

John R. Harrison

whistler.inadark@pm.me
571-285-9669 (M)
www.linkedin.com/in/whistler/

4202 Woodridge Drive
Roanoke, Virginia 24018

OBJECTIVE

Self-motivated and results-driven leader experienced in information technology management seeks senior level management position within a small to medium sized company, educational institution, philanthropic organization, or government agency as part of a dedicated and engaging team focused on improving the local, national and global community.

EDUCATION

- B.S. Astrophysics, Virginia Polytechnic Institute & State University, Blacksburg, VA. December 1995
- M.S. Information Technology, American Intercontinental University, Washington, DC. January 2001
- Project Management Program, George Mason University, Fairfax, VA. January 2008
- Continuous Quality Improvement Program, University of Phoenix, October 2010
- International Public Safety Leadership & Ethics Institute, Phi Theta Kappa, May 2011
- Blackboard Certified Instructor, Northern Virginia Community College, April 2014
- Extended Learning Institute (ELI) Certified, Northern Virginia Community College, August 2015
- Quality Matters (QM) Certified, Northern Virginia Community College, September 2015
- Cognitive Coaching (SM), Prince William County Schools, September 2016
- Certified Government Chief Information Officer (CGCIO), University of North Carolina, August 2020
- IMPACT Cybersecurity Program, Radford University, April 2023

CURRENT AFFILIATIONS

- Commonwealth of Virginia Innovative Technology Symposium (COVITS) Advisory Board (Member)
- National Science Foundation City & County Cybersecurity Governance Advisory Board (Member)
- Center for Internet Security Education & Awareness Workgroup (Member)
- Center for Internet Security Business Resiliency Workgroup (Member)
- MS-ISAC Cybersecurity Mentoring Program (Mentor)

PAST AFFILIATIONS OF NOTE

- Virginia Local Government IT Executive Group (President)
- Commonwealth of Virginia, Governor's Cybersecurity Planning Committee (Member)
- Commonwealth of Virginia, Statewide Cyber Incident Prevention and Response Project (Member)
- Commonwealth of Virginia, Statewide Interoperability Executive Committee (SIEC) (Member)
- Commonwealth of Virginia, Voter Registration System Security (VRSS) Advisory Group (Member)
- National Association of Counties; Telecommunications & Technology Policy Steering Committee (Member)
- National Association of Counties; Information Technology Steering Committee (Member)
- International Public Safety Leadership & Ethics Institute (Certified Instructor)

SELECTED AREAS OF EXPERTISE

- Computing Infrastructure Management
- Risk Control Theory and Risk Management
- Business Process Analysis
- High Performance Organization Management
- Enterprise and Site Security Protocols
- Customer Service Optimization
- Collegiate/Adult Education, Instructor Led
- Technology Adoption & Use Optimization
- Disaster Prevention, Preparation & Recovery
- Program & Project Management
- Financial & Management Controls
- Data/Internet Security
- Technology Personnel Management
- Collegiate/Adult Education, Online/Hybrid

EMPLOYMENT HISTORY

Department of Homeland Security, Cybersecurity & Infrastructure Security Agency, Richmond, Virginia Cybersecurity Advisor (CSA) – GS-14 **May 2024-Present**

- Build strategic public and private sector relationships, including by advising on establishing governance structures to facilitate the development and maintenance of secure and resilient infrastructure.
- Advise public and private sector organizational leaders and senior managers on cybersecurity risks of information security programs, policies, processes, systems, and elements.
- Facilitate the sharing of cyber threat information to improve understanding of cybersecurity risks and situational awareness of cybersecurity incidents.
- Raise awareness of the financial, technical, and operational resources available from the Federal Government to non-Federal entities to increase resilience against cyber threats.
- Support cybersecurity training, exercises, and planning for continuity of operations to expedite recovery from cybersecurity incidents, including ransomware.
- Serve as a principal point of contact for non-Federal government entities to engage, on a voluntary basis, with the Federal Government on preparing, managing, and responding to cybersecurity incidents.
- Independently conduct cyber advisory visits and strategic cyber risk assessments to measure effectiveness of critical infrastructure protective measures in place and defense-in-depth architectures against known vulnerabilities.
- Assist in identifying, prioritizing, and coordinating the protection of critical cyber defense infrastructure and key resources, and in assessing the impact of implementing and sustaining a dedicated cyber defense infrastructure.

Commonwealth of Virginia, Department of Elections, Richmond, Virginia Chief Information Security Officer, CISO **August 2023-April 2024**

- Manage all policy and technical implementations of cybersecurity practices and measures to safeguard the Virginia Voter Registration system.
- Interface with all localities in the state to determine security maturity and negotiate implementation of best practices to comprehensively improve overall security and reduce the threat landscape and vulnerabilities.
- Coordinate with multiple state departments, federal partners, and local governments within the state to create a support framework, incident response protocol, and security partnership.

