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City of Seattle
Notice of Appointment

Name: *Carmen Rahm*		☒ **Executive Appointment** ☐ **Legislative Appointment** ☐ **Agency Appointment** ☐ **PDA Council** ☐ **PDA Constituency**
Residential Neighborhood: *Sodo*	**Zip Code:** *98134*	**Contact Phone No.:** *n/a*
Appointed to: *Education Position, Board Member, Citizens Telecommunications and Technology Advisory Board (CTTAB)*		**Date of Appointment:** *September 11th, 2014*
Authority (Ord., Res.): *Seattle Municipal Code (SMC) 21.60.060.*		**Term of Office:** **From:** *January 1st, 2015* **To:** *January 1st, 2017*

FILED
CITY OF SEATTLE
2014 SEP 11 PM 3:28
CITY CLERK

Background:
Carmen Rahm is the Chief Information Officer and Executive Director of Technology at Seattle Public Schools. Carmen's appointment to CTTAB will provide a valuable link to Seattle Schools' programs, strengthening our strategic coordination on technology access and literacy for families with children. He brings tremendous skills and experience in IT strategic planning and governance, and knowledge about large public technology systems. Carmen has a strong commitment to digital equity, has been attending CTTAB meetings, and has already presented our technology adoption report to others at Seattle Schools. We expect that his participation on CTTAB and with DoIT will be of tremendous benefit to both the Seattle School District and the City.

Carmen was formerly the Assistant VP for Information Technology at Central Washington University (2003-2013) and Director of Computer Services and Technology, Immunex (1996-2001). Previous to this, he served in various telecommunications and networking positions, including the Naval Undersea Warfare Center (1982-1995).

Carmen has a Bachelor of Science in Electrical Engineering from South Dakota State University (1981) and a Masters of Business Administration from City University of Seattle (1988).

Authorizing Signature:	**Name and Title of Officer Making Appointments:** *Edward B. Murray, Mayor*

ADDRESS:
[redacted]

Resume of
Carmen A. Rahm

CONTACT INFO:
[redacted]

SUMMARY: Experienced IT leader with over 20 years of successful IT management and leadership experience in all areas of IT support for public and private organizations, including: Resource/Staff Management, Disaster Recover and Business Continuity Planning, Security, Strategic Planning, Project Leadership and Management, ERP (PeopleSoft, SAP, PowerSchool) and much more.

EDUCATION:

1977-1981: **South Dakota State University, Brookings, SD**
Graduated in December of 1981 with a BSEE.

1986-1988: **City University of Seattle**
Masters of Business Administration (MBA) in September 1988

1994-1995: **Indiana University-Purdue University Graduate School**
School of Public and Environmental Affairs
Received Certificate of Public Administration in 1995

WORK EXPERIENCE:

2/2014-Present: Seattle Public Schools, Seattle, WA

CIO and Executive Director of Technology: In my position as CIO and Executive Director, I am responsible for leadership and management of all aspects of technology and Information Services within the District, supporting nearly 9,000 employees; over 51,000 students; at nearly 100 schools and other locations. As a member of Superintendent's Cabinet and Leadership Team, I work directly with all members of Senior Leadership, and am responsible for IT and IS Strategic planning, development of the District's Technology Vision for Teaching and Learning, and development/execution of the 5-Year Technology Roadmap. All of these critical elements are currently underway, and on schedule for successful completion.

The Department of Technology Services employs approximately 90 staff members. The employees support the District's two major ERP systems (SAP for Business/Administrative services and PowerSchool for Instruction & Student Services); the District's Academic Data Warehouse; the District's 30,000 desktop computers; Local, Metropolitan and Wide Area Network services; all Systems and Services of the Central Data Facility; telecommunication services; and all classroom and related instructional technology.

During my 4 month tenure with the District, we have accomplished much including re-establishing the Academic Data Warehouse (ADW) to pre-ERP installation status; commencement of a $9.6M project to install 802.11A/C wireless in over 90 schools; completion of the PowerSchool ERP implementation project; and much more.

