

LeeWare Development Consulting



MIS Consulting - Project Portfolio

By Lee Evans, Principal Consultant



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Understanding Management Information Systems (MIS)

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Published by: LeeWare Development Consulting Chicago Office, June 2017.

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Understanding Management Information Systems

1.0 What is Management Information Systems (MIS)?

1. Management Information Systems (MIS) is the study of people, technology and organizations.
2. It is a field for anyone who has an interest in technology and a desire to use technology to improve people's lives.

2.0 How Management Information Systems (MIS) is different from other disciplines?

1. In Management and Information Systems (MIS), the focus is on Organizations.
2. In Computer Science (CS) the focus is on Software.
3. In Electrical Computer Engineering (ECE) the focus is on Product.

3.0 What is the objective of MIS?

1. The objective of MIS is efficient and effective business. The primary skill is problem solving. The core task is determining business requirements for information systems. It requires a balance between theoretical and applied knowledge.
2. There is no single designation for MIS professional in the technology field. However, they can work in the following disciplines:

- Systems Engineering (people, processes, programs and machines)
- Business Analysts
- Business Application Developers
- IT Consultants
- Systems Analysts (people, processes, programs and machines)
- IT Development project leader
- Database Administrator
- Business Intelligence Analyst
- Systems Developer
- Database Analyst
- Web Developer
- Network Administrator
- Technical Support Specialist
- Information Systems Manager
- IT business relationship management
- IT Project Management

4.0 Observations and References

1. The MIS discipline has been around for over 40 years.¹ I entered the field at the beginning of the PC revolution of the late 80's and early 90's as a software developer. I worked in data and telecommunications during the transition and emergence of the commercial internet. The focus of MIS is more broad than narrow. Simply stated, the job of an MIS consultant is to figure out what the business wants to accomplish, figure out the best course of action, and then take the necessary steps to deliver it. This is done by a combination of direct actions and orchestrating the efforts of others. Results are accomplished through Systems Engineering practices.²
2. The MIS Manager/Consultant was rebranded to be replaced with Chief Information Officer (CIO) designation in the 90's. Part of the driving force of this effort was to promote the idea of an executive level Information services advocate.
3. Over the course of the past 20 years an effort has been underway to outsource the IT function. This has been done through the promotion of ideas that caused the IT functions to be broken up into rigid-verticals so that the labor can be treated as a commodity. The unintended consequence of the acceptance of this idea in the marketplace is that businesses can find people to do stuff, but the challenge is finding managers who can manage things efficiently and effectively. The marketplace answer

¹ <http://www.inc.com/encyclopedia/management-information-systems-mis.html>

² <http://sysengr.engr.arizona.edu/whatis/whatis.html>

for this problem is the Project Management Professional (PMP), another narrowly focused silo. For now, the University of Arizona Eller has a sane MIS program that embodies the purest spirit of the discipline.³

5.0 Career Path

1. I studied Management Information Systems (MIS) in high-school. I started my career as a software developer. I developed a line of software applications which I sold through the mail and eventually sold my entire portfolio to an early Internet e-commerce site in exchange for royalty payments.
2. I moved into Technical consulting doing network engineering, teaching a course in introduction to Microcomputers and Operating Systems. And working with small businesses. I joined a technical consulting company to work on high-profile corporate migrations.
3. I eventually signed on to a project with an ambitious company that was looking to build a service organization for the security industry. I spent 4,960 days helping this company achieve its business goals.

³ <https://mis.eller.arizona.edu/what-is-mis>

6.0 Select Experience

IT EXECUTIVE

Enterprise IT, Infrastructure, Operations, Leadership, Security, Applications

Strategic business leader with extensive diverse IT experience building state-of-the-art technology operations for start ups, turnaround and high-growth operations. Talented team builder and mentor who delivers user-friendly technology solutions that achieve/surpass user experience, business and financial goals. Business savvy professional who has saved hundreds of thousands of dollars in technology costs through strategic partnerships, collaboration and technical innovation. Systems thinker and trusted advisor to senior executives. 15 years in a leadership capacity. Exceptional skills in IT strategy, network and data infrastructure services, ISPs and telecommunications, operations management, enterprise architecture, vendor management, organizational development, project management, change management, 24x7x365 continuous operations, tier-4 data center infrastructure management, security, customer service, and organization transformation.