Franklin County Government, Rocky Mount, VA Director of Information Technology / CIO **April 2018-August 2023**

- Manage all aspects of technology planning, deployment, use and support for Franklin County Government.
- Develop staff training & improvement plans and staffing strategies.
- Created lifecycle management plan and ten-year IT operating and capital budget portfolio.
- Develop annual and ten-year hardware and software funding, refreshment, and replacement plans.
- Engage all departments to develop business continuity plans, including public safety, human services, community development and internal services.
- Develop and maintain disaster resilience framework for all technology systems with varying RTOs.
- Developed metrics and strategic plan templates for all departments with a data warehouse and metrics dashboard.
- Partner with local, state, and federal entities for inter-jurisdictional projects and support.
- Created regional inter-jurisdictional shared support agreements with neighboring jurisdictions.
- Ensure compliance with local, state and federal regulations including HIPAA, CJIS and Data Recordation.
- Create and maintain organizational performance metrics, strategic plans, and an IT service catalog.
- President of VaLGITE from 10/2019-Present. Chaired the VaLGITE Cyber-Security Sub-Committee to identify potential partnerships (local, state, and federal) for regional cyber-security initiatives including partnerships with VITA, CIS and DHS/CISA. Chaired the VaLGITE Legislative Sub-Committee to partner with state departments in the development of technology related legislation.
- Project Manager for the development of the Commonwealth of Virginia Cyber Incident Response framework in partnership with Virginia Fusion Center, VITA, DHS/CISA, Va. National Guard, VDEM and the Homeland Security Advisor's office.
- National Association of Counties; Telecommunications & Technology Policy Steering Committee, IT Standing Committee, and Tech Xchange.
- Member & advisor to the CIO for the Va. Dept. of Elections Cybersecurity Working Group.

Virginia Community College System (Northern Virginia Community College, Manassas & Virginia Western Community College, Roanoke)

Adjunct Professor

January 2014-Present

- Teach instructor led, hybrid and extended learning (ELI) classes in core Information Technology and Workforce Development tracks.

Prince William County Public Schools, Prince William, VA

Helpdesk & Workstation Support Supervisor

February 2014-March 2018

- Develop and run the Prince William County Schools Information Technology Services Project Management Office, including the development of all processes, documentation, and guidelines in accordance with PMBOK and relevant ITIL standards.
- Develop the Prince William County Schools Information Technology Services Incident Management Framework and act as the primary Incident Manager for all service disruptions and incidents.
- Support and maintain a 60,000+ workstation network servicing 90+ elementary, middle, and high schools with 90,000+ students and ~10,000 staff.
- Manage 65 technical support technicians and engineers in a mixed Microsoft Windows, Apple Mac, and Google Chrome environment running in a hybrid Microsoft Server and Novell Suse Linux server operating framework.
- Managed the conversion of the organization's help desk incident and change management system from HEAT to Microsoft System Center Service Manager.
- Managed the project, budgeting, testing, and migration of 60,000+ workstations over several OS iterations (XP to Windows 7, Windows 7 to Windows 10).
- Created a support structure and deployment model for the Virginia Department of Education's One-to-One initiative within the Prince William County Public School system.
- Developed a division wide Technology Support Plan using ITIL fundamentals and service delivery models, to include a project reporting component as well as technology service catalog.
- Established a Technology Staff Handbook for use by staff and customers to identify roles and responsibilities of various personnel in support of the District's technology.
- Developed a core technology training plan for Helpdesk, Engineers, and Support Technicians using free, in-house, and external resources. This includes an ongoing customer service regimen, personal development program and online technical training.
- Wrote and awarded a multi-year hardware procurement contract for workstations, servers, and related hardware to cover annual procurements in excess of \$5 Million dollars per year.
- Redesigned the Help Desk Standard Operating Procedures as a segmented Operations Manual to include policies, procedures, workflows and customer facing support documents.
- Developed an annual desk side support customer satisfaction survey. Results of the survey are used as part of the staff evaluation process and to identify potential problem areas in service delivery.
- Reviewed the staff evaluation process and implemented a standardized and documented means for Engineers and desk side technicians to consistently and fairly evaluate individual performance.