9/2003-9/2013: Central Washington University, Ellensburg, WA

Assistant Vice-President for Information Technology: As Assistant Vice-President for Information Technology, I was responsible for working with all constituents (faculty, staff and students) across the University to establish the strategic vision for Information Technology at the University and the six University Centers, and in executing that vision. In this role, I managed a workforce of approximately 75 full-time technical staff plus numerous student employees supporting the organization, with an annual operational budget of approximately $6M, plus additional funding for capital initiatives and major IT projects. These areas included all IT components related to:

- *Client Support Services*: All campus desktop computing equipment, software, peripherals and ancillary equipment.
- *Customer and Training Services*: IT HelpDesk, Technical & Enterprise Application training and Distance Education (DE) and ITV Operations
- *Networks and Operation Services*: All campus and residential network services and engineering, systems administration, and data center operations.
- *Enterprise & Auxiliary Applications and Database Services*: Support for all enterprise applications and databases supporting administration (i.e. Oracle/PeopleSoft), academics (i.e. Blackboard LMS), Auxiliary Services (i.e. Dining, Housing, Parking, Health Systems, Recreation, Bookstore), and Foundation/Development (i.e. RaisersEdge)
- *Telecommunication Services*: All campus and residential telecommunications (standard and IP) services across the University and University Centers.
- *Academic Computing Support*: Support for all computer laboratories, mediated classrooms, and Online and Interactive Television (ITV) Distance Education (DE). Multimedia Technology Services, which had previously been a separate organization, merged with ITS in 2011.
- *IT Infrastructure Project Management*: Oversight and management of all IT infrastructure projects, and IT components of capital construction projects at the main campus and the six University Centers throughout the State. I was the co-chair for the design of CWU's $70M Samuelson Communication and Technology Center (SCTC).

During my tenure at CWU, the ITS Department executed numerous technology initiatives resulting in significant financial savings to the University, and continually executed projects designed to improve and modernize technology services and support across the campus. While the technology modernization and expansion has been critical and successful, I am equally proud of the "non-technical" improvements that were achieved during this period. These include:

- *Shared IT Governance*: Implementation of CWU's first cross-divisional & departmental IT governance structure to review, prioritize, track and support our major administrative and academic enterprise applications such as PeopleSoft, RaisersEdge, Blackboard and more.
- *Departmental Transparency*: Operating a transparent department where all stakeholders have visibility to our accomplishments, plans for the future, challenges, budget and more. This is accomplished many ways including open dialogue and interaction with customers, Monthly IT Reports to the campus, & our biennial "State of IT Report".
- *Faculty, Staff & Student Relations*: Excellent relations with stakeholders (faculty, staff and students) across the University.
- *Exemplary IT Staff*: Development of an outstanding Technology Staff that is recognized and supported across the University.
- *IT Vision and Planning*: Spearheaded development of the first University wide IT Strategic Plan & ITS Department Strategic Plan, and the IT 5-Year Roadmap which was a primary component of our Executive Level IT Governance.

9/2001-9/2003: Lewis-Clark State College, Lewiston, ID

CTO & Director of Information Technology: As CTO, I was responsible for working with Lewis-Clark State College (LCSC) senior management, faculty, and staff to establish long range plans for the college's IT infrastructure, and to execute these plans. As Director of IT, my role was to manage a staff of approximately 26 employees plus student workers to maintain, support, and expand the IT and Classroom technology infrastructures. This included all standard IT components including client, server, data center, networks, applications (including the college ERP system Datatel Colleague), and web services. This also included supporting classroom technology for both traditional and online instructional delivery via the automation of classrooms and support for WebCT.

During my tenure at the college, LCSC implemented Datatel's WebAdvisor and successfully accomplished their first two online registrations which exceeded the Registrar's Office expectations. We also deployed the college's first Intranet Site (MyLCSC) to improve communication for faculty and

staff, and launched the first LCSC student portal (CampusCruiser). The college also accomplished a major upgrade to the networking infrastructure including doubling the network ports on campus, installing network access in all residence halls, and implementing LCSC's first wireless access throughout the campus for students and faculty. Significant upgrades to classroom technology were also accomplished.

