

Mr. Rex Miller, Author, Futurist, Coach & Speaker

Rex Miller is an international award winning author, respected futurist, an elite coach and compelling keynote speaker. His long partnership with Haworth has led to winning both the CoreNet Global Innovators Award and Industry Excellence Award. He also used the same MindShift crowdsource model for these CoreNet initiatives to tackle our broken education system. In his new book *Humanizing the Education Machine* where he explores why the U.S. education system is perfectly designed to create disengaged teachers and students and how to turn schools around.

Rex has far exceeded the 10,000-hour rule for mastering some of the biggest challenges corporate leaders face. In addition to his books *The Commercial Real Estate Revolution* and *Change Your Space, Change Your Culture*, he is the author of *The Millennium Matrix*, an innovative system for anticipating and adapting to the future.

Rex's clients have included Haworth, Google, Disney, Microsoft, GoDaddy, Intel, the FAA, Delos, Turner Construction, Balfour Beatty Construction, DPR Construction, Gensler Architects, IA Architects, MD Anderson Hospital, Universal Health Systems, Oregon Health Science University, the University of Illinois, Texas A&M, the University of Denver and many others.

When you attend one of his keynotes or workshops you will experience an interactive and thought-provoking session that packs in years of practical experience, the lessons from numerous top leaders into a memorable packet of wisdom that you'll be able to take home and use tomorrow.



Dr. Linda Chamberlain, Meijer Endowed Chair of Entrepreneurship & Innovation in the Honors College of the Brooks College of Interdisciplinary Studies at Grand Valley State University

Linda Chamberlain is very proud to say that she is currently serving as the Meijer Endowed Chair of Entrepreneurship & Innovation in the Honors College of the Brooks College of Interdisciplinary Studies at Grand Valley State University. In this capacity she instructs Design Thinking to Meet Real World Needs, and Problem Solving Sustainable Solutions through Systems Analysis, as well as advises students in senior projects focused on innovation and entrepreneurship. In parallel she supports the GVSU Technology Commercialization Office in advancing the innovations of faculty, students and staff. These roles highly leverage Dr. Chamberlain's 25+ year career in innovation, new product development and launch implementation. Dr. Chamberlain has led strategic business and product development at Fortune 200, mid-sized and start-up companies, including Shell Chemical, Honeywell, and Johnson Controls. Linda developed a keen sense of venture capital investing through her role as Director with the Michigan Accelerator Fund, and as CEO of NanoRETE, a start-up delivering new diagnostic technology for tuberculosis. Prior to this, she led global strategy and product commercialization for Global Forex Trading, which was acquired in 2012 for >\$100M. Linda, as Executive Director, led the West Michigan Science and Technology Initiative, a business accelerator focused on commercialization of life science products and technologies, as well as led the relaunch of GVSU's Center for Entrepreneurship and Innovation. She is owner and principal of InnoValuation®, a company that focuses on insuring companies have the processes and performance to extract the full value from their innovations. Dr. Chamberlain received both her BS and PhD in Chemistry from Purdue University, and has 19 patents issued for catalyst, polymer, and product/process development. Dr. Chamberlain is serving on the boards of Paragon Die & Engineering and Frederik Meijer Gardens.



Ms. Mabel Casey, Vice President, Global Marketing and Sales Support, Haworth, Inc.

Mabel Casey, who has more than 20 years of executive-level experience in contract furniture sales and marketing, is Haworth, Inc.'s Vice President of Global Marketing and Sales Support. In this role, she is focused on driving Haworth toward being a more market and customer-focused organization, through the brand experience and message clarity. Mabel and team have dramatically changed the image at Haworth in the marketplace.

Since joining the company in 2006, Mabel has led many areas of the organization, including advanced development, industrial design, product line management and all areas of marketing and facilities.

Before joining Haworth, Mabel was employed at Herman Miller, where she spent more than a decade in a number of managerial and executive functions, including Vice President of Experiential Marketing, with responsibility for designing and delivering an exemplary customer experience across markets and locations. She has also held many positions in the medical device industries.

Mabel is the co-author of *Change Your Space, Change Your Culture*, a book that makes the connection between engaging workspaces and organizational transformation and growth.

Mabel is a graduate of Central Michigan University, London School of Business and holds an Executive Scholars Certificate in Marketing and Sales from Northwestern's, Kellogg School of Business.

