

Ms. Mangan has 20+ years of experience in information technology including project management, technology division management, hands-on development, and consulting. With a lifelong interest in the public sector, Ms. Mangan combines strategic insight, technical aptitude, and down-to-earth tactics to improve the operations of state and local government.

SPECIALTIES

Strategic Planning
Project Management
Enterprise GIS Design
Data Design and Analysis
Business Process Re-Engineering

PROFESSIONAL EXPERIENCE

- Management consultant as owner of Even Keel Strategies, Inc. and President of the joint venture W4Sight, LLC. Strategic planning, project management, and GIS strategy services are provided to clients in state and local government, education, and the non-profit sector.
- Deputy CIO and GIS Director for the City of Chicago. Implemented an enterprise GIS focus through the development of a strategic plan, assessment of cross department needs, and implementation of user friendly geospatial applications based on sophisticated data models and web services. Advised the city departments of transportation, streets and sanitation, fleet, and electricity within the City of Chicago on strategic use of technology.
- Co-founder and eGovernment Practice Manager for Chicago Systems Group. Developed and managed public sector accounts, established methodology standards for strategic planning projects, and led the development of strategic technology plans for government clients.
- Senior Consultant with Computer Sciences Corporation, leading engagements as part of the Public Sector practice. Ms. Mangan was part of a nationwide Delivery Assurance Review that assessed the performance of consulting engagements throughout the corporation and trained consultants in project management.
- With IBM Consulting, Ms. Mangan traveled extensively to Kuwait and Paris as the primary designer for a multi-country procurement system. Ms. Mangan also led a team of 40 consultants in the implementation of a customer information system for a large public utility.

WORK HISTORY

- 2009 – Present W^ASight, LLC
- 2007 – Present Even Keel Strategies, Inc.
- 2002 - 2007 City of Chicago
- 1997 – 2001 Chicago Systems Group
- 1995 – 1997 Computer Sciences Corporation
- 1987 – 1996 IBM Corporation

CERTIFICATIONS & AFFILIATIONS

- Project Management Professional (PMP) from PMI
- 2006 Alumna, Leadership Illinois
- Illinois GIS Association (ILGISA)
- American Society for the Advancement of Project Management (ASAPM)
- Member, Illinois GIS Strategic Planning Committee
- WBE Certifications with the City of Chicago, State of Illinois, and Women's Business Enterprise National Council
- Member, US Women's Chamber of Commerce

EDUCATION & TRAINING

- 1994, MBA, Kellogg School of Management, Northwestern University. Concentration in Public Sector Management.
- 1986, BSCS (Computer Science), Purdue University
- Trainer, Project Management Courses for Computer Sciences Corporation
- Trainer and Author of PMP Certification Course

TECHNOLOGY EXPERIENCE

- *Professional Software:* MS Project, Project Workbench, Quickbooks, ArcMap / ArcEditor
- *Development Technologies:* SharePoint Designer, Dreamweaver
- *Database:* SQL Query Language, SQL Server, PL/SQL, MS Access, XML
- *Technology Management of:* Java and .Net Web Development, ArcIMS and ArcServer Development, SOA Development, Custom Application Development, System Integrations

PROJECT HIGHLIGHTS

Tribune Media Services – Lineups Technology Review

Tribune Media Services is the primary source of television channel lineup and listings data in the United States. As technology has changed this product has received increased interest. Ms. Mangan was engaged to review the processes, databases, and systems used to support the product. Recommendations were made in the areas of data architecture, system design, workflow design, and product consolidation.

Emirate of Abu Dhabi – GeoMaturity Model & Assessment

Abu Dhabi has established a central data clearinghouse and Spatial Data Infrastructure (SDI) to support and advance the use of GIS throughout its government agencies. Ms. Mangan was engaged to adopt the GeoMaturity Model she had authored to allow detailed assessments of GIS use within each agency. A detailed database of indicators and targets was established to support objective and comparable assessments. Ms. Mangan assessed thirty two individual agencies and provided an overall assessment report that identified trends and support needs from the central SDI.

Illinois Emergency Management Agency – GIS Strategic Plan

IEMA had a need to improve its use of Geographical Information Systems Technology to provide an overall common operating picture for its stakeholders. While the agency owned a variety of GIS tools, it needed an approach to better integrate spatial data with response operations.

