

## Executive Briefing Series Supporting High Performance Government: Leading Large Scale Change

*"Finding New Solutions: Using and Managing Technology to Improve Local Government Services"*

*October 13, 2009*

### Biographies

#### **Kamal Bherwani**

#### **Chief Information Officer of Health and Human Services and Executive Director of HHS-Connect**

Kamal Bherwani is a proven C-level change agent whose vision and strategic leadership have transformed organizations and inspired teams in both the public and private sectors. His career in technology spans over 22 years in the fields of finance (private equity/M&A), media, energy, public health, social services, construction, housing, and marketing. He has served as Chief Information Officer of multi-billion dollar enterprises, and as a member of the Board of non-profit, technology, and investment organizations.

In December 2007, the City of New York published the "HHS-Connect Roadmap," an ambitious strategic plan for integrated health and human services. In this roadmap, the HHS agencies have committed to the following unified vision: "To break information silos through the use of modernized technology and coordinated agency practices to more efficiently and effectively provide health and human services to New Yorkers." In January 2008, Mr. Bherwani was selected to be Chief Information Officer for Health and Human Services and Executive Director of HHS-Connect for the City of New York due to his rich experience leading transformative projects which assist organizations in achieving their highest goals.

Prior to joining the Office of the Deputy Mayor for Health and Human Services, Mr. Bherwani was the Chief Information Officer and Associate Commissioner for the NYC Department of Health & Mental Hygiene (NYC DOHMH). During his tenure as CIO for NYC DOHMH, Mr. Bherwani executed many successful IT strategies and initiatives that centralized IT infrastructure, introduced IT governance, significantly enhanced technology functionality agency-wide and improved the overall delivery of IT as a service.

Mr. Bherwani has a long history as an IT innovator. In the private sector, he has been the CEO and Chairman of Relativity Development (a global technology investment firm), the CEO and Chairman of ResponseLogic Inc, an online marketing firm, and the global CIO of Bidas Corporation (a global energy exploration and production firm). In the public sector, he has been the CIO of three New York City agencies: NYC DOHMH, the Department of Design and Construction (DDC), and the Department of Housing Preservation and Development (HPD).

**Paul J. Cosgrave**  
**Commissioner, Department of Information Technology and Telecommunications**

Paul J. Cosgrave was appointed Commissioner of the Department of Information Technology and Telecommunications (DoITT) by Mayor Michael R. Bloomberg on June 14, 2006. Throughout his more than 30 years of experience in both the public and private sectors, Commissioner Cosgrave has devoted his career to using the power of technology to make people and the organizations they serve more effective. At DoITT, Commissioner Cosgrave is committed to ensuring that City services are transparent, accountable and accessible to all New Yorkers.

Among his initial accomplishments are creation of a Citywide IT Strategic Direction, to better enable government technology to meet the needs of the City's residents, businesses, visitors and employees; and launch of the New York City Wireless Network (NYCWiN), which represents an historic enhancement to public safety communications by enabling data transfer rates 50 times faster than before. NYCWiN will give the City's emergency responders high-speed data access to support large file transfers, fingerprints, mug shots, city maps, and full-motion, streaming video. The network will also support a host of other public service applications that will provide a significant improvement over existing technologies.

Commissioner Cosgrave has also been instrumental in the launch of ACCESS NYC, an online resource providing New Yorkers a single point-of-entry for human service benefit programs. ACCESS NYC takes a transformative, client-centered approach to explaining the many services offered, and allows residents to pre-screen, anonymously if they prefer, for their eligibility for programs offered by more than 20 different City, state and federal programs-in any of seven different languages.

Prior to his appointment, Commissioner Cosgrave served as the Executive Vice President for Crown Consulting, Inc., where he directed an Enterprise Architecture team to design the overall structure of the Next Generation Air Transportation System for the Federal Aviation Administration. From 1998 to 2001, he served as Chief Information Officer at the Internal Revenue Service (IRS), an organization with an annual budget of \$1.6 billion and a staff of 7,900, where he led a major restructuring and centralization of information systems.

During his tenure at the IRS, Commissioner Cosgrave also facilitated one of the largest Y2K conversions, and worked on designing a multi-billion dollar strategic modernization program aimed at improving core processing capabilities, streamlining operations, and introducing e-commerce services to taxpayers. Prior to joining the IRS, Commissioner Cosgrave was the Chairman, President and CEO of the Claremont Technology Group, a start-up IT Company that he took public in 1996. Commissioner Cosgrave has served as Executive Board member for the Information Technology Association of America.

