

VITA

DOUGLAS E. HURLEY

The University of Memphis
Information Technology Division
377 Administration Building
Memphis, TN 38152-3370

Telephone: 901.678.8324
Fax: 901.678.5656
dhurley@memphis.edu

Education

- Ph.D. Kansas State University, Manhattan, Kansas, 1984
Major: Higher Education Administration and Planning
Minor: Organizational Development and Business Administration
- M.Ed. The University of Vermont, Burlington, Vermont, 1976
Major: Higher Education Administration
- B.A. Miami University, Oxford, Ohio, 1970
Major: Political Science (International Relations)
- other The Wharton School, 1999
Aresty Institute of Executive Education

Professional Experience

VICE PRESIDENT FOR INFORMATION TECHNOLOGY AND CHIEF INFORMATION OFFICER,
THE UNIVERSITY OF MEMPHIS, 2003 – present.

- Senior executive and institutional officer, reporting to the president, responsible for planning and managing information systems and communication network services to support a large research university. Responsible for institution-wide policy and budget decisions governing information technology. Serve as the institutional data security officer. Oversee and coordinate development of the annual Strategic Plan for Information Technology.

DIRECTOR, UNIVERSITY RELATIONS, Gartner, Inc., 2000 – 2003.

- A new position with corporate-wide responsibility to develop and lead collaborative research initiatives with leading universities. Identify opportunities and develop collaborative research studies between Gartner analysts and university faculty. Understand and address both Gartner's corporate priorities as well as faculty academic interests, to develop collaborative research frameworks and agreements for mutual benefit and advantage.
- Analyst consultant in the Higher Education Research Service (HETS). Conduct original research, write research papers, and conduct briefings and presentations and provide consulting services. Analyze and understand strategic political, economic, and technology issues affecting higher education, and conduct research into technology products, services and vendors, both in the US and globally. Advise, assist, and consult with Gartner institutional and corporate clients, especially senior level academic leaders, executive staff, and boards, on issues and trends and the role and impact of technology in higher education.

ASSOCIATE VICE PRESIDENT, INFORMATION SYSTEMS, University of Kentucky, 1997 – 2000.

- Senior executive/manager with university-wide responsibilities in the Division of Information Systems, reporting to the VP/CIO for Information Systems. Responsible for leadership, strategic planning, as well as budget and operational management of various units. (resumed previous responsibilities, below). Other major management responsibilities included: the Distance Learning Technology Support Center which coordinated technology services for all credit-granting distance learning programs; data administration; and strategic planning within Information Systems. Served as senior technology advisor to the Chancellor of the Lexington campus (one of 3 campuses within the University of Kentucky system).

CIO/DIRECTOR, INFORMATION TECHNOLOGY, Chandler Medical Center, University of Kentucky, 1993 - 1997.

- CIO for academic, clinical and administrative services, reporting to the Chancellor for the Medical Center. Led central Information Technology services to support clinical, research, instructional, and administrative needs in a comprehensive academic health science center. Significant management and budget responsibilities. Supported and coordinated central services with various decentralized computing groups in the departments/colleges. Major accomplishments included the migration from traditional mainframe-oriented services to client-server; and the installation and upgrade of a high-speed communications network infrastructure. Developed technology services and worked closely with clinicians to support telemedicine programs.

ASSOCIATE VICE PRESIDENT, UNIVERSITY COMPUTING SERVICES, University of Kentucky, 1987 - 1993. Promoted from DIRECTOR, UNIVERSITY COMPUTING SERVICES.

- Senior executive position with significant management and budget responsibilities in the Division of Information Systems, reporting to the VP/CIO for Information Systems. Led the central computing center, providing both academic and administrative services; and managed multiple decentralized computing facilities providing college and department academic and administrative services. RFP development, vendor selection, and implementation of major ERP systems for HR and Financial services. Established and directed the supercomputer center for the Commonwealth of Kentucky. Established technology support centers in the colleges to expand the use of technology in teaching and learning activities. Represented Information Systems in university strategic planning activities and led the strategic planning activities for the Division of Information Systems.

ADMINISTRATOR, UNIVERSITY ADMINISTRATIVE COMPUTING AND MANAGEMENT INFORMATION SYSTEMS, University of Kentucky, 1985 - 1987.

- Responsible for developing, operating, and managing university-wide administrative computing and management information systems in a multi-campus, multi-vendor environment. Responsible for strategic and operational systems planning, policy development, staff and budget supervision, and resource allocation. Led needs assessment leading to purchase of new ERP systems. Worked with departments to provide application development and consulting services related to administrative computing and management information needs.

ASSOCIATE UNIVERSITY REGISTRAR, Technical Services, Kansas State University, 1981 - 1985. Faculty rank: Instructor. Awarded tenure: 1982.

- Responsible for operating and managing an interactive, comprehensive student information system. Other responsibilities included managing the enrollment center, including staff and budget. Acting University Registrar during an extended illness of the Registrar.

