

ROBERT NOTTE Mod Pizza

MONIKA PANPALIYA JPMorgan Chase

> CARL PASCHKE Savers

SASI PILLAY Washington State University

AARON POWELL University of Washington

> CHRIS PURCELL PEMCO

CHRISTINE PUTUR REI

> **KYLE QUINN** PACCAR

WILLIAM RANDOLPH World Vision US

> ALLEN RANGE McKinstry

DONNA RANSIER Seattle Metropolitan Credit Union

ROBERT ROSALES Oak Harbor Freight

LAURENT ROTIVAL Cambia Health Solutions JON RUSSELL MultiCare

JIM RYAN AAA Washington

CODY SANFORD T-Mobile

VINAY SAYALA Sea Mar Community Health Center

SABRA SCHNEIDER City of Bellevue

> DAN SHULL REI

MICHAEL SLAMA Washington Trust Bank

REBECCA STRAKA Weyerhaeuser Company

LIONEL TAMEZ Pioneer Human Services

GORDON TEDDY Kestra Medical Technologies

DAVID THOMSON Pineapple Hospitality

DIANE TSCHAUNER Yakima Valley Farm Workers Clinic

> CHRIS VAN LIEW Seattle University

WERNER VOGELS Amazon.com

SCOTT WATERS Overlake Medical Center and Clinics

> WILL WEIDER PeaceHealth

> JASON WEISS Sound Transit

LISA WERNLI Car Toys

GARRETT WHITNEY Delta Dental of Washington

> **DAN WILLEY** Wilbur-Ellis Company

CHAMP YARBRAUGH Tideworks Technology

PANDEMIC ELEVATES CIOS STRATEGIC ROLE IN 2021

ince last March Chief Information Officers everywhere have supported the largest work-from-home experiment in the history of the world. Thanks to these innovative technology leaders, most organizations have managed to continue operating through this pandemic disruption.

Technology has enabled our new virtual lives; provided access to entertainment, food, and products delivered to our homes; and connected us with colleagues, friends and loved ones. Technology has helped us adapt, adjust, and survive our new abnormal. Without the leadership, planning, and foresight of CIOs, conducting business would be impossible under these circumstances.

SeattleCIO brings together leading CIOs of Seattle's largest organizations to help CIOs maximize their leadership effectiveness, create value, reduce risk and share success. Through member-led, non-commercial programs, CIOs build meaningful professional relationships with colleagues facing similar challenges, solving problems and avoiding pitfalls.

Throughout this crisis, SeattleCIO members have collaborated locally and nationally with CIOs from across industries. In any gathering of CIOs, the answer is in the room. The challenge one CIO is facing has likely been solved by another CIO. What was their



experience? What did they learn? What would they do differently? How could other CIOs benefit from sharing their experiences?

There is no textbook for how to be a great CIO. The best way to sharpen your leadership acumen is to join a peer leadership network with other leaders working on solving similar challenges. The industries and size may be different, but winning approaches to effective leadership and problem solving are transferable. Every leader's perspective is valuable and contributes to the conversation - and everyone wins when leaders engage, share ideas, experiences and best practices.

For over twenty years, InspireCIO has been

inspiring CIO success through the annual CIO of the Year ORBIE Awards – but this is just the tip of the iceberg. By joining SeattleCIO, technology executives take their leadership to the next level through yearround, member-led programs and interaction. The power of CIOs working together – across public and private business, government, education, healthcare and nonprofit organizations – creates enormous value for everyone.

Together, we are transforming our organizations with technology and enriching our region and our world. On behalf of SeattleCIO, congratulations to the nominees and finalists on their accomplishments and thank you to the sponsors, underwriters and staff who make the ORBIE Awards possible.

Sincerely,

Ju Rufor

Sue Taylor 2021 Chair, SeattleCIO CIO– Bill and Melinda Gates Foundation

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CONGRATULATES



2021 SEATTLECIO OF THE YEAR AWARDS

CONGRATULATIONS to LAURENT ROTIVAL

Thank you, Laurent, for your commitment to transforming health care through innovation and technology, bringing simpler, better, more person-focused care to the people we serve.



