The MIT 2007 Information Quality Industry Symposium

Cambridge, Massachusetts, USA

Proceedings of the MIT 2007 Information Quality Industry Symposium

MITIQ Symposium
Contributor Biographies

Anne Marie Smith, Director of Education and Principal Consultant with EWSolutions (http://www.ewsolutions.com) is a leading consultant in Information Management and is a frequent contributor to various IS publications. Anne Marie has over 20 years experience in information management for several corporate entities and has successfully led the development of data resource management departments within corporations and consulting organizations. Anne Marie serves on the board of directors of DAMA International (http://www.dama.org). She has been an instructor of Management Information Systems (MIS) with Philadelphia, PA area colleges and universities.
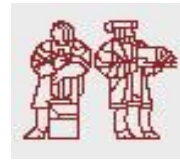
Anne Marie has taught topics such as: data stewardship and governance, data warehousing, business requirements gathering and analysis, metadata management and metadata strategy, information systems and data warehouse project management.

Anne Marie's areas of consulting expertise include metadata management including data stewardship and governance, information systems planning, systems analysis and design, project management, data warehouse systems assessment and development, information systems process improvement and information resource management/data resource management.

Anne Marie holds the degrees Bachelor of Arts and a Master's of Business Administration in Management Information Systems from La Salle University; she has earned a PhD in MIS at Northcentral University. She is a certified logical data and process modeler and holds project management certification. Anne Marie can be reached at amsmith@ewsolutions.com

Biography for Bill McMullen

William (Bill) McMullen received a BS in Mathematics and Applied Science in 1966 from the University of Mississippi and, in subsequent years, conducted studies in Numerical Analysis at the University of Tennessee. He is an Information Systems Engineer for MITRE's organization focused on engineering enterprise information systems for Warfighter Integration. He is a certified Enterprise Architect, holding a DoDAF Enterprise Architect Certification earned through the FEAC Institute. Bill is responsible for enterprise solutions across several military enterprise domains within the Air Force. His principal activities currently are enterprise integration efforts involving the Air Force Operations Support domain. Bill has been a Member of the ACM since 1967 and, similarly, a IEEE Computer Society Affiliate Member. He was a member of the IEEE standards working groups for the System Architecture Description standard and also for the IDEFObject standard for conceptual modeling and was the chair of the ASTM standards subcommittee on Modeling for Health Informatics.

The MIT Information Quality Industry Symposium, 2007

Brigitte Laboisse – A.I.D.
A European "Accord" : Mesure de la qualité des données CRM

- Associate Director - Technical Director

  On completion of her Computer Engineering Diploma and a DEA in statistics, Brigitte Laboisse began her career as an analyst. She created UNIX based systems including statistical databases and a Garbage Collector system. She became an independent Consultant from 1986 to 1991, working on databases for France Telecom and for a group of financial advisors. As A.I.D. 's Technical Director since 1991, she has set up Marketing Database for Microsoft, Fedex, HP, Mercedes. Brigitte leads A.I.D. quality procedures, determines computing methods and develops new tools, focussing on data enrichment.

Bruce N. Davidson, Ph.D., M.P.H., M.Pl.

Bruce Davidson is Director of the Resource and Outcomes Management Department for the Cedars-Sinai Health System, a position he has held since March 1996. Currently, he is also an Adjunct Assistant Professor in the Health Services Department at the UCLA School of Public Health, where he teaches the Quality Improvement Course for the Executive Masters Program. Dr. Davidson has more than 25 years of experience in health services delivery and evaluation, with hands-on experience in leading, supporting, and evaluating patient care process improvement initiatives, as well as the delivery of patient care services in both inpatient and outpatient settings. In his present position, he is responsible for supporting the development and implementation of initiatives designed to promote cost-effective, high quality medical care. He has published articles in the areas of medical treatment effectiveness, decision-making in health care, and measurement for quality improvement, with a recent focus on information management. He serves on the Board of Directors for the annual MIT International Conference on Information Quality, and is also the Chair of the Committee on Health Services Research in the Medical Care Section of the American Public Health Association. Dr. Davidson holds a Ph.D. in Health Services Research from the UCLA School of Public Health and was a Pew Health Policy Fellow at the RAND/UCLA Center for Health Policy Study. He also holds a Master's degree in Public Health from UCLA with an emphasis in Population and Family Health, and a Master's degree in Urban Planning from USC with an emphasis in Social Policy and Planning Methodology. He received his B.S. from the Massachusetts Institute of Technology.

