Robert L. Morrison

717-525-7604 (O) 717-919-4499 (C) | Rmorrison@creativetechmgt.com |
www.linkedin.com/in/robertlmorrison

With over 20+ years of experience as an accomplished hands-on **Information Technology and Governance Executive**, I surround myself with a team that enables everyone to contribute their specialty. I have experience strengthening the **efficiency and outcomes** of operations utilizing one platform enterprise database that promote cross-departmental transparency and collaboration. My specialty in **process automation** has streamlined computer systems and saved companies millions of dollars.

EXPERIENCE

PRINCIPAL AND OWNER

2010 – Present

Creative Technology and Management Services, LLC
Harrisburg, PA

Creative Technology and Management Services (CTMS) is a company that is registered and located in Central Pennsylvania and provides management system studies that design and develop 21st century innovative solutions (including paper to paperless systems) with implementation to the private sector, government, education and nonprofit markets. We use the motto "Information on Demand".

Provided Educational Course- "Innovation in Technology and Management" -- A 16-hour course giving the basics of how computers, systems, innovative management thinking, and modern technology can aid an organization in competing, increasing revenue, efficiency with a positive ROI. It also shows the good and bad points about some specific modern technology. Classes are geared to elicit a lot of class discussion about participants' present-day problems and then offer possible solutions. We suggest that management and line personnel attend separate sessions.

Research & Analysis –Constantly reading periodicals, attending higher education courses, and listening to webinars to keep up on new aspects that technology has to offer and apply them to possible projects.

INFORMATION TECHNOLOGY DIRECTOR   2004 – 2008
 Pima County Attorney's Office,   Tucson, AZ

The Pima County Attorney's Office serves as the District Attorney and private attorney for the County Supervisors and the County Administrator. Pima County's population is over 1 million with the county having 6000+ employees.

Equipment needing reconfiguration included:- Windows Servers, Blades (circuit card) Servers, VMWare, Storage Area Network, 2005 Visual Studio, Microsoft SQL Data Base, Cisco routers and switches.

 Personally involved in the management of all the below systems and upgrades:

- **Collaboration -** Created Justice Partners including all criminal justice agencies to initiate, identify, share and develop new and innovative IT systems. First time in County's history that this level of cooperation was exhibited amongst all agencies.

- **Innovative Complex Systems –** Possible Savings = +$200,000 potential per year after initial investment over 4 years. Developed and researched paperless systems and electronic file transfers to eliminate County Attorney duplication of data entry. Implemented fingerprint biometrics. Planned for future scanning of a limited amount of paper documents that could be received. All systems planned for entire Office to share data not just for separate sections. Designed Grand Jury Indictment and Misdemeanor systems using electronic file transfer information from outside agencies.

- **Biometric Signatures -** Savings = +$190,000 per year after initial investment over 3 years. Introduced biometric fingerprint and palm print devices to sign onto PC to track each transaction. Would eventually allow electronic signatures onto Court documents in place of printing and signing paper documents. Underwent testing by the judges of the Superior Court based upon the Clerk of Court believing the County Attorney's system would work for the Judiciary electronic needs.

- **Video Conferencing-** $50K savings after initial investment over 2 years. Researched and selected a nationwide video conferencing system saving the County Attorney 365 hours each year in travel to the local jail. Allowed nationwide interviewing of defendants, witnesses, and victims. Recordings to be stored in Document Management system.

- **Infrastructure Upgrades-** $60K savings after initial investment over 3 years. Worked with Lead Network Administrator on infrastructure upgrades. Allowed fast transmission of data and created high efficiency delivery to personnel using automated systems. Achieved 98% up time over County's fiber (gigabit) optic network. Updated software, replaced or expanded network equipment, procured blade servers, installed VM and storage area networks. Locally controlled all servers at disaster recovery and remote central sites.