KEYNOTE SPEAKER | DR. TOM LEIGHTON

Why cybersecurity is more vital than ever

hen Tom Leighton founded Akamai Technologies in 1998, the company's focus was as a content delivery network. Over the years, Akamai has evolved into a cloud delivery and cybersecurity platform.

Leighton originally served as Akamai's chief scientist and became CEO in 2013. Since then, Akamai's revenue has more than doubled from \$1.4 billion in 2012 to \$3.2 billion in 2020.

Leighton also holds more than 50 patents involving content delivery, internet protocols, algorithms and cryptography, among other areas.

One of his biggest passions now is working to increase the number of students pursuing careers in science, technology, engineering and math (STEM) fields. What can be done to improve equity in the STEM fields?

Employers can make a concerted effort to train and recruit people from populations that are underrepresented in STEM professions. We started an academy to train people without STEM backgrounds for technical roles at our company. The program has helped launch careers in tech, particularly for women and for people of color, and the results have been beneficial to our company and our workforce.

What is one thing you wish everyone knew about cybersecurity?

The scale and sophistication of attacks has grown immensely. Threat actors have taken advantage of "Our foundation makes grants to local and nongovernment organizations around the world to help them develop STEMrelated skills in populations that are underrepresented."



TOM LEIGHTON



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the distraction and vulnerabilities created by employees working remotely. And there are billions of devices at the edge of the internet, in homes and offices that are not adequately secured, with good CPU and full communication stack, capable of being co-opted into bot armies to launch attacks or used surreptitiously to exfiltrate sensitive data from within a network that was assumed to be secure.

How has the broad work-fromhome trend changed the way you approach cybersecurity?

When the pandemic hit last year, our 8,000 employees around the world went to a fully remote, work-from-home environment in a matter of days, without any loss in productivity. Our IT organization deploys enterprise security technology that Akamai offers customers. We've been moving aggressively to the new, zero trust security architecture protecting our systems, our data and users' devices at the edge. Our own technology has protected our business from some of the highly publicized recent attacks that have impacted other enterprises. We have also ramped up employee training

on phishing and are proud of the way that our employees understand the importance of cybersecurity in this new environment.

What was a key moment for you in creating the technology that earned you a spot in the National Inventors Hall of Fame in 2017?

To be honored by the National Inventors Hall of Fame, to me that's a recognition I accept on behalf of everyone who have contributed to our work and all the people who inspired and taught me. We knew we were on to something on one day in March 1999, when other platforms crashed while they tried to deliver the NCAA's March Madness for ESPN and a new trailer that was streamed online for the Star Wars film "The Phantom Menace," Our intelligent edge platform successfully handled an unprecedented volume of hits that day for ESPN and for Entertainment Tonight, the only site that showed the trailer that evening that didn't crash.

What needs to happen for more students to become interested in STEM fields?

Research has shown that students who are exposed earlier to hands-

on STEM learning opportunities in culturally relevant ways show increased interest in STEM fields. For this reason, the Akamai Foundation supports learning experiences for students like the ISEF (International Science and Engineering Fair) and Girls Who Code - and STEM education in general – with a focus on the pursuit of excellence in mathematics in grades K-12. Our foundation also makes grants to local and nongovernment organizations around the world to help them develop STEMrelated skills in populations that are underrepresented in today's technology workforce.

How have you managed Akamai's growth over the years?

Akamai was founded with the vision of enabling the Internet to scale so that it could support millions of enterprises and billions of people everywhere. We've scaled successfully thanks to our talented employees and the skilled work they do on behalf of our customers and the billions of internet users around the world.

-By Natalie Guevara

Tom Leighton co-founded Akamai Technologies in 1998 and served as Akamai's chief scientist until he became CEO in 2013. Under Leighton's leadership, Akamai has evolved from its origins as a content delivery network into one of the most essential and trusted cloud delivery and cybersecurity platforms, upon which many of the world's best brands and enterprises build and secure their digital experiences. During his time as CEO, Akamai's revenue has more than doubled, growing from less than \$1.4 billion in 2012 to \$3.2 billion in 2020, while earnings per share has more than tripled. Over the same period, annual revenue from Akamai's security business grew from less than \$25 million to more than \$1 billion, growing 25% year over year in 2020.