The MIT Information Quality Industry Symposium, 2007

Chapin Flynn – D & B
Data Quality at D&B:
A Best Practices Approach in Data Measurement and Management

- Chapin Flynn has been with D&B for 4 years and currently serves as the Leader of US Quality Assurance. Within his role, Chapin is responsible for continuously improving D&B's data to ensure outstanding customer experiences. During his tenure with D&B Chapin has also served as the Leader of D&B's fraud detection and prevention team, book publishing team, monitoring services team, and several others.

- Prior to assuming his current role at D&B, Chapin spent 7 years in Operations and Systems at Prudential Financial. While at Prudential Chapin held roles ranging from: Retirement Services Benefits Representative, to member of Prudential's Accelerated Leadership Development Program, to Systems Analyst, and even to call center Manager. Most recently, Chapin held the role of Director of Internal Consulting during which his primary focuses were operational expense control, implementation of best demonstrated practices, process redesign, system design and implementation, and implementation of rigorous financial controls.

PRESENTER: Charles Backus, Chief Technology Officer, Qbase, Inc.

Mr. Backus is Qbase's chief technologist and a founding partner. Prior to starting Qbase, Chuck served in increasingly responsible positions of management and leadership over 18 years at LexisNexis. Chuck's career began as a software engineer, building custom databases and ensuring system availability. He has led product development efforts for data-driven solutions across vertical industries, ranging from academic institutions to law firms to large federal agencies. Throughout his career, Chuck has worked closely with data and possesses deep experience in transforming data into information. His biggest successes started with focusing on data early; during development. This resulted in risk reductions while improving the probability for delivering solutions that could stand the test of time....and data.

Chris Michel – NCR/Teradata

Bio

Chris Michel was Teradata's Data Warehouse Architect for the GCSS-AF Data Services data warehouse from it beginning in 2000 through 2005. In 2006, he joined the Sales Team as a Solution Architect supporting all of DoD. He has been with NCR for 20 years, 4 years as a Data Analyst for the Enterprise Data Management Practice. He has over 35 years in the information technology industry and has been a Sr. Consultant for the Teradata division since 1996. Besides his recent experience with the USAF, he has worked on large commercial Data Warehouse implementations for such companies as Delta Airlines, Federal Express, and Columbia Health Care. He has a BA in Management and Masters in Conflict Resolution from the McGregor School of Antioch University and an Executive MBA from Wharton School of Business, University of Pennsylvania.

David Becker – The MITRE Corporation

David Becker is a Principal Information Systems Engineer with the MITRE Corporation. He works out of the Dayton, OH site at Wright-Patt AFB as chief architect of AFMC/ESC's 554 Electronic System's Group (554 ELSG). He is currently working on a number of projects in enterprise architecture, information quality, data strategy, and program acquisition. David has over 30 years of experience in software development and information technology. He has had a broad range of assignments including senior level information technology and business consulting, technical leadership and management, project management, product research & development, seminar and workshop development, college level computer science course development and instruction, industrial liaison, international standards development, systems administration, and systems analysis, design and implementation. David's particular areas of strength include business, application, data and technology architectures, systems thinking, project management, quality control, statistical process control, knowledge management, information search and retrieval, natural language processing, artificial intelligence, case-based reasoning, and tele-learning systems.

Bio

Eric Nelson – Consultant – Global Consulting Group: Customer Information Management Assessment

Eric Nelson is a Consultant within Acxiom's Global Consulting Group (AGCG), Customer Information Management (CIMA). Mr. Nelson holds a MS degree in Computer Science, and he is currently pursuing a MS degree in Information Quality. Mr. Nelson has worked at Acxiom for over three years. He is experienced in helping clients reach optimum business opportunities through the use of integrated database and software applications. He is skilled in analyzing the measurements of data and in determining solutions to ensure that the data quality remains at an acceptable level.
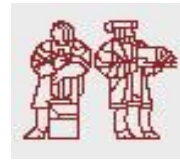
Mr. Nelson is skilled in software development: excising, cleansing, auditing, and packaging data. He is experienced in designing and writing code to produce an end product for business value. He understands the decisive importance between a strong structural design and data architecture and how the two will produce a successful implementation.