- **Remote Access- $25K savings -** Coordinated development of new laptop software with the Lead Network Instructor. Allowed personnel outside the Office to securely access their desktop and classified information from anywhere in the United States. Met all security requirements of NCIC and the State of Arizona. Researched and procured Cell/PDA Windows devices

- **Technical Skills and Programming Personnel Upgrades-** $26K savings per year after initial investment over 1 year. Promoted educational classes in Cisco switch and router training, Exchange 2007, and SMS which assisted in a 98% network up time rate and the implementation of a fail over disaster recovery site. Elevated all servers to Windows Server 2003. Programmers went to Microsoft Visual Studio courses such as interactive web development allowing surveys and Emails. Sent 4 programming personnel to a Florida Microsoft Course for 4 days to learn more modern languages that were under Windows 7 or 8 to begin a transfer to share data under a one platform data base.
- **Programming Standardization**- $100K savings per year after initial investment would be authorized over 1 year. Attempted to begin implementation of new systems in Microsoft Visual Studio. Instilled the need to view a "Big Picture" approach and whenever possible develop system sharing across Civil and Criminal Division boundaries to allow everyone access to Office information. Mandated electronic file transfers between all Criminal Justice agencies. Strengthened security for new systems.
- **Strategic Planning-** $50K per year after initial investment over 4 years. Played a key role in a Criminal Division Strategic Planning session where 75% of the designated items were for Information Technology to research or implement. Savings through performance improvement.
- **Budgets-** Prepared for the Legal Administrator (CFO) yearly budgets and other quantitative reports. Gave presentations to top level management personnel. Programmers created a DUI web site for convicted drunk driver pictures and their DUI history. Developed an Intranet system giving employees one place to go for benefits, major announcements, and new employee bi-weekly orientations with video clips.

Early Career

CITY OF HARRISBURG, HARRISBURG, PA (CAPITAL CITY OF COMMONWEALTH OF PENNSYLVANIA)   1971-2004
CIO, Deputy City Manager / Business Administrator, Deputy Public Safety Director, Director, Metro Police Operations, Deputy Emergency Management Director

Became a manager in 1974, early in my career. Attained Senior Level manager position (s) in 1981 after approximately 8.5 years of service. Served under three Mayors. Always looking for challenges to win. Selected for CIO and Deputy Business Administrator in 1983 to perform change management using strategic initiatives including restructuring.

Revenues exceeded 100 million dollars per year. Operated under Strong Mayor form of government. Regional population: 400,000 Employees: 700+.

PENNSYLVANIA Department of Justice   (1981 - ATTORNEY GENERAL'S OFFICE)   1978-1980
Criminal Investigator In Charge

▪ Law Enforcement Supervisor managing criminal investigators in a 56 county region for mainly corruption and white collar crime. I also had a case load and worked with a Deputy Attorney General to prosecute each case before and after an arrest was made.

US NAVY SHIPS PART CONTROL CENTER   1967 - 1971

Management Analyst GS 9 Started as GS 5 Trainee

EDUCATION

MASTER OF PUBLIC ADMINISTRATION
Wharton Graduate School, University of Pennsylvania, Philadelphia, PA

BACHELOR OF SCIENCE DEGREE - BUSINESS ADMINISTRATION
Elizabethtown College, Elizabethtown, PA

CERTIFICATIONS

Leadership and Strategic Management for The CIOs, Certificate
Harvard University, John F. Kennedy School of Government, Cambridge, MA

Cybersecurity: Managing Risk in the Information Age, Certificate
Harvard University, Office of the Vice Provost for Advanced in Learning, Cambridge, MA

Electronic Records Management Master Classroom Course
AIIM-Worldwide Association for Information and Imaging Management ERM
Master's Certification

Microsoft Programming and Cisco Router Network Training
Central Penn College, Summerdale, PA

TECHNICAL TRAINING

RFID (Radio Frequency Identification) Conference Orlando FL
Ethical and Risk Management Issues for Administrators - Josephson Institute of Ethics
Computer Programming Certificate - Penn State University
Visual Basic Programming Power Point, Access updates, Web Design - Harrisburg Area Community College

PUBLICATIONS

- Presented research papers, one each to separate national organizations. One was written in conjunction with a University Professor (Innovative Methods for Regionalization in Local Government via Information Sharing and Organizational Learning) and the other written by myself (Poverty to Sustainability) 2015.
- Published ten articles in the PA Times - a digital publication of the American Society for Public Administration). 2012,2013,2018

FROM: Paper → **TO:** Electronic Storage → **Equals:** Positive ROI (Return on Investment)