As one of the world's preeminent authorities on algorithms for network applications and cybersecurity, Leighton discovered a solution to freeing up web congestion using applied mathematics and distributed computing. Akamai used this technology to create the world's largest distributed computing platform, which today delivers and secures tens of millions of requests per second to billions of users around the world.



CONGRATULATIONS

JPMorgan Chase is proud to congratulate our very own Monika Panpaliya, Global Head of Enterprise Technology Services, along with all of this year's Seattle CIO of the Year ORBIE Awards finalists on their well-deserved recognition.

We applaud your contributions to the Seattle technology community.

JPMORGAN CHASE & CO.

Congratulations **B.J. Moore**

for your innovative approach to streamlining information systems before the COVID-19 crisis and your leadership throughout these unprecedented times.

The caregivers and patients of Providence thank you.

Providence

LEADERSHIP AWARD | GERRI MARTIN-FLICKINGER

Starbucks CTO leverages technology to create connections

By Sean Meyers, contributing writer

n 2015, Washington native Gerri Martin-Flickinger had been living and working in California for 32 years when she got a phone call out of the blue from Starbucks founder Howard Schultz and CEO Kevin Johnson (then the company's president and chief operating officer). They wanted to rethink technology at Starbucks. Would she become Starbucks firstever chief technology officer and help usher in the next phase of growth and innovation?

At the time, Martin-Flickinger already had a 30-year track record of leveraging technology to build business value, with expertise in big data analytics, mobile and security. As chief information officer at Adobe, she led that company's transition to the cloud.

"I saw the opportunity to rethink and recast Starbucks Technology as more than an IT department – as a true strategic partner in delivering on the humanity-based mission of Starbucks," said Martin-Flickinger.

Today she is responsible for managing a world-wide network that includes the support of more than 32,000 stores, including WiFi in stores and the connection between stores, as well as payroll fulfillment for 350,000 partners.

"Everything with a power plug and a chip is something my team has to think about," she said.

In three sentences, describe what you do.

I lead the technology strategy and delivery that propels the Starbucks mission forward – empowering partners and delighting customers around the world. Starbucks is a unique, human-centered brand, and our technology strategy is focused not just on building cool technology but on using technology to truly enable human connections. Starbucks Technology develops, scales and continually iterates on industry-leading innovations including mobile order and pay; voice ordering and social gifting; leveraging emerging technologies such as AI, blockchain, AR/VR and IoT automation; and wellarchitected, secure solutions.

What do you consider your greatest career accomplishment?

I'm proud of the world-class technology foundation that we have put in place. Our technologists and our business can move at incredible



GERRI MARTIN-FLICKINGER Executive vice president and chief technology officer

Founded: 1971

Starbucks

speeds because of the ways in which we have re-architected parts of our tech stack. Our work continues to support and enable channel innovation – such as our recent launch of curbside delivery – and deepens our connection to our customers through work that grew Starbucks rewards membership from 16 million members in 2018 to nearly 23 million today.

What is your leadership style?

I aspire to set an inspirational vision and then get out of the way, pushing my teams to think big and set a course for growth. But I really pride myself on empowering my technologists to own their businesses and deliver great things in creative and inspiring ways. I'm also a lifelong learner and a teacher, and I love going deep on concepts and emerging technology with my leaders and bringing perspective to their ideas from my career in other fields and companies. I've learned a lot during my journey from engineer to CTO, and am forever the nerdy technologist who passionately encourages others to discover, be creative, and innovate.

Who most inspires you?

My mother. I was the youngest of six kids, and when we were living on Lopez Island, she went back to work at 50 to help support us. She demonstrated what it takes to get back in the game and showed me that you should never assume you can't do something. She lived to 97 and was a lifelong learner, reading books on philosophy and watching "I aspire to set an inspirational vision and then get out of the way, pushing my teams to think big and set a course for growth."

college courses.

What is your No. 1 piece of advice for emerging technology leaders?

When I was first promoted to a position managing a team, I was at the office first thing in the morning and was always the last person to leave at night. My leader called me into his office and said, "Gerri, I need you to look out the window." I understood what he meant - stop fixating on the day-to-day and get your head out of that frantic, taskoriented work. Dream, envision and imagine what's possible. You have to make time to look out the window so you can see the future, reflect on what's worked well and what needs to change.