Prince William County Government, Prince William, VA

Communications & Infrastructure Division Chief

April 2008-January 2014

- Oversight of all division activities and budgets for the following functional groups; Network Engineering, Telecommunications, Systems Engineering, Datacenter Operations, Seat Management, Technical Training, and Radio Engineering.
- Instituted comprehensive staff training plans and performance based evaluations, staff development regimen, a strategic program and project development committee, IT Services Manual, documentation framework, and extensive policy and procedure manual.
- Act as Information Technology representative for county wide collaborative efforts, including electronic security, service and connectivity, change management, technical planning, strategic development, emergency management, continuity of operations planning, internal financial and management controls, and policy development.
- Establish, control, and monitor numerous vendor and consultant engagements in support of the technical systems used by every agency within the county government.
- Serve as Prince William County's liaison for the National Capital Region Interoperability Program (NCRIP) to develop interoperable solutions between jurisdictions using fiber and microwave interconnects.
- Program Manager for the IT Emergency Operations Plan, including Continuity of Operations and Disaster Recovery Planning.
- Perform annual development and review of the Department of Information Technology's (DoIT) proposed design and budget for all Prince William County Capital Improvement Projects (CIP).

- Manage the Information Technology Infrastructure Program to include integration of 5-7 year technical development plans for Network Engineering, Telecommunications, Systems Engineering, Datacenter Operations, and Radio Engineering.
- Act as senior management member of various IT specific steering committees, including Internal Controls, Continuous Quality Control training development, Project Management, Change Management, and Process Engineering.
- Teach data gathering and analysis for Continuous Quality Improvement program, focusing on process engineering.
- Teach principles of organizational leadership for the International Public Safety Leadership & Ethics program.

Prince William County Government, Prince William, VA

Network Engineering Group Manager

June 2005-April 2008

- Perform annual development and review of the Office of Information Technology's (OIT) proposed design and budget for all Prince William County Capital Improvement Projects (CIP) involving voice and data services. Act as liaison between OIT and all County agencies for the CIP process.
- Serve as Prince William County's liaison for the National Capital Region Interoperability Program (NCRIP) to develop interoperable solutions between jurisdictions using fiber and microwave interconnects.
- Manage the design, implementation and support of all PWC sites using ATM, ISDN, Frame Relay, VPN, Point-to-Point WAN services, Gig-Ethernet, SONET, xWDM, VoIP and TDM voice service via Nortel data & PBX systems.
- Function as part of the core electronic security team for PWC to assist the Information Security Office and HIPAA Officer in risk assessment and management. This includes policy review & enforcement, infrastructure oversight, and vulnerability identification and remediation.
- Infrastructure Management Division liaison to the PWC Public Safety departments (Police, Fire & Rescue, and Emergency Management) for the purpose of resolving issues and aiding in the strategic planning process.
- Monitor all expenditures for Network Engineering department, including training, resources, salaries, hardware, software and contractual agreements. This involves 4 separate budgets totaling in excess of \$2.5 million.
- Manage Telecommunications Technicians, County Switchboard Operators, and Network Engineers in support of 3500+ users dispersed over 90 geographically disparate facilities.

Prince William County Government, Prince William, VA

Network Engineering Supervisor

April 2004-June 2005

- Created a cross divisional team to routinely review the network infrastructure and to perform strategic planning of future design requirements to enable projected application requirements and business objectives.
- Function as a part of the I-Net development team to convert the entire Prince William County network to a SONET topology. This includes the redesign of the sub-netting schema, determination and purchase of necessary hardware, implementation planning, cross-departmental collaboration, and coordination with the vendor to install fiber to all targeted county sites.
- Project Lead on the design and implementation of the Prince William County Network Operations Center, including resource and needs analysis, technical and procedural design, staff skill augmentation, and project planning.
- Supervise a team of network engineers and analysts to provide 24x7 support of county wide critical infrastructure systems and the public safety sector.
- Office of Information Technology (OIT) liaison for satellite Internet, VPN, and system support of the Prince William County Police Department's Mobile Command Center.
- Assign and manage the completion of all helpdesk requests and problems requiring Network Engineering involvement.
- Manage Network Engineering's continual documentation effort to compile and maintain a library of design data on existing systems for strategic planning as well as to comply with internal and external audit requirements.
- Created a regular departmental strategic planning process to allow omni-directional communication throughout the Network Engineering department in order to improve cross boundary operability and staff performance within a Lichert System 3-4 environment.
- Developed long term, technical and soft skill training plans for Network Engineering and 24x7 Network Operations Center Staff.

Washington Group International Infrastructure Services (formerly Raytheon Infrastructure), Arlington, VA

Manager of Information Systems

May 2000-November 2003

- Technical Lead on corporate-wide firewall project to secure all external connections (i.e., laptop, remote site or home desktop PCs) entering company intranet via VPN concentrator and remote-access dial-up.
- Managed and controlled the planning, purchasing and implementation off all IS issues for the Washington Infrastructure DC-metropolitan-area offices and personnel.
- Planned and implemented the LAN integration into corporate WAN using VPN, dedicated T-1, ATM, and Frame Relay.