Fred Nannarone – DRC Corporation

Fred Nannarone has lived in a suburb of Dayton, Ohio since leaving active duty in the U.S. Air Force in 1986. Since then he has worked as a Defense Department contractor for DRC at Wright-Patterson Air Force Base working in logistics and supply systems. In 1993 he joined the Requirements Interface Process Improvement Team (RIPIT) (a.k.a. the 'dirty data' team) to cleanse data anomalies in USAF logistics systems, and has been the team lead since 1999. He has recently transitioned to a USAF team to transform current legacy system operations to an ERP environment. He's married with children and has been blessed with grandchildren.

The MIT Information Quality Industry Symposium, 2007
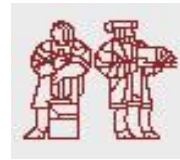
Joanne Branscum – Acxiom Corp.

- Joanne leads the Customer Information Management Consulting practice in Acxiom's Global Consulting Group. For the past five years Joanne has managed over 40 fortune 500 company projects spanning multiple verticals including Communication, Retail, Media, Travel and Entertainment, Insurance, Finance and Automotive. She leads a team of consultants whose responsibilities include solving clients data quality challenges through assessing and managing customers data quality and customer data integration.

- She joined Acxiom in November 2000 after sixteen years with Entergy Corporation where held various technical, financial and project management positions including Manager of Marketing and Customer Information.

- Joanne's education includes a Masters in Business Administration from the University of Arkansas at Little Rock, a Masters Certificate in project management from George Washington University and is PMI certified in project management.

Maj. Jocelyn G. Anderson, USAR – Data Quality Lead, U.S. Transportation Command

MAJ Jocelyn G. Anderson is in the United States Army Reserves – Quartermaster Corps-currently assigned to the United States Transportation Command (USTRANSCOM). She is the Architecture Logistics Manager and the J6 Data Quality Lead. She has previously been assigned to USTRANSCOM J3, United States Central Command (USCENTCOM) where she served as the action officer for CCJ5 policy in support of operations Enduring Freedom and Iraqi Freedom. She was also the Chief, Personnel support services branch, 108th Division (IT). MAJ Anderson has received many awards and decorations such as Army Commendation Medal/Army Achievement Medal/Army Good Conduct Medal/Army Reserve Components Achievement Medal/National Defense Service Medal (2)/Armed Forces Reserve Medal with "M" Device (2)/Army Service Ribbon/Army Reserve Components Overseas Training Ribbon/GWOT Medal/JSAM. MAJ Anderson has received MSIS (Electronic Materials) 1991, University of Texas El Paso, BS Met Engr, 1990, University of Texas El Paso/QM OBC 1991, NBC Ofc Course 1989, UMOC 1995, QM OAC 1997, CAS3 2000, CGSC Aug 2006.

The MIT Information Quality Industry Symposium, 2007

John Talburt – Acxiom Corp.

- Dr. John Talburt is Professor of Information Science and Acxiom Chair of Information Quality at the University of Arkansas at Little Rock (UALR) where he serves as the Graduate Coordinator for the Master of Science in Information Quality program.

- He also holds appointments as Executive Director of the UALR Laboratory for Advanced Research in Entity Resolution and Information Quality, Associate Director of the Acxiom Laboratory for Applied Research, and Co-Director of the MIT Information Quality Program's Working Group on Customer-Centric Information Quality Management.

- His current research is at the intersection of information quality and information integration, particularly the areas of entity resolution and entity identification. Prior to his appointment at UALR, he was a leader for research and develop and product innovation at Acxiom Corporation.

- Professor Talburt is an inventor for several patents related to customer data integration, and the author for numerous articles on information quality and entity resolution. He also serves as an Associate Editor for the newly created ACM Journal of Data and Information Quality. Professor Talburt can be reached at jrtalburt@ualr.edu.