What is an example of an emerging technology that Starbucks uses, and what are the unique ways the company uses it?

We've put a lot of effort into understanding how machine learning, specifically voice, can help our customers and partners. The use of masks and plexiglass barriers posed a huge communications challenge for ordering in-person, so we're trialing ways we can provide realtime translation to assist. This is built on top of the speech platform we've been trialing for other uses, such as automating placing orders into the point-of-sale at our drive-thrus.

We also see a lot of promise in gaining a better understanding of the real-time physical space of our stores and the equipment and operational aspects that make Starbucks such an enjoyable place to be. By scanning these environments on a regular basis and overlaying IoT data from refrigerator temperatures to our espresso machines, we are preparing for a future where we can create a rich digital twin of our entire enterprise and the systems that connect and drive them. This holistic system thinking approach helps us find efficiencies and ultimately leads to a virtuous cycle of innovation.

What is one thing you wish everyone knew about cybersecurity?

That 85% of the breaches in 2020 involved a human element, and almost half of them (43%) involved phishing. Cybersecurity is everyone's responsibility – it's vital for any company in this digital world. We all have an active role to play in not only protecting the company but also ourselves.

What is one way that Starbucks, a coffee company, uses technology that you think would be surprising to people outside of the company?

Every day, our store partners spend 15-20 minutes going through the "temp logging" process. We tested sensors in several hundred stores to constantly monitor the temperatures to eliminate that manual process. Then the IoT team built an app that alerts partners only if there's a problem, giving them that time back so they can connect with customers. When you think about 15-20 minutes each day in more than 32,000 stores, this innovation will free up many hours of time.

How does technology help Starbucks connect with its customers and employees?

We continue to redefine the future of retail by implementing the latest innovations at scale to deepen customer relationships through personalized experiences, convenience and care. We enable the future of work by making it easy for retail and non-retail partners to find joy in their work. We develop solutions that mirror the speed of the business, empowering our employees to do their best work. We collaboratively work to implement cutting-edge technology to solve some of the most challenging customer and business problems. We are laser-focused on making life easier for our store partners and the teams that support them.



Loud Howls from the Arctic Wolf Team for All of This Year's Outstanding Finalists for the Seattle CIO of the Year Orbie Awards.

Arctic Wolf[®] is the market leader in security operations. We help organizations end cyber risk by providing security operations as a concierge service to reduce both likelihood and the impact of a cyberattack. For more information about Arctic Wolf, visit arcticwolf.com



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GLOBAL FINALISTS





EDMOND MESROBIAN

Chief Technology Officer, Nordstrom, Inc.

SUCCESS STORY

"The transformation of JWN from a channelcentric organization and siloed technology stacks to a single platform – is the most strategic accomplishment during my tenure. Our digitalfirst platform is a set of capabilities that allows us to deliver four key things: First, personalized customer experiences across touchpoints. Second, support our merchandising processes, partnership models and marketplace needs. Third, optimize inventory and supply chain logistics. Lastly, empower employees with effective tools to deliver excellent service. Enabling us to deliver insights directly into applications and solutions to support employee-assisted and automated decision making by providing the right data at the right time.



MONIKA PANPAI YA Global Head of Enterprise Technology Services, JPMorgan Chase

SUCCESS STORY

"A fragmented IT service management application landscape presented itself at JP Morgan Chase. With great coordination across all our businesses and an exceptional team, JP Morgan Chase rolled out a single Incident, Problem and Change Management platform enabling one strategic platform that supports millions of transactions across the company. Additionally, this platform serves the firm's 250K employees for requesting IT services. This rollout has improved productivity of our employees and reduced legacy systems across the firm. At JP Morgan Chase, we are privileged to have a strong technology strategy coupled with focused execution across the teams."