COORDINATOR OF USER SERVICES, Kansas State University, 1978 - 1981.

Faculty rank: Instructor.

- Project Leader/user analyst, responsible for directing the Student Information System project team within the office of University Data Systems. Led the design, development, and installation of a locally developed comprehensive admissions, financial aid, student records and registration system. Led a sophisticated university-wide information needs analysis prior to system design and implementation.

ASSISTANT DIRECTOR, STUDENT RECORDS, Kansas State University, 1976-1978. Faculty rank: Instructor.

- Responsible for office administration in the Student Records Office. Responsibilities included preparing statistical reports, directing registration activities, and managing internal office operations. Led planning activities to replace an old student records system.

GRADUATE TEACHING FELLOW, The University of Vermont, 1974 - 1976.

- Assignments with the Dean of the Graduate School, the Vice President for Academic Affairs, the Computing Center, and Institutional Research and Planning. Responsibilities focused on data gathering and research, developing policies, and participating in institutional strategic planning activities. Teaching responsibilities included graduate level courses in higher education and organizational development.

NAVAL OFFICER, US. Navy, 1970 - 1974. Honorably discharged. Present rank: Lieutenant Commander, USNR.

- Responsible for shipboard electronic communications, computing, radar/tracking, and navigational systems. Awarded the Surface Warfare designation and qualified in all areas of shipboard operations.

University Teaching Experience

- Adjunct faculty member, Division of Health Administration, The University of Memphis
- Upper division undergraduate courses in Management Information Systems in the College of Business and Economics. Graduate courses in Higher Education Administration in the College of Education. Undergraduate and graduate courses in Health Care Administration in the College of Allied Health (most recent faculty rank - adjunct assistant professor), University of Kentucky.

Consulting and Advisory Experience

GARTNER

Gartner has 300+ higher education clients globally. Routinely consult with both current and prospective clients through phone calls, email, and on site on major issues facing higher education. Regularly lead briefing and planning sessions for senior executives and boards as well as IT staff and faculty. Work with institutions to develop and evaluate RFPs, to understand vendor product strategies, and to assist with IT planning and institutional strategic planning. Hold briefing and product planning sessions with dozens of vendors that provide products and services to higher education. Numerous presentations on campuses and at professional events.

Professional Qualifications

EXECUTIVE AND MANAGEMENT

Successful record of progressively more responsible senior level leadership and management responsibilities, and technical experience. Present role as an institutional officer with a direct report to the President as a member of the senior executive management team. Very familiar with political, economic, and technology issues affecting higher education. Collaborative and cooperative leadership style; able to lead diverse groups to achieve organizational goals and objectives. Able to develop and present innovative proposals and to identify creative funding opportunities. Proven ability to define and analyze problems, assess alternatives, and develop appropriate courses of action. Considerable experience in managing large staffs and substantial budgets. Substantial analyst and consulting experience in researching, writing, and presenting complex technology issues to diverse audiences, especially senior academic leaders, executive staff, and boards. Considerable experience in managing resources and leading diverse groups to achieve organizational goals and objectives. Proven organizational and interpersonal communication skills combined with sound professional judgment and attention to detail. Demonstrated commitment to providing and emphasizing customer services. Significant experience in higher education administration, including central information systems, computing center management, management information systems, student services (records and registrar, admissions, student financial assistance), institutional planning and research, and distance learning. Familiar with operational and strategic information technology issues and requirements in colleges and universities, as well as in a comprehensive academic medical center. Experienced with long-range organizational planning processes; served on institutional strategic planning committees; led information systems strategic planning activities. Demonstrated record of commitment to equal opportunity and affirmative action in the workplace. Undergraduate and graduate teaching experience.

INFORMATION TECHNOLOGY

Actively involved in identifying and understanding new technologies to exploit the potential of the information technology to change the way universities respond to new, competitive market demands and to improve customer services. Executive and operational management experience in leading comprehensive, multi-function information systems divisions at large research (R-) universities. Significant research and consulting experience for a large global technology research and consulting services company. Operational and management experience in developing and deploying new technologies, such as eCommerce and eBusiness to exploit the potential of the WEB to change the way organizations respond to new, competitive market demands. Led and directed the establishment and operation of a statewide supercomputer facility. Directed university-wide computing and information systems to support both academic and administrative needs in a multi-vendor, multi-campus environment. Coordinated delivery of IT services with diverse campus groups in a heterogeneous technical environment. Implemented high speed networking technologies to provide broad access to diverse information services and high performance supercomputing facilities, both locally as well as across the state and the southeast. Led and directed information technology services in a comprehensive academic health sciences center and worked with faculty to support diverse instructional and research as well as clinical computing needs. Led efforts to expand distance learning and to broaden health care access through telemedicine. Worked closely with library faculty to integrate library and technology systems to provide comprehensive information services.