Within this same time, the college's first IT Long Range Plan, IT Disaster Recovery Plan, Configuration Management Plan, Security Plan and other documentation were developed. These documents, along with the accomplishments of the IT staff, led to an outstanding rating during the college's annual IT audits by Deloitte and Touche. Auditor comments stated that there was a "3-fold improvement in IT management" over previous IT management at the college. During this same time we implemented the IT Steering Committee and Advisory Committees to review, approve, and prioritize IT projects to assure that IT activities were in-line with the expectations of faculty, staff, and students. These improvements in communication were a major key to a successful transformation of the IT Department at the college. Customer satisfaction with IT was at record highs, as was documented by metrics and online feedback processes that were implemented.

While at LCSC, I also taught as an adjunct professor. Courses included Management of Information Systems and Managerial Statistics.

7/1996-8/2001: IMMUNEX Corporation, Seattle, WA

Director of Computer Services and Technology (CST): As Director of Computer Services and Technology, I was responsible for managing IT staff & numerous contractors in the planning, design, implementation, and support of Immunex's IT infrastructure. This included all central systems/servers and data center operations, networking, application administration, and client services.

As a member of the IS/IT Management Team, I also played an essential role in the development of the Immunex IT Strategic Plan, and was responsible for the development of the CST Strategic Plan for the Corporate IT Infrastructure. I worked closely with all business, manufacturing & scientific units of the company to determine how IT could improve their processes and productivity in support of the overall corporate goals and objectives. During my tenure, numerous successful IT initiatives were completed in support of these customers. Details of these initiatives are available upon request.

During my tenure, numerous improvements to Customer Service were made by working hand-in-hand with research and administrative departments to understand their unique requirements, and tailoring support plans to match their individual needs. Between 1998 and 2001, Customer Satisfaction Metrics increased nearly 50%, and Support Resolutions improved from 40% within 24 hours, to 95% within 24 hours, My department was continually praised by auditors and governmental regulators from the SEC and FDA for our continued improvements to the reliability, security, performance and stability of Immunex's technology infrastructure, to meet or exceed regulatory requirements.

3/1995-7/1996: Naval Undersea Warfare Center, Keyport, WA

Telecommunications and Networking Branch Head: I was responsible for coordinating 35 government employees and contractor network engineers, project managers, and technicians in the planning, design, installation, and support of Local Area Networks for internal and external customers, and in providing Wide Area Network services.

Local network support was provided to nearly 2,300 users. External customer support included the design and installation of fiber and Cat V networks for numerous military and contractor facilities throughout the country. In 1996, we won the first Command Total Quality Achievement Award for our efforts to work directly with our customers to improvement customer service.

9/1993-3/1995: **Naval Undersea Warfare Center, Keyport, WA**

Information Systems Project Management Division Head: I was responsible for developing project management standards and processes, implementing these standards, and conducting project management (via subordinate supervisors and project managers) across the IT Department of approximately 160 employees.

Responsible for cost, schedule, and performance of most IT projects, as well as participating in IT Strategic and Business Planning. During this tenure the Department's first IT Project Management methodology, standards, and procedures were developed, and numerous successful IT projects were executed. Upon successful implementation of these standards across the Department, I personally requested that the Division be dissolved, and that I be assigned to head the Telecommunications and Networking Branch. This request was approved in March of 1995.

10/1988-12/1994: **City University, Bellevue, WA**

During this time, I was a part time (adjunct) professor of graduate and undergraduate management and MIS courses at City University's Branch Campus in Silverdale, WA. Primary courses taught included Management Statistics, Management of Information Systems, Mathematics, Project Management and Strategic & Business Planning and Operations.