REBECCA STRAKA Chief Information Officer, Weyerhaeuser Company

Rebecca Straka has over 30 years of IT industry experience leading diverse, global teams and large, complex technology and business programs requiring significant change and investment. Rebecca returned to Weyerhaeuser Company in December 2019 after being gone for 10 years; a company where she started her career as an IT intern. Most recently she was Vice President of Enterprise Technology and Shared Services at Recreational Equipment Inc. (REI); leading corporate, supply chain and merchandising systems, Business Office/PMO, and enterprise infrastructure including retail technology.

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IEALTH CARE FINALISTS

HOSPITALS & HEALTHCARE ORGANIZATIONS OVER \$2.5 BILLION ANNUAL REVENUE



ZAFAR CHAUDRY

SVP & CIO, Seattle Children's Hospital

SUCCESS STORY

"The greatest accomplishment in my current role is the implementation of a new EHR (Epic) during a pandemic. We were the first in the world to train 13,000 people via live virtual training sessions; this project took the equivalent of 39 years of work condensed into 22 months. Also I've built the capacity and capability to allow 4,500 employees to work from home using Citrix VDI with an uptime of 99.997% on all our applications. I've implemented the technology aspects of the telehealth program to support patient visits from 1,399 appointments completed via tele-heath in 2019 to 45,599 in 2020..."



BJ MOORE

EVP & CIO, Providence

SUCCESS STORY

"Within the past two years, my team and I have set in motion a technology transformation grounded in a vision to simplify, modernize, and innovate across 51 hospitals and 1,085 clinics in seven states. Providence was the first hospital system in the U.S. to treat a COVID-19 patient and the innovative mindset prepared us for the pandemic. My team worked closely with the clinical team during the pandemic for vaccine distribution as well. Our strategic partnership with Microsoft enabled our caregivers to provide care that pushed the limits in AI and machine learning to ensure a better patient experience..."



JON RUSSELL

SVP & CIO, Multicare Health System

SUCCESS STORY

"IS&T Support for MultiCare Health System Covid-19 response has resulted in the development of pandemic business and clinical dashboards that provide a deep understand of how the pandemic is affecting our ability to provide care to our communities and predictive analytic capabilities facilitates effective MultiCare Health System pandemic management. We also implemented comprehensive vaccination support within the Epic electronic health record. This development process is a mission critical pandemic support that is providing effective vaccination scheduling and tracking and allows us to manage tens of thousands of vaccinations in the ongoing vaccination efforts ... '



LAURENT ROTIVAL

SVP, Strategic Technology Solutions & CIO, Cambia Health Solutions

SUCCESS STORY

"We have worked tirelessly to shift our business model to one where we serve the individual with empathy through technology as an enabler of personalized, frictionless experiences. Cambia drew inspiration from lean startups and embraced a retail bias to its architectural and organizational strategy, resulting in an industry-leading position in cloud adoption, interoperability and a nationally unmatched cloud native consumer health platform.

This has all been achieved while continuously investing in our employees. Despite the Pandemic and a pivot to 99% remote, our employees have exceeded all business productivity benchmarks, and our technology team has made much of that possible..."

LARGE ENTERPRISE FINALISTS



JEFF DIRKS

CIO & CTO, TrueBlue, Inc.

SUCCESS STORY

"As CIO & CTO, my most significant accomplishment has been helping TrueBlue be a force for good during the pandemic by connecting people and work.

TrueBlue's technology solutions put nearly 490,000 people to work in 2020. We believe TrueBlue's technology innovation will continue to simplify how people find work and be a force for good -- keeping people employed and performing meaningful work while ensuring businesses have the flexibility they need to get jobs filled.

We are intentional about creating a diverse, inclusive, and engaged culture with TrueBlue's PeopleReady, PeopleScout, and PeopleManagement businesses winning the Top Workplaces in USA award for 2021..."



ANDREW BEERS

CTO, Tableau

SUCCESS STORY

"I started back in 2004 when there were just eight of us working at Tableau. We had ideas and passion and wanted to change the world and how people worked with data. During these 17 years, we built a passionate community of data people, launched game-changing products, executed a successful IPO and ultimately an acquisition by Salesforce, who recognized the immense value in what we built. I am very proud of the work we all did on this journey..."