Joseph D. Cassel, Jr. – Client Delivery Executive, EDS Corporation (Colonel, USMC, Ret.)

Joe Cassel served in the U.S. Marine Corps with capstone assignments as the Commander, Defense Logistics Information Service (DLIS) in Battle Creek, Michigan and as the Director of Logistics, First Marine Division, Camp Pendleton, California. His tenure at DLIS included successful organization changes, business process re-engineering, large enterprise information technology upgrades, new development in Defense Department-wide asset visibility and data quality efforts and national recognition for e-government and Teleworking initiatives. While at First Marine Division, he led logistics planning to include supply, transportation, maintenance, finance, and logistics IT systems for the global war on terror and the deployment, maintenance and logistics for operations in Iraq.

In addition to leadership assignments at every rank and deployed operations in Beirut, Lebanon (1983), Philippines evacuation (1991), Liberia (1993), Rwanda (1994), the Middle East (2000) he also did systems development work in maintenance management and wholesale inventory systems, initiated quality assurance for warehousing data, developed provisioning measures for new ground equipment, stood up and managed a huge desert logistics equipment training effort, and implemented bar code technology to simulate deployments. He was the recipient of unit campaign and expeditionary awards and 10 personal decorations culminating in the Defense Superior Service Medal.

Joe Cassel is National Defense University certified Federal CIO and a S.O.L.E Certified Professional Logistician. He earned a B.A. at West Chester State University, PA, a M.S. from the Naval Postgraduate School in Monterey, California as well as masters degrees in residence from both the Naval and Army War College. He and his family reside in central Pennsylvania where he is an executive with Electronic Data Systems (EDS), and can be reached at Joseph.Cassel@eds.com.

Larry P. English
President and Principal

Mr. English is an internationally recognized speaker, educator, author and consultant in information and knowledge management and information quality improvement. He also provides consulting and education in information stewardship, strategic information visioning, information technology evaluation, information resource management and data administration, data modeling and facilitation, and value-centric application development methods. Mr. English has developed the Total Quality data Management (TIQM®) methodology applying Kaizen® quality principles to information quality management. He chairs Information Quality Conferences around the world and he is a co-founder of the International Association of Information and Data Quality (IAIDQ).

Prior to founding INFORMATION IMPACT International, Inc. (www.infoimpact.com), Brentwood, TN, over nineteen years ago, Mr. English was Vice President of an international IRM consulting firm. Before that, he was manager of systems development and then for information management with a large publishing firm. Before positions as Senior Instructor for a computer manufacturer and Information Systems Training Coordinator for a major insurance firm, Mr. English began his career with Sears, Roebuck, and Co., as a programmer and systems analyst.
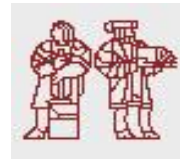
He was featured as one of the "21 Voices for the 21st Century" in the January, 2000 issue of *Quality Progress*. DAMA awarded him the 1998 "Individual Achievement Award" for his contributions to the field of information resource management. Mr. English has served as an Adjunct Associate Professor in computer science. He is a member of the American Society for Quality and is a former advisor for DAMA. He has also been an active member of various ANSI (American National Standards Institute) standards committees, and he is an editorial advisor for *DM Review*.

A magna cum laude graduate of Hardin-Simmons University, Mr. English holds a Masters Degree from the Southern Baptist Theological Seminary where he was a Luther Rice Scholar and a Garrett Fellow. He is listed in Outstanding Young Men in America and Who's Who Worldwide. He has provided consulting and educational services in more than 30 countries on five continents to such organizations as Aera Energy, Air Canada, American Express, Belgacom, Boeing, British Telecom, Coca-Cola Foods, Dow Chemical, Eastman Kodak, Eli Lilly, the FDIC, Hewlett-Packard, The Hartford, IBM, L. L. Bean, NTT DATA, Optical Fibres, Sprint, Telenor, Toyota Motor Sales, UNUM Life Insurance Co., the U.S. Navy, Western Health Alliance and Weyerhaeuser.