Specialties: Exceptional skills in IT strategy, infrastructure services, telecommunications, operations management, enterprise architecture, vendor management, project management, change management, security and organization transformation.

CORE COMPETENCIES

- Leadership & Talent
- Management Systems-Thinker
- Strategic IT Planning
- Methodical Problem Solver
- Diagnostic Reasoning
- Critical Thinker (INTJ)
- Vendor Management
- Emerging Technologies Budgeting & Cost Containment
- Security and Disaster Planning
- IT and Business Operations
- Professional Service Consulting

PROFESSIONAL EXPERIENCE

LeeWare Development Consulting, SP

1988 - Present, Greater Chicagoland, Privately held, Technical Management and Services Consultancy

Principal IT Consultant - Subject Matter Expert

I offer a Virtual Chief Information Officer (vCIO) service to a portfolio of anchor clients⁴ which are referred to me through my professional network. My clients are MSP-type consulting firms and VC backed technology organizations. I provide a diverse array of professional services ranging from infrastructure engineering consulting (40%). IT Project management (40%). Advisory consulting (10%). Tactical support (10%). I work as a subject matter expert to provide direction and coaching by managing activities to achieve results through others. I provide hands-on support for infrastructure engineering projects.

EMERgency 24 Inc.

Nationwide multi-state, multi-site, ISP and security firm. 100-200 employees.

Reports to Vice President of Technical Operations and SVP of business Operations

1999-2013 Senior Systems Engineer (Enterprise Architecture)

1997-1999 Enterprise Infrastructure Manager (Systems Engineering)

1996-1997 Network Manager / PBX Tech (Systems Integration)

Hands on systems manager for a 24x7x365 tier 4, real-time computing environment that processes property and life-safety data for a 911 Service. Monitoring over 15,000+ panels nation-wide. 99.999% reliability. Central Technical manager for multiple branch offices located around the country.

- Established the strategic direction for the application of new technologies designed to keep the business technically competitive in an ever changing technological and business climate. Worked with senior level executives, department heads and branch managers on developing and managing projects to improve service delivery and efficiency.
- Managed multiple multi-million dollar, multi-year IT projects, initiatives and life-cycle-evolution to ensure business IT alignment. Managed the day-to-day operations of the IT organization. Planned and executed Corporate HQ relocation, new data center build out and several new call centers and disaster recovery sites. Aligned IT operations for regulatory compliance: UL 1981, 827, FM 3011 and PCI-DSS. IT Project manager completed 4000+ IT projects during the course of my tenure.

⁴ Ongoing relationship with client for which there is a steady flow of projects and income.

- Transformed data center and IT operations, developed and implemented an enterprise-level plan to replace and enhance IT systems. Implemented monitoring systems to ensure compliance of service level agreements to customers and developed security protocols and technologies to guarantee data and system integrity of services across the enterprise to address internet security threats. Managed the activities and served as mentor to a small team (15) of highly competent multi-disciplined systems engineers and software developers charged with developing Enterprise software for business use.

Founder LeeWare Development UVM - Commodity Hosting

2003 - 2007, Registered Remote Computing Facility Operator and Telecommunications provider.

Funded, engineered and operated QEMU/XEN based Virtual Machine Hosting service. Provided self-managed VMs to a variety of internet users, entrepreneurs and companies. Pivot up the value chain.

Founder LeeWare Development IaaS - Commodity Hosting

2005 - 2012, Registered Remote Computing Facility Operator and Telecommunications provider.

Funded, engineered and operated Linux Dedicated Hosting Service. Provided self-managed Linux based dedicated servers to a variety of internet users, entrepreneurs and companies. Closed business in response to the increased adoption and competitiveness of cloud computing.

MicroAge Inc.

~ **1995**, The IT Solution Experts, Chicago Area.