UNIVERSITY

President's Council

Tennessee Board of Regents Administrative Software Committee

Kentucky DOD/EPSCOR Committee. Committee to coordinate the statewide implementation of the DoD component of the Kentucky Experimental Program to Stimulate Competitive Research (EPSCOR).

Gartner Inc -University program coordination team. University advisory group to Gartner, Inc. to coordinate the development and implementation of an innovative university partnership program.

IBM SUPER! Executive Committee. Advisory committee to IBM on scientific and high performance computing (supercomputing) issues.

IBM ACIS Higher Education Software Consortium (HESC) Executive Committee. Founding member of the steering committee to advise IBM regarding the HESC program.

Faculty, College Business Management Institute. Member of the teaching faculty of the College Business Management Institute, sponsored annually by NACUBO. Taught courses on information systems, and computer/communications issues in higher education.

Visiting Committee for Computing and Communications, Lehigh University. Member of an external review committee to provide on-going advice and review of information systems activities and initiatives.

Technical Advisory Committee, Information Associates, Inc., Rochester, NY. Chairperson of the principal technical forum to advise on technical support issues, development of current products, and future product initiatives.

Extended consulting experience with several small, liberal arts colleges as part of the federal Title III program to strengthen developing institutions.

- Tabor College, Hillsboro, Kansas. Conducted financial aid impact, attrition, retention, and recruitment studies. Outlined institutional research activities to support senior management. Reviewed operations and services supplied from a consortium-operated computing center.
- Buena Vista College, Storm Lake, Iowa. Prepared preliminary design alternatives for a comprehensive student information system. Prepared overall assessment of academic support services.

Consulting experiences in various colleges and universities related to information systems planning and operations, as well as IDMS applications development.

Professional Activities

Trustee, Marketing Sciences Institute, 2002 - 2003

Program Committee, SuperComputing 99 National Conference

Program Committee, CAUSE 1995 National Conference

Election Committee, CAUSE, 1990-1992. Chair, 1992

IBM HESC Constituent Group, Chair, CAUSE, 1989 - 1993

Member Liaison Committee, CAUSE, 1987-1989

EDUCAUSE

CUMREC

SUPER! (IBM sponsored, high performance scientific computing organization)

Publications, Papers, and Presentations

Numerous research analyses, notes, and presentations published through Gartner. Areas of expertise include: strategic planning for IT, IT management, administrative systems and ERP, and elearning. (detailed list available on request).

Various presentations on Year 2000 issues to local and regional groups, Chambers of Commerce, etc., 1998 and 1999.

"Year 2000 Issues and Opportunities", a paper presented at CUMREC99, May 1999.

"A Partnership between Universities and a Commercial Research Service", chair of a panel discussion, CAUSE, 1998.

"Technologies (and Issues) for Learning", a paper presented at the fiftieth annual meeting of the Midwestern Association of Graduate Schools, April 1994.

"The Creative Manager", a book review. CAUSE/EFFECT, Vol. 16, No. 2, summer, 1993.

"Computing Allocation Policies at the University of Kentucky", a paper presented at the annual SUPER! meeting, 1991.

"Partnerships is the Focus of this Strategy", a paper presented at CAUSE, 1988.

"Contingency Planning or Disaster Training", a paper presented at CAUSE, 1987.

"In Pursuit of the Wizard (of technology)", a paper presented to the Management of Student Information Systems group, Southern Association of Collegiate Registrars and Admissions Officers (SACRAO), 1985.

"Characteristics Related to Occupational Success among Entry Level Accountants, Engineers, and Secondary Teachers", an unpublished doctoral dissertation, 1984.

"Employing Technology to Satisfy the Information Needs of Higher Education in the 80's", Issues in Higher Education, Vol. 9, 1983.

"Developing and Enhancing Supervisory Skills of Senior Clerical Staff", session moderator and participant, Kansas Association of Collegiate Registrars and Admissions Officers, annual meeting, 1983.

"Information Challenges in the 80's", a paper presented to the Kansas Association of Collegiate Registrars and Admissions Officers, annual meeting, 1982.

"Technology Considerations: Things You Should Consider Before You Spend the Dollars", a paper presented at the Kansas Association of Collegiate Registrars and Admissions Officers, annual meeting, 1982.

"Evaluation of Administrative Offices", session chairperson, American Association of Collegiate Registrars and Admissions Officers (AACRAO), annual meeting, 1982.

"A User-based Systems Analysis Technique", College and University, Vol. 56, No. 2, Winter, 1981.

"A Method for Gathering User Input to Achieve a Successful System Design", Cause/Effect, May, 1980.

"User Involvement: The Essence of a Successful System Design", a paper presented at the annual CAUSE meeting, 1979.

"Enrollment Projections: A How-To Guide", a paper presented at the Kansas Association of Collegiate Registrars and Admissions Officers, annual meeting, 1976.

Professional Memberships and Associations

Marketing Sciences Institute

EDUCAUSE

CUMREC

KHECC (Kentucky Higher Education Computing and Communications Association)