A frequent keynote speaker, Mr. English writes the monthly "Plain English about Information Quality" column for *DM Review,* and is the author of the highly acclaimed *Improving Data Warehouse and Business Information Quality*, also available in Japanese, and numerous articles for publications in the US and Europe.

Laura Sebastian-Coleman

Laura Sebastian-Coleman manages the Data Quality and End User Support teams for the Galaxy Data Warehouse at Ingenix, a subsidiary of UnitedHealth Group. She has been with Ingenix since 2003. During that time, she has implemented Galaxy's Data Quality Program, which includes automated collection of metric data and per load and quarterly reporting. In early 2006, she and her team launched the Galaxy Data Quality Community. Before joining Ingenix, she spent eight years in internal communications and information technology roles in the commercial insurance industry. She holds a Certificate in Information Quality from MIT, a B.A. in English and History from Franklin & Marshall College, and Ph.D. in English Literature from the University of Rochester (NY).

The MIT Information Quality Industry Symposium, 2007

Olivier COPPET – President of A.I.D. (Analyse Informatique des Données)

- Co founder and president of A.I.D. a company which specialises in CRM and data mining, part of Omnicom, the leading international communication group.

- Olivier (ISUP and post graduate degree from Paris V university) started his career as professor of statistics at the top French business school HEC. Originally A.I.D. focussed on statistical analysis before pioneering database marketing in 1987. A.I.D. currently provides database and datamining services for companies such as FEDEX, RENAULT, MERCEDES, HP, PMU (French bookmakers) in France and throughout Europe. CRM data analysis, campaign management and marketing performance measurement are frequent projects carried out by A.I.D.

PAUL M. LISELLA

Technology - ETL Application Development
Ingenix Employer Solutions

With 10 years of experience in the health care and health care technology fields, Paul's areas of expertise include the development of applications and processes to support the transformation and loading of terabytes of data, including automated job processing, dashboard monitoring, development of a data quality rule engines and the systematic application of data quality rules on processed data. In addition, Paul specializes in database design, database administration, and business analysis leveraging his combined understanding of health care and technology to build and support applications for clinical and economic health care analyses.

Prior to joining the Ingenix Employer Solutions in May of 1998, Paul completed an internship at The Connecticut Association for Human Services. He assisted in research that examined social policies that shaped welfare reform and health care.

Paul received a Bachelor of Arts in Sociology from the University of Connecticut. He has an Oracle Associate DBA Certification and credits toward his HIAA Managed Health Care Professional certification. He is also noted as an inventor for a web based ETL application that is currently under patent review by the US Patent and Trademark office.

Peter Benson - Executive Director, ECCMA

Mr. Peter Benson is the Executive Director and Chief Technical Officer of the Electronic Commerce Code Management Association (ECCMA).

Peter is an expert in distributed information systems, content encoding and master data quality management. He designed one of the very first commercial electronic mail software applications, WordStar Messenger and was granted a landmark British patent in 1992 covering the use of electronic mail systems to maintain distributed databases.

Peter designed and oversaw the development of a number of strategic distributed database management systems used extensively in the UK and US by the Public Relations and Media Industries. From 1994 to 1998, Peter served as the elected chairman of the American National Standards Institute Accredited Committee ANSI ASCX 12E, the Standards Committee responsible for the development and maintenance of EDI standard for product data.

Peter is known for the design, development and global promotion of the UNSPSC as an internationally recognized commodity classification and more recently for the design of the eOTD, an internationally recognized open technical dictionary based on the NATO codification system.

Peter is the Project Leader for ISO 22745 and ISO 8000 as well as the ISO TC184/SC4 Quality Committee convener. He is an expert in the development and maintenance of Master Data Quality as well as an internationally recognized proponent of Open Standards that he believes are critical to protect data assets from the applications used to create and manipulate them.

Peter Benson holds a French Baccalaureate in Mathematics and Physics, a bachelor's degree in Agriculture and a Master's degree in Marketing from London University. Peter has four children and lives in Pennsylvania. He can be reached at Peter.Benson@eccma.org.