VIKRAM BASKARAN

VP IT Services (CIO), Alaska Airlines

SUCCESS STORY

"I am honored to be part of Alaska Airlines and have the opportunity to lead an amazing group of technology professionals while partnering with great leaders across the company to deliver significant business value. We have been able to deliver some amazing tools to our award winning front line teams that have elevated the guest experience, generated incremental revenue while improving employee engagement. My greatest accomplishment was leading the fastest airline technology integration when Alaska Airlines acquired Virgin America. We also quickly pivoted to deploy innovative contactless technology to improve the safety for our guests and employees during the pandemic..."



DAVID BEITEL Founder & CTO, Zillow Group

Founder & CTO, Zillow Grou

SUCCESS STORY

"My biggest accomplishment is building a team with technical prowess second to none. We've made the Zestimate, published for 100 million homes, so accurate that Zillow now uses it to provide an initial cash offers for eligible homes in 23 markets. We also foster a culture that challenges employees to use their skills to address help societal problems. Our team developed a tool to inform renters and landlords of local legal protections against source of income discrimination, and another that connects landlords to those experiencing homelessness. As a result, 1,500 people, including 600 children, have been housed since 2019..."

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ENTERPRISE FINALISTS

OVER \$1 BILLION ANNUAL REVENUE



LAURY MILLER

SVP & CIO, Seagen

SUCCESS STORY

"Over the past year as Seagen's Chief Information Officer, I oversaw the company's seamless digital transformation, enabling Seagen to expand globally and launch a medical breakthrough almost entirely virtually. Our global IT team shifted from a traditional IT shop to one enabling our company's goals through resilient scalable technology solutions that improve business capabilities, velocity, automation, productivity and user experience. My team built an IT model that has earned praise from our CEO in companywide meetings and is instrumental in achieving significant technology advances while planning for the future needs of our business, healthcare providers and, most importantly, cancer patients ... ?



SASI PILLAY

VP of Information Technology Services & CIO, Washington State University

SUCCESS STORY

"The issue that was exacerbated as we transitioned to remote only instruction a year ago was that of the digital divide. Under my leadership, our team implemented a loaner laptop and Wi-Fi hotspots program, and then working collaboratively with others, initiated the creation of the parking lot Wi-Fi program. Based on this initiative, we were able to distribute over 500 Chromebooks, 1000 hotspots and setup nearly 50 parking lot Wi-Fi locations that served students from Washington State University, students from other universities and the citizens of the local community by providing high speed access to the internet at no cost ... '



GARRETT WHITNEY

CIO, Delta Dental of Washington

SUCCESS STORY

"I'm extremely proud of my team. In a year, we've launched rapid deployment of Covid partner and customer assistance programs, reduced our cybersecurity risk, launched new digital engagement channels, scaled into the cloud, deployed ML models to production processes, and executed data driven tests of new opportunities as examples of accomplishments. We accomplished this by building each other up and supporting others' growth. To transform healthcare, and succeed in our mission, our toolbox has to contain technology, scalable teams, and change agents with some business savvy mixed in. I'm excited and optimistic about the challenges we're going to overcome...²



LISA WERNLI

EVP & CIO, Wireless Advocates & Car Toys

SUCCESS STORY

"My greatest accomplishment in role has been the development of my amazing team, and the capabilities that have enabled IT to deliver extreme business value. Our business model incorporates three host partners where we conduct retail business; three wireless carrier partners whose products and services we sell; and our own consumer business. Project delivery and support is highly complex with the number of variable partnerships and channels. Structuring our IT Team around functional system verticals and empowering a team culture has enabled enormous flexibility and scalability during the most highly transformational time in our company's history...'



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LARGE CORPORATE FINALISTS

OVER \$500 MILLION ANNUAL REVENUE



BRIDGET FREY CTO, Redfin

SUCCESS STORY

"My leadership mission is to diversify Redfin's tech team and build an inclusive engineering organization. If a limited set of people create our technology, it won't serve our customers well.

