

From : Dolph R. Courchaine

6810 Stratford Drive
Madison, WI 53719
Cell: 314.313.7265
Office: 608.270.9485
Email: dolphcourchaine@outlook.com

TO: The City of Madison Common Council Executive Committee

Ladies and Gentlemen,

I am pleased to submit my application for City of Madison Alderman District 7. My professional resume follows these initial statements.

Desire to Serve:

I wish to serve the City of Madison in order bring my business and technology expertise for the further betterment of the City. Having reached a pre-retirement age, I believe I have significant experiences, capabilities, and time to serve the City. My Career has been exclusively in technology serving the health care industry. This 38 year career started in 1982 in Madison as Group Health Cooperative's very first Computer Programmer. I take pride in my first life decisions to relocate to Madison for educational purposes, completing that education, and starting my career in Madison. As will be evident in my resume, I have relocated many times to different cities and States. These experiences have given me even more awareness of other communities and how they operate. Two years ago my wife and I decided to return to our beloved hometown. My wife, a graduate of Madison West High School and I met and married here in this City. Although my career has taken me to other parts of this great country, living and serving here in Madison is now our greatest desire and satisfaction.

Intent to run and accomplish:

In the few short months remaining in this term, I would do two things:

1. Submit the necessary signatures to run in the 2021 election for Alderman of District 7. Using that opportunity to meet and get to know as many residents as possible.
2. As an Alderman, I would first and foremost begin a deep dive educational process into all the organizational structures and city services that Madison provides. I would take particular interest in understanding how these services are being enhanced by technology. I would provide immediate value to you all concerning any current city-wide technology activities. Technology is now ubiquitous in our work and personal lives. The costs to select, implement, and run technologies can be confusing and unintelligible to those not trained in this discipline. I attribute my career success to a unique ability to make technology understandable to others as well as implementing it in a practical manner that does not carry astronomical costs.

Summary:

Please review my work history in the resume below. You can find my complete work history in my Linkein profile. <https://www.linkedin.com/in/dolph-courchaine/>

I look forward to meeting you all virtually and answering any further questions that you may have,

Dolph R. Courchaine

Career Summary: Chief Information Officer & Senior Technology Executive

An experienced and adept change agent bringing practical results in the following areas:

- Defining & implementing technology strategies
- Building and Transforming IT organizations including M&A Integrations & Divestitures
- Implementing large scale technology transformation projects
- Resolving critical service challenges with internal or external IT service organizations

Professional Experience:

Self Employed, under Voyageur Resources LLC

Executive IT Consultant – Interim CIO

Feb 2018 to Present

Re-established my own consulting company to provide senior level IT management expertise to organizations.

- Currently providing Interim CIO support for a United Health/Optum Care Delivery Organization: Defining strategies to merge two provider risk bearing entities in the Florida Market
- Provided interim CIO leadership support for a Dallas based Integrated healthcare system
 - Defined and executed strategies to move all applications to the Cloud and creating a next generation cloud based security infrastructure for the hospital
- Provided interim CIO leadership support for a Michigan based Hospital owned Health Plan
- Healthcare subject matter expert to an Artificial Intelligence technology consulting firm

Geisinger Health System

Danville, PA

Associate Chief Information Officer - Insurance Operations

Nov 2013 to Jan 2018

Recruited to be the CIO for the set of Insurance companies under the Geisinger Health System and transform a division that was not performing effectively. Lead an employed team of 150 and a contracted team of 120 staff with an operating budget of \$50M and an annualized capital budget of \$25M.

- Transformed and streamlined a highly inefficient IT organization. Total transformation removed \$8M dollars in annualized operating costs.
- Led the initiation, selection, and board level approval of an \$80 Million technology transformation initiative. Successfully deployed the new enterprise level system on-time, on-budget, and with minimal quality issues.
- Conducted a project re-boot on a failing 10-million-dollar data warehouse initiative. Successfully initiated a new strategy to focus on creating an operational reporting platform for streamlined application integrations and reporting.

Wellmed Medical Management Inc.

San Antonio, TX

Senior VP & Chief Information Officer

Jan 2009 to Oct 2013

Began as a contracted Interim CIO to rebuild the IT organization. Grew the IT organization from a staff of 25 to a staff of 125 with operating and capital budgets of \$50M. After the company's acquisition by a fortune 50 publicly traded insurance company, led the efforts to integrate the IT organization into the new parent company's IT organization.

- Completed the integration of two IT organizations after the acquisition of a Florida based Medicare & Medicaid managed care organization.
- Initiated and led a technology transformation strategy which saw the replacement of all enterprise level applications.
- Successfully lead the acquisition and integration efforts of a medical group practice that was acquiring 2-3 provider offices per month. Quickly migrated each practice onto the standard enterprise applications.

Sisters of Mercy Health System

St. Louis, MO

Chief of Applications

Sept 2006 - Nov 2008

Recruited to turnaround a \$30M failing enterprise transformation project and to integrate the 60 person IT department into the larger 700-person Health System IT division. Functioned as the CIO to the Health Plan (Mercy Health Plan).

- Successfully turned around the enterprise Insurance Claims System implementation project
- Led the deployment of the Incident and Service Request components of ITIL within a new IT service management toolset for the entire IT division. Resulted in consistent and efficient set of methods for all hospitals, clinics, and health plan employees to access IT services.

University of Michigan Health System - MCARE

Ann Arbor, MI

Vice President, Chief Information Officer

Sept 1996 - Sept 2006

Recruited in as IT director over the IT division supporting a University Health System's managed care organization. Initially reported to the COO and subsequently promoted to the VP role reporting to the CEO.

- Initiated and completed a \$10 million, three-year strategy to replace an ageing proprietary mainframe based managed care application.
- Oversaw the successful build of a 4000 sq ft data center and operations command center.
- Deployed a document scanning, imaging, and workflow platform resulting in significant operational improvements.
- Implemented the company's first digital strategy by implementing a Web based self-service solution for both Customers and Suppliers of health care services.

Historical Professional Experience:

Began career as a part-time computer programmer while in college. Promoted into a management role after two years. Managed various IT teams within three different Insurance Companies in Madison & Milwaukee WI.

Education: B.S. Computer Science, University of Wisconsin - Madison