Richard A. Hansen – Data Quality Chief, Defense Logistics Information Service

Rich. Hansen is the Chief of Data Quality for the Defense Logistics Information Service, Battle Creek, MI and responsible for the review of the DLIS managed systems using the DLIS developed data quality manual. They also review and correct data quality issues for the National Stock Numbers. Rich is retired Air Force with time spent at Myrtle Beach AFB, SC, Davis-Monthan AFB, Tucson, AZ and Michigan Air National Guard, Battle Creek, MI. In the Air Force he was a jet engine mechanic and instructor. During his military service he has received several awards and decorations such as the AF Achievement medal, National Defense Service Medal, and the AF Good Conduct Medal. Rich started with DLIS in 1998 and has been in Air Force cataloging and the training branch as an instructor. Rich has earned his Bachelors degree from Sienna Heights University in Public Service Administration in Aug 2003 and his Masters Degree from Spring Arbor University in Organizational Management in Feb 2006. He is currently pursing his PhD from Capella University in Business General with expected completion in 2008. He is married to Emily with two boys Rich Jr. 24 and James 22.

John P. Slone, Ph.D.

John P. "Skip" Slone is a Principal Systems Architect in Lockheed Martin's Enterprise Information Systems Chief Technology Office, where he is responsible for promoting and enabling the consistent practice of enterprise architecture within the Lockheed Martin Corporation. He has over 25 years experience in the IT industry, is an active participant in a number of industry and academic consortia and standards development organizations, and has spoken at a variety of industry and academic events. He holds a Ph.D. in Organization and Management from Capella University, as well as degrees in Computer Information Systems and Mathematics. Dr. Slone is also an Adjunct Professor at the Florida Institute of Technology.

ICIQ July 2007

Commander Stanley "Data" Dobbs, SC USN – Director, Aviation Supply Chain

Raised in Johnston, SC, Dobbs enlisted in the Navy in June 1983 to pursue a career in the Navy Nuclear Propulsion Program (NNPP) as an Electrical Reactor Plant Operator. After Basic Training in Great Lakes, Illinois and the NNPP training pipeline, Petty Officer Dobbs was assigned to staff duties at the Nuclear Power Training Unit, Ballston Spa, New York. He was selected for the Broadened Opportunity for Officer's Selection and Training program in which upon completion he attended the University of Memphis in the Enlisted Commissioning Program subsequently graduating with a degree in Electrical Engineering. Upon graduation, he was commissioned an Ensign and assigned as a guest lecturer at South Carolina State University under the Department of Energy and U.S. Navy Minority Science Improvement Program consortium, and then subsequently graduated from the Navy Supply Corps School in Athens, GA.

Dobbs reported to the ship USS HOLLAND (AS-32) in Charleston, South Carolina with an immediate overseas homeport assignment to Agana, Guam. He served as the Supply Quality Assurance, the Disbursing, the SUBSAT, and ROVSS/Customer Service Officer. With nearly a hundred WESTPAC submarine in/out chop upkeeps, he reported to the nuclear submarine USS SUNFISH (SSN-649) in Norfolk, VA as Supply Officer.

Dobbs was selected as a Navy Acquisition and Contracting Officers Intern at the Naval Sea Systems Command (NAVSEA) in Washington, DC and completed the affiliated program with the Darden School of Business at the University of VA. While at NAVSEA, he served within the AEGIS Weapons System, the Ship Overhauls and Repair, and the Foreign Military Sales divisions. Dobbs spearheaded one the agency's prototype paperless major acquisitions with a $110 million small business set-aside contract for Auxiliary Oiler ship repair and lifecycle support, and completed a Masters in Business Administration degree program. Dobbs was selected and reported to the Naval Postgraduate School (NPS) prestigious Operations Research Masters degree program in Monterey, CA. He was distinguished as the program's first African American Logistics Officer to complete the program on the 50th anniversary and his research thesis was recognized by the Monterey Peninsula School District for community contribution. At graduation, Dobbs was awarded the NPS Superior Service Award for unparallel community and entrepreneurial business relations to the Monterey Peninsula.