When I joined Redfin in 2011, I was the only woman on the Seattle engineering team. Today, 36% of our tech team are women and 10% are Black or Latinx. We've overhauled our recruiting practices and built an infrastructure of fairness to support career development. We also publish our pay gap and diversity data publicly for transparency's sake. While we have more work to do, I'm proud of our progress ... "



SCOTT WATERS

CIO & CTO, Overlake Medical Center and Clinics

SUCCESS STORY

"Building our new medical tower. The goal was to have this be a place where patients and families can heal and stay connected during their stay with us. It has been a rewarding experience. We moved into the new space in February, with great success. We focused on technologies to enhance the experience of our patients. Incorporating mobile devices in every room allowing them to stay connected with their care team, scheduled aspects of their care plan, and communicating with loved ones. Technology simple to use, but impactful. Empowering patients to order food, track treatments, have video calls with providers/friends/ family..."



CHRIS PURCELL

VP & CIO, PEMCO Mutual Insurance

SUCCESS STORY

"When I joined PEMCO, the company was pursuing truly exciting technology initiatives aimed at transforming insurance delivery and how policyholders manage risk.

When a global pandemic arrived, many assumptions that drove our work needed quick reevaluation. Customers were flipping long-engrained habits on their heads, and we needed to adjust alongside them.

Most significantly, we leveraged data analytics to do what was right for our customers. The data confirmed our policyholders were no longer encountering the same level of risk. That reality, coupled with our empathy, prompted the immediate creation of our premium relief program to keep money in their pockets ... "



SABRA SCHNEIDER

CIO, City of Bellevue, Washington

SUCCESS STORY

"This past year, the accomplishment for Bellevue ITD was delivering a tremendous amount of technology support to help the city respond to the COVID-19 crisis.

This innovative work included a multilingual chatbot, robotic process automation deployment, increasing free public wifi, smart cities advancements, maps and applications to help residents find services, all while ensuring critical city services continued to be accessible remotely. These accomplishments led to a first-place award from the Center for Digital Government in their digital cities survey, which looks at technology and engagement in cities across 10 different areas...'



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CORPORATE FINALISTS

UP TO \$500 MILLION ANNUAL REVENUE



DIANE TSCHAUNER

CIO, Yakima Valley Farm Workers Clinic

SUCCESS STORY

"One of my greatest accomplishments is the successful creation and integration of two teams, Health Care Analysts and Business Intelligence (BI). As part of Care Leadership Teams, these two IT groups helped to improve data capture and reporting, which resulted in the Yakima Valley Farm Workers Clinic reducing costs and recognized in four critical areas by the Health Resources and Services Administration (HRSA) in its national 2020 Quality Improvement awards: •Health Center Quality Leader (top 20% of Health Care Centers)

Access Enhancer

·Health Disparities Reducer

•Advancer of HIT for Quality ... "



CHRISTOPHER LINDNER

CIO, Apptio

SUCCESS STORY

"We have been able to transform into a global company, with centers of excellence in North Carolina, India, Japan, and Australia, and remote workers in dozens of other countries. Our flexible and secure technology posture allowed us to quickly shift to a fully remote work environment during the COVID pandemic without losing productivity. I have been able to lean in and help accelerate sales thru deep CIO level relationships. We have accelerated our M&A integration process driving value more quickly. Our new Lead to Cash platform has provided a seamless end to end system enabling our growth...'



JOHN MICHAEL GROSS

CIO, Cascade Environmental

SUCCESS STORY

"Leading and institutionalizing the cultural change from IT to an Information Systems + Business partnership. What started as a traditional (i.e. adversarial) relationship with the business has become a true business partnership across revenue, technology and cybersecurity.

This partnership and its success were truly tested and measured with Cascade's reaction to the COVID crises. As an essential business, Cascade had to keep its door open to help protect the nation's groundwater, we both delivered our services during the pandemic and have emerged ready for our next chapter...?



ERIK JONES

VP of Technology - Seattle Kraken and Kraken Training Center, Seattle Hockey Partners, LLC

SUCCESS STORY

"My role with the Kraken is to inform the design of the technological ecosystem for the new Seattle Kraken Training Center that is currently under construction. The ~180,000 sq/ft facility will be home to the NHL's 32nd team, the Seattle Kraken, and will be an anchor tenant for the re-developed Northgate site.

This role has allowed me to leverage my experience in managing technology at the University of Washington Athletics Village and apply it to a new footprint. We are building a technical environment that will be sustainable and scalable to become a technology model for the National Hockey League ... '





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