1/1982-9/1993: **Naval Undersea Warfare Center, Keyport, WA**

Between 1987 and 1993, I was involved in supervision and management of Technical Information Systems for various navy programs and systems. I started as Section Head, and was promoted to Branch Head and Division Head during these six years. These groups were responsible for the design, deployment, and management of relational databases and client-server applications for major undersea programs. Between 1982 and 1987, I was a project engineer for various undersea initiatives. Responsibilities included design of test/evaluation equipment and other duties.

MOST IMPORTANT SKILLS AND ABILITIES:

In addition to my technical training and knowledge, the most important skills and abilities I bring to an organization are:

- My ability to communicate with all personnel and customers.
- My ability to respectfully and professionally manage and motivate resources to achieve their highest potential, and to work as a team.
- My ability to organize and execute projects to consistently meet cost, schedule, and performance objectives.
- My technical managerial experience.

I also have an excellent ability for communicating information to both students (in a classroom setting) and co-workers/peers (in a business setting).

OTHER RELEVANT INFORMATION (Abridged):

- AWARD RECIPIENT: 2008 NWACC Excellence Award for Technology Infrastructure
- AWARD RECIPIENT: 2006 CWU Most Inspirational Administrator Award
- BOARD OF DIRECTORS: Northwest Academic Computing Consortium (2003-2010)
- MEMBER & Subcommittee Chair: Northwest Academic Computing Consortium (2011-2013)
- MEMBER: Washington Higher Education Technology Consortium (WHETC), Washington State Technology Transformation Taskforce (TTT) and other State Level Higher Education committees and task forces.

- FORMER MEMBER: Idaho Higher Education Information Technology Committee, and LCSC Representative to Idaho Council for Technology in Learning
- CO-CHAIR: Design Team for $70M Samuelson Communication and Technology Center
- PRESENTER: 2002 Northwest Datatel User Group Conference
  2003 National Datatel User Group Conference
  2005 Educause Western Conference
  2011 Blackboard World Conference
  2012 Blackboard Student Achievement Summit
- FORMER MEMBER: Society for Information Managers (Seattle Chapter)
- ADVISOR: CWU Student Technology Committee and Student Technology Club

REFERENCES: (available upon request)

Citizens Telecommunications & Technology Advisory Board
As of September 2014

9 members with two-year terms, renewable for one additional term; and
1 Get Engaged young adult member with a one year term. All subject to Council confirmation.

- 4 At Large Appointed by Council
- 3 At Large Appointed by Mayor
- 3 Special Appointed by Mayor, representatives of
  - Education
  - Public Access to Telecommunications
  - Get Engaged young adult position

D*	G	Position No.	Name	Appointed	Term Ends	Term #	Position	Appointed By
1	M	8	Joneil Custodio	09/11/14	01/01/16	1st	At Large	Mayor
6	M	5	Rahm, Carmen	09/11/14	1/1/17	1st	Education	Mayor
3	M	10	Jose Vasquez	09/11/14	1/1/17	1st	Public Access	Mayor
6	F	6	Trowbridge, Sarah	9/8/14	9/8/15	1st	Get Engaged	Mayor
6	M	2	Krokower, Ben	1/1/14	1/1/16	2nd	Chair, At Large	Mayor
6	F	3	Lewis, Dana	9/30/13	10/1/15	1st	1st Vice Chair At Large	Mayor
2	F	9	Nourisha Wells	2/25/13	1/1/15	1st	2nd Vice Chair At Large	Council
6	M	1	Dolin, Robert	2/25/13	1/1/15	2nd	At Large	Council
1	M	4	Hsi, Brian	2/25/13	1/1/15	2nd	At Large	Council
5	F	7	Fernandes, Beryl	3/26/12	1/1/16	1st	At Large	Council

Diversity (including new Council and Mayoral appointees)

	Men	Women	Vacant	Minority	(1) Asian-American	(2) African-American	(3) Hispanic Latino	(4) Native-American	(5) Other**	(6) Caucasian
Mayor	4	2		2	1		1		*	4
Council	2	2		3	1	1			1**	1
Other Bodies										
Total	*6*	*4*		*5*	*3*	*1*			*1*	*5*

**Two members also have color blindness.*
*** One member selected multicultural.*