Dobbs served as the Deputy Director, Operation Research Department, the Program Manager, Information/Data Quality Engineering, and the Branch Head, E2/C2 Enterprise Resource Planning (ERP) Integrated Weapons System Team at the Naval Inventory Control Point (NAVICP), Philadelphia, PA. Dobbs was recognized as a pioneer in the engineer management field of Information/Data Quality through academic partnerships with noted intuitions as the Massachusetts Institute of Technology, California State University Berkeley, and Marist College. He founded the government's first Data

Integrity Management Center business unit model at NAVICP, a clearinghouse for innovative research and technology development for ERP systems and was a catalyst to the establishment of Society of Information Quality Professionals. He was recognized with a Silver Medal by the Federal Executive Board for his expertise in ERP deployment for Supply Chain Operations and Management, and has delivered numerous papers, lectures, and seminars to government and industry audiences internationally. For his leadership in public service, he was inducted into both the International and America Who's Who annually since 2001.

Dobbs reported to the aircraft carrier USS CARL VINSON (CVN-70) in Puget Sound, Washington for World Combat Deployment 2005 as the Assistant Supply Officer. During his tenure, VINSON was awarded the coveted Battle Efficiency Unit award, the Supply Blue E, and contributed significantly in both Operation Enduring and Iraqi Freedom battlefield support taskings. Additionally, Dobbs served as the command's senior Court Martial Officer and performed program management for a major offload to support a Nuclear Refueling Critical Overhaul. Additionally, Dobbs distinguished as a strategic planner on the Maritime Dominance development team for the Iraq War exit criteria strategy, and he developed and produced the first weekly-televised shipboard production, The CARL VINSON Idol Show, a CHINFO Award winner that was adopted by Navy Entertainment as the model for the Pentagon sponsored Military Idol troop morale enhancement program. He is also the only non-corporate manager selected into the Next Generation Network of African-American Leaders CEO Training program sponsored by the Executive Leadership Council of Fortune 500 corporations.

Dobbs currently serves as the Supply Officer, Naval Air Station, Lemoore, Director, Aviation Supply Chain Operations and Management, COMSTRIKFIGHTWINGPAC, and the Regional Director, Fleet Industrial Supply Centers, Lemoore, CA; China Lake, CA; Fallon, NV; Monterey, CA and Dallas/FT Worth, TX. His responsibilities include the total supply chain support for over 365 national asset FA-18 fighter jets. An Acquisition Professional Community (APC) member and Adjunct Professor, he has certified in five of the seven DAWIA functional areas and has achieved academic degrees and professional certifications in engineering, business, management, and law. A qualified war fighter on Surface, Submarine, and Aviation platforms, his personal award decorations include the Meritorious Service Medal, five Navy Commendation Medals, two Navy Achievement Medals, and numerous campaign level awards.

The MIT Information Quality Industry Symposium, 2007

Sue Stitt – HP Company
Customer Relationship Management (CRM)

- Sue is an acknowledged expert in the implementation and maintenance of customer reference systems. In the last decade, she has managed the increasingly larger customer reference systems as Digital, Compaq, and now HP. The HP customer reference program is among the largest in the world.

- In Sue's current position, she has managed the development of the system of record for Customer Reference in HP, providing a common definition for uses such as financial planning and reporting, sales compensation, operational reporting, B2B portals, and Forecasting.

- During this same time, Sue has designed and managed the development of multiple tools, processes or applications to reduce costs, increase productivity and increase accuracy.   Examples include:

    - 1) the development of a tool that has reduced the generation of redundant customer ids and thereby reduced latency and costs while increasing accuracy,

    - 2) the redirection of the RSO data flow using existing HP assets yielding a 20% gain in alignment of dollars to named accounts prior to release to Compensation,

    - 3) simplifying and standardizing the Sales Compensation process, and

    - 4) reducing major system processing time while making this intelligence available to reporting

Bio – Dr. Suzanne Acar

Dr. Suzanne Acar possesses over 20 years of government experience in enterprise data administration and enterprise data architectures. She currently leads the Department of the Interior (DOI) Enterprise Data Architecture and Enterprise Data Resource Management initiatives, and is co-chair of the Federal Data Architecture Subcommittee responsible for implementation of the FEA DRM in the U.S. Government.   She is a member of Data Management Association (DAMA) and has recently taken on an advisory role to the DAMA National Capitol Region Chapter.