Commissioner Cosgrave earned an MS and BS in Industrial Engineering from the Rensselaer Polytechnic Institute. He is a native New Yorker, born in Flushing, Queens, and is the father of three grown children. He currently resides in lower Manhattan.

**Marilyn King-Festa**  
**Deputy Commissioner, Department of Buildings**

Marilyn King-Festa has over forty years of experience in technology and operational implementations for consulting, public, and corporate organizations. As the Deputy Commissioner for Operations, King-Festa is responsible for providing crucial technology and budgetary information services, strategic planning and program management services, and operational leadership to Department of Buildings employees, buildings trades people, legislative bodies, and public safety organizations.

King-Festa joined the Department of Buildings in July 2004 as CIO, overseeing the Agency's IT organization, as well as Budget and Fiscal Operations, In July of 2006, King-Festa was given the additional responsibility of overseeing the agency's Office of Strategic Planning, which is charged with the project management and implementation of the Department's 2006 – 2009 Strategic Plan.

In June of 2008, Ms. King-Festa assumed leadership of the Central Inspections, Engineering and Safety Operations, and Engineering and Emergency Operations Units responsible for furthering the safe and lawful use of over 975,000 buildings and properties in New York City. For this new and expanded role, Ms. King-Festa assumed leadership of approximately 375 engineering, inspectorial, and administrative staff. Responsible for ensuring building code and zoning compliance, these new units perform city-wide oversight of cranes and derricks, elevators, boilers, amusement rides, high-rise buildings, demolitions, excavations, scaffolds, sidewalk sheds, emergency and after hours response, forensic engineering, unsafe buildings, vacates, emergency declarations, facades, and minor plumbing work.

Prior to joining the Department of Buildings, King-Festa was the Assistant Executive Director of Technical Systems at the New York City Financial Information Systems Agency (FISA) (1998 – 2004), where she worked to streamline the technical infrastructure, implement City-wide software systems, and standardize the software development life cycle. Prior to serving the City at FISA, King-Festa was a Senior Consulting Architect, developing and implementing technical architectures, enterprise application systems, litigation support systems, and bringing IT and management best practices to many public and private organizations.

King-Festa received her Bachelor of Science degree in Mathematics and Computer Science from the University of Houston in Texas (1970).

#### **Marilyn McMillan**

##### **Vice President for IT and Chief Information Technology Officer, New York University**

Marilyn McMillan joined the University in 1998 and is now Associate Provost and Chief Information Technology Officer. She leads the delivery and evolution of University-wide services, infrastructure, policies, and plans for information technology and related services. Her responsibilities include leadership of NYU Information Technology Services (ITS), coordination with providers of IT-related services in schools and departments, and facilitation of planning and policy development for information technology.

Before NYU, she held numerous IT Leadership roles at MIT and subsequently at Stanford, with earlier IT experience in government and private industry.

McMillan is a graduate of Douglass College at Rutgers University in political science, with graduate work at Virginia Tech. and Boston University. She is a doctoral candidate at the University of Pennsylvania.

#### **Kenneth Mekeel**

##### **Inspector, New York City Police Department Commanding Officer, Real Time Crime Center**

Kenneth Mekeel is Commanding Officer of NYPD's Real Time Crime Center. The center uses an extensive database and technology to provide the city's police force with immediate and comprehensive information on crimes and crime patterns.

Inspector Kenneth G Mekeel was appointed to the New York City Police Department in November 1979 and began his career on patrol assigned to the 75 Precinct in East New York, Brooklyn. He was promoted to Sergeant in April 1984, Lieutenant in June 1989, Captain in March 1996, Deputy Inspector in May 2002 and Inspector in December 2007. He served in the 9, 75 and 102 Precincts, the Citywide Street Crime Unit, the

Harbor Unit /Scuba Team, Applicant Investigations Unit, Detective Borough Queens, the Chief of Detectives Office and the Real Time Crime Center (RTCC).

Currently the Commanding Officer of the Police Commissioner's Real Time Crime Center, Inspector Mekeel has also commanded the 102 Precinct, the Detective Bureau's Queens Major Crimes, the Chief of Detectives Counter Terrorism & Training Unit, and served as a Zone Commander of Detective Borough Queens. He has also served as Executive Officer of the 107 Precinct.

Inspector Mekeel holds a Bachelor's Degree in Psychology and Sociology from the State University of New York, at Oneonta. He is a member of the American Academy for Professional Law Enforcement and former Eastern Regional Director for the International Homicide Investigators Association. He is a current New York State Emergency Technician, Suffolk County Firefighter 1 and O.S.H.A. Certified Hazardous Material Technician.