Ms. Mangan conducted interviews and observed workflows from every bureau in the agency, and with a number of external stakeholder state agencies. A detailed strategic plan was developed that defined goals and initiatives in the areas of data governance, workflow integration, staff organization, applications and services, and technical architecture. A detailed plan for sequencing initiatives was also included, and IEMA has begun to implement the initial stage.

Chicago Public Schools – Federal NSLP Claims Automation

The National School Lunch Program (NSLP) reimburses the Chicago Public Schools for approximately 80% of the costs of meals provided. This is a significant source of funding for the district. The process of submitting and managing claims had been managed by one person using a complicated spreadsheet. The situation was high risk, and could not provide analysis of claims data over time.

Ms. Mangan reviewed the existing process and supporting data and designed and implemented a new approach that integrated existing systems into a reporting database that would support claims submissions, statistical analysis, and performance management reporting.

Ounce of Prevention Fund – Educare Budget Analysis

This non-profit agency supports early childhood development centers across the country. It needed a way to compare, aggregate, and model budgets from the Educare Centers to educate and benchmark center management. Ms. Mangan reviewed the existing approach and designed and implemented a new database driven strategy.

Illinois Geographic Council – GIS Strategic Plan

The Illinois GIS Initiative was a statewide effort of GIS stakeholders in government, non-profit, and private industry to develop a strategy for better coordination and collaboration of GIS data throughout the State of Illinois. The initiative was formed upon the award of a strategic planning grant from the National States Geographic Information Council (NSGIC).

Ms. Mangan served as a pro-bono member of the IL Strategic Planning committee, lending its experience in both GIS and Strategic Planning. As a result of her contributions, she was contracted to pull together the final strategic plan that was submitted to the NSGIC. The State of Illinois has responded to the strategic plan by naming a new statewide GIS coordinator and endorsing the findings of the strategic plan. Implementation of action items is ongoing.

Chicago Public Schools – Free & Reduced Meal Program

Ms. Mangan was engaged by CPS to evaluate the feasibility of a plan to centralize the processing of 400,000+ student-based applications for the National School Lunch Program (NSLP) within the central office. After a review of the current process, best practices in other states, and enabling legislation, Ms. Mangan proposed and implemented an alternate strategy that would eliminate the processing of at least 50% of the applications. Due to the high percentage of students receiving food stamps, which automatically qualify for free meals, CPS was able to pre-qualify students identified as food stamp recipients by the IL Dept of Human Services.

Chicago Public Schools – Union Bid Management

The Nutrition Services Division of Chicago Public School District employs over 4000 union employees in district-wide lunchrooms. Terms of the union contract allow employees to bid for open positions four times each year. Ms. Mangan reviewed the labor-intensive workflow that supported this operation. Recommendations were made and implemented to streamline procedures and implement an integrated system to better track bids and generate notices.

City of Chicago -- GPS Asset Tracking

Led the strategy and design for the City of Chicago's GPS Tracking system. The application tracked positions of over 4000 vehicles and cell phones at a frequency of 30 second updates. Ms. Mangan led a multi-department evaluation committee to define requirements and evaluate demonstration projects. She was responsible for contract management, coordination of device installations, and the implementation of a customized internal application that could be integrated with enterprise data. Ms. Mangan designed the flexible underlying data model that could be used to track any mobile asset and designed an algorithm for reverse geocoding of high volume GPS points. The user interface contained an interactive map to view assets, sophisticated query and filtering capabilities, and integration with the City's work-order and right-of-way permit systems.

City of Chicago – GIS Strategic Plan

As Deputy CIO for GIS at the City of Chicago she published the first GIS Strategic Plan for the city and led her peers in developing a strategic plan for the Department of Innovation and Technology.

PROJECT HIGHLIGHTS (CONTINUED)

City of Chicago – 311 / GIS Dispatching

When the Chicago Department of Transportation wanted to implement routing of their field crews, Molly Mangan reviewed the manual dispatching process, crew organizations, and work order information. She also visited the dispatch trailers where the crews were coordinated using handwritten forms.