Network & Systems Engineer / Chicago Project Team

- Worked with an impressive group of engineers on high-profile projects in the Chicagoland area. Corporate HQ relocation, network and systems upgrades. Chicago project team member for the relocation of True Value company HQ relocation and IT Systems overhaul. Novell 3.x to Novell 4.x, Token Ring, FDDI, Ethernet, Windows For Workgroups 3.11, IBM 3270 terminals, printers and the deployment of 500 new PCs and telecommunication services.

PROFESSIONAL CREDENTIALS

Management:

- Managing Employees Performance, MW Associates (People Management) - 1994
- Quality Work Group, Proudfoot, Crosby PLC (Management Consulting) 1993

Professional:

- Illinois Permanent Employee Registration Card # 129191364
- Passed State and Federal Background Checks
- Professional Errors & Omissions Policy Coverage
- ITIL v3 Foundation # 229637738
- CompTIA Project+ (PMBOK) # COMP001020888431

Information Technology:

- VMware Certified Associate - Data Center Virtualization # 00365956
- VMware Certified Professional 5 - Data Center Virtualization # 00365956
- Cisco ARC, Network and Internet Engineering, GK, 1999
- Microsoft Certified Systems Engineer + Internet (MCSE+I) # 1253449 1999

EDUCATION

Masters level in field competence. I started my career out of high-school and I have 28 years of practical industry experience in MIS. I have held a variety of positions in engineering and technical management and have won awards for outstanding achievement. All of these accomplishments are directly attributed to my industry knowledge and professional development. In addition, I have owned and operated several technology related businesses over the course of my career. Therefore, I have proven real world experience supplemented by professional development.

PRACTICAL KNOWLEDGE

- **Networking:** LAN/WAN Design, Ethernet GigE, FE, Cisco T3/E3, T-1, Opt-E-MAN
- **Routers:** Cisco 3745, 3660, 3620, 1841, 2500
- **Network Switches:** Cisco 3750, 2980G, HP 4000M, 2708, 2610 Dell PowerConnect 5448, 6448, 8024k, Force 10, Netgear GSM, and FST Series
- **VPN Devices:** Adtran, Netvanta 2100, SonicWall TZ Series
- **Firewalls:** SonicWall E5500, 4100, 3050, 2040, Fortigate 1000D, 100D
- **Load Balancers:** Coyote Point E350GX
- **CSU/DSU:** Larscom Orion 4500, Access-T45

- **Routing Protocols:** BGP4, TCP/IP
- **Traffic Filtering:** ACLs
- **Implementation of:** DHCP, DNS, WINS, FTP, MRTG
- **Networking Tools:** Observer 11x, WhatsUp Gold, Wireshark, Bandwidthd, Darkstats, OpenNMS, Request Tracker, Autotask
- **FIM Tool:** Tripwire Enterprise
- **Cabling Experience:** Punch Blocks, Patch Panels, Telco, Digital & Analog, Fiber MM/SM, Coax, Toners, Testers, and Tracers. Termination and Cross Connects. T568A/B
- **Server Hardware:** Dell M1000E, M620/520, HP DL360, DL380 Series G3-G7
- **PC Hardware:** Lenovo 8080, 8181, XW4000, 5000, Blackbox PC Assembly.
- **Network Operating Systems:** Windows 2012, 2008, 2003, 2000, and NT.
- **Client OS:** Windows 10, 8, 7, XP
- **Linux Operating Systems:** CentOS, Ubuntu, Debian, SuSe
- **Virtualization:** VMware vSphere, 6.0, 5.5, 5.1, 4.1, XenServer, Hyper-v
- **SANS:** Nimble CS 260, 460, 700 and AF 7000 + Shelves, NetApp FAS 3020, 2050, 6070 + FC shelves and SATA shelves.
- **Methodologies:** PDCA, SDLC and Waterfall, TQM, ZD.

7.0 Conclusion

1. I have done lots of great work during my career and helped many businesses reach their goals and achieve success.
2. I continue in my mission to help businesses win.
3. I am always interested in learning about and working on new or interesting projects. Contact me today!

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