- Provided technical support, training, network design and testing of all hardware and software for DC regional staff.
- Created design criteria and methodologies for integrated LAN and remote systems. Included base-lining and tracking budget data and personnel resources to meet system scalability deadlines.
- Initiated various security procedures, including VPN, Firewalls and Domain Authentication, to protect sensitive information and safeguard all layers within the Washington Infrastructure computer system.
- Managed Operations and Maintenance team controlling a Windows NT/2000 400 user network and Voice-Over-IP phone system supporting a consortium of five firms (Washington Group International, Booz-Allen Hamilton, Parsons Transportation Group, Parsons Brinkerhoff, and DMJM) while ensuring system security, scalability, and reliability.
- Increased departmental response time to customer-reported problems by 50% by implementing an integrated helpdesk system to categorize, prioritize and assign all tasks.
- Improved asset tracking and budget analysis procedures by creating and implementing a database tracking system which compiled staff utilization information, system design specifications and existing system maintenance requirements to create a comprehensive analysis of the IT department's current operation and future needs.
- Simultaneously managed two separate IT departments for Washington Group International and for a consortium of five firms while overseeing all aspects of IT strategic planning and development.
- Managed DBE IT staff within a multi-organizational environment to achieve an immediate-response philosophy to any and all hardware and software needs proposed by clients.
- Aided in the integration of IT disciplines (including security, remote access, data storage, data recovery and warehousing, telecom, internet and software integration.) to form a seamless corporate infrastructure bridging multiple organizations and projects while meeting all technical and organization requirements as set forth by the consortium member firms.
- Managed the consolidation of multiple organization resources while working within the security and budgetary constraints of each organization. Fully developed all available personnel and resources to enhance staff interoperability and functionality across organizational boundaries.
- Served on a separate initiative as **Director of Information Technology** for Dulles Transit Partners on the Preliminary Engineering Phase & Bid Process for Dulles Corridor Rapid Transit Project from June-November 2003 and had the following duties:
 - Project is a Joint Venture Entity involving Washington Group International (Prime), Bechtel, and West*Group.
 - Managed the technical design and policy creation for the build and maintenance operations of the Dulles Transit Partners (DTP) project office to accommodate the preliminary engineering phase through design/build and project completion in approximately 2015.
 - Managed all security systems between office LAN and WAN and the Internet, including policy development, protocols, documentation, network design, and network and desktop operating system security patch control.
 - Developed policies and procedures for all aspects of the project office, including safety, asset tracking, asset disposition, security, LAN/WAN usage, disaster recovery and intrusion response.
 - Managed \$2.5+ million budget for all IT portions of the office including future development, telephony, PBX, hardware and software assets, network infrastructure, staffing, staff development, physical security and maintenance contracts.

Jackson & Tull, Chartered Engineers (Contracted to Raytheon Infrastructure), Washington, DC
Network Administrator & Control Configuration Coordinator **December 1998-May 2000**

- Increased LAN uptime percentage from 64% to 99.99% through proactive programs redesigning hardware and software aspects of the network while involving employee feedback mechanisms to enhance usability.
- Upgraded all desktops, laptops, servers and LAN equipment from 10Mbps Token Ring network running Windows 3.1 clients and Novel Netware 3.6 servers to 100Mbps Ethernet LAN running a Novell Netware 5 and Windows 2000 server bank with Windows 2000 clients
- Led Year 2000 Compliance upgrade and stabilization effort. Implemented disaster recovery protocols, tested all hardware and software systems and fulfilled all corporate statutes for compliance to the Federal guidelines.
- Coordinated and tracked ADA compliance issues for DC regional projects and offices.
- Instigated site documentation protocols for all IT related equipment, purchasing, usage and dissolution.

Nuclear Energy Institute, Washington, DC
Web Master **March 1998-December 1998**

- Implemented risk-control theory procedures concerning the communication of issues faced by the nuclear energy industry and other high profile, high-risk endeavors.
- Developed long-term strategies for disseminating corporate information to public (www.nei.org), member and Intranet environments. Separately organized three distinct programs encompassing all divisions of the organization, each consisting of multiple, simultaneous projects.

- Initiated employee programs to improve performance by enhancing employee involvement and capabilities.

Superior Design (Contracted to MCI), Vienna, VA

Web Designer

August 1997-March 1998

- Streamlined and organized internal Internet communications procedures for MCI. This included overseeing the implementation of numerous ancillary Internet sites.
- Monitored all content on www.mci.com and secondary sites for federal disclosure compliance.
- Reviewed all source code prior to activation and made changes as needed.