This analysis led to the development of 311/GIS Dispatch Maps along with the integration of 311 work orders with the GPS system. This application significantly improved the productivity of pot hole crews and was adapted for other crews in CDOT, Streets and Sanitation, and Fleet. *The architecture and resulting applications won an award from the Public Technology Institute.*

City of Chicago – Geodatabase Design

As GIS Director for the City of Chicago, Ms. Mangan defined sophisticated data models to maintain GIS base information while integrating the data with enterprise systems. Ms. Mangan has developed models for street centerlines and transportation, structures, electricity, addressing, and GPS tracking.

City of Chicago – Zoological Disease Tracker

Ms. Mangan designed and managed the development of a GIS based disease tracking application. The application was initially used to track West Nile Virus, but was designed to be able to track any animal-borne disease.

City of Chicago Bureau of Electricity – GIS Strategy

Reviewed the needs of the municipal agency responsible for the street and traffic light electrical infrastructure. Worked with BoE engineers to define a comprehensive geodatabase design along with a suite of tools that used business rules to rapidly digitize street data. This project started with the geo-referencing of existing CAD drawings for inclusion with an underground utility interactive mapping website.

City of Chicago Bureau of Forestry – CityWorks Integration

Assisted the Bureau of Forestry in developing a geodatabase design and editor tool suite to maintain the location, attribute, and activity history associated with tree maintenance. The geodatabase was integrated with Azteca's CityWorks application to track work-orders for planting, trimming, and removal.

City of Chicago – Zoning Case Management

While at the City of Chicago, Ms. Mangan worked with the Zoning department to review their workflow from the point of application submittal through ordinance completion. Ms. Mangan documented the workflow, defined requirements for case management and GIS editing tools, and managed a technical team to deliver the Zoning Case Manager application.

Clerk of the Circuit Court – Strategic Technology Plan

While a consultant for Chicago Systems Group, Molly Mangan created a Strategic Technology Plan for the Clerk of the Circuit Court of Cook County. This plan documented existing applications, databases, and platforms, and evaluated their functions and limitations. The plan included a review of court technology trends. It presented a detailed five year phased plan for the upgrading of the Circuit Court Clerk's technology infrastructure and capability.

IL Department of Employment Security – Strategic Plan

Molly Mangan led a strategic planning project for the Illinois Dept of Employment Security. It involved redefining the mission of the agency to focus on job placement. This project required analysis of existing processes and staff roles and development of roles, procedures, and supporting applications to support one-stop centers. As part of the project Ms. Mangan traveled throughout the state to conduct over 50 interviews of IDES staff, job seekers, and employers. These interviews were conducted before and after a broader survey of over 500 people in these three categories. A review of one-stop career centers in other states was also conducted to inform the Illinois approach. Ms. Mangan led a series of five workshops with IDES management to define mission, objectives, and strategic initiatives to deploy the new centers. The implemented plan transformed the roles and services delivered at the former unemployment centers.

IL Criminal Justice Information Agency – Grant Management

Ms. Mangan led the workflow analysis and requirements definition for a Grant Management System. The agency relied on grants for funding of most of its operations, and needed better processes for both applying for grants, and accounting compliance for the awarded grants. ICJIA was also a source of grants to justice technology initiatives, and so needed to track outgoing grants as well.

Clerk of the Circuit Court – Child Support Integration System

Managed a project that implemented a child support monitoring system from another county into Cook County. Managed the development of an interface with a new Illinois disbursement unit that assumed responsibility for check writing throughout the state. Cook County was the first county to successfully interface, and the only County to meet the federal deadline for doing so.

IL Department on Aging – Strategic Technology Plan

Led the analysis of existing systems, database, servers, and workflow processes to develop a multi-year plan of priorities for automation and streamlining.

BCBSA – ERP Package Evaluation

Conducted an ERP package evaluation for the Blue Cross Blue Shield Association. The project entailed gathering requirements, defining evaluation criteria, managing the vendor responses and demonstrations, verifying product references and supporting the client in their decision process.

NIPSCO – Customer Information System

Project Development Manager for the system test phase of a client/server Customer Information System for a major utility company. Responsible for controlling scope, managing cost, and directing the activities of 45 project members. Previously, Development Team Leader of 15 developers building online financial functions of the Customer Information System.

Kuwait – Multi-country Procurement System

System designer of a military procurement system for the military of Kuwait and its embassies. Traveled extensively to Kuwait and Paris to participate in design workshops with representatives of each military branch.