Currently, she serves on the boards of the NewNorth Center for Innovation and Holland Community Hospital. Mabel resides in Hudsonville, Michigan with her family.



Mr. David Behen, Director of the Department of Technology, Management and Budgeting, and CIO for the State of Michigan

In his dual roles as director of the Department of Technology, Management and Budget and Michigan's chief information officer, David B. Behen sets strategic direction and ensures innovative, effective and efficient services to more than 47,000 state employees and 9.9 million Michigan citizens. With an annual operating budget of \$1.4 billion, the department employs 2,800 staff who provide business and IT services. By placing a focus on customer service, he has led the charge to take state government services directly to the citizen. Behen is charged with bringing together a multitude of disparate organizations and departments to work together with a "shared vision" to achieve success for all stakeholders, public and private. As a member of Governor Rick Snyder's Cabinet Behen provides expertise and advice on technology investments and programs as well as cybersecurity. He maintains a "clearance-secret" status granted by the U.S. Department of Homeland Security. Under Behen's direction, Michigan has established itself as a national leader in the IT arena. DTMB and its IT operations are responsible for a portfolio of high-impact and innovative initiatives aimed at improving government through technology. Some of these landmark initiatives include:

- **Innovating Citizen-Centric Services:** Behen spearheaded the implementation of the State of Michigan Digital Strategy, an initiative that brings services to the citizen through a vision of citizen centric government. This long-range strategic plan aggressively advances innovative technology solutions in state government to adapt to citizen needs, and includes the development of mobile applications, implementation of enterprise information management and the use of cloud for storage and risk mitigation and management. Behen has directed the implementation of MiPage, a personalized mobile application that incorporates cutting edge technology and security to ensure a personalized interaction with state government. He has also worked to use big data capabilities to create a Master Person Index, which will allow citizens to log in securely and seamlessly interact with applications across multiple state agencies.



- **Nationwide Cybersecurity Leadership:** Behen leads the Governor's Cybersecurity Initiative, a four year strategy to combat the growing threat of cybercrime by securing sensitive data and building coalitions between the public and private sectors. He also implemented Michigan's Cyber Disruption Strategy, which serves as a national model to help states create a collaborative public/private sector remediation plan to respond to a cyberattack. Behen fronted the team that created, developed and raised the initial funding for the public/private Michigan Cyber Range, the first unclassified cyber range in the United States.
- **National Leadership on Effective and Efficient Delivery of IT Service:** With customer service as a focus, Behen directs a team of 1,800 IT employees with an annual budget of approximately \$665 million. Behen oversees the management of IT projects for more than 20 state agencies, completing over 275 projects on time and/or on budget.

Behen's leadership has brought Michigan distinguished recognition. Michigan earned an A grade in the Center for Digital Government's Digital States Survey in 2012, 2014 and 2016 – one of only 2 states to have earned this grade for three consecutive years. CIO Magazine presented Michigan with its CIO 100 Award in 2013 and 2016. ComputerWorld named Behen among its 100 Premier IT Leaders. Government Technology named Governor Snyder and Behen to its top-25 list of IT doers, dreamers and drivers.

Behen holds a number of board and committee positions in professional and technology organizations. He is a chair of the governing body for the Detroit CIO Executive Summit and chair of the North American International Cyber Summit planning committee. He also chairs the advisory board for the Michigan Digital Summit and is a member of the Michigan Homeland Protection Board.

Before joining the State of Michigan, Behen cofounded a software company and served as a vice president and CIO of its parent corporation. He also worked as CIO and deputy administrator of Washtenaw County.

Behen earned a bachelor of science degree and a master of science in public administration degree from Eastern Michigan University. He and his wife, Rosalie, have three children.

Ms. Suzanne Pauley, Director, eMichigan

Suzanne Pauley serves as the director of eMichigan, the state office responsible for the vision, development and design of Michigan's digital imprint. eMichigan brings citizen-centric government to the state's residents and businesses, providing mobile and web technology resources and ensuring a secure portal to connect residents with a host of online services. She leads development for the MiPage application, Michigan's mobile portal to government resources. In 2014, the application was a finalist in the annual NASCIO awards competition. She also oversees the team that earned Michigan placement among the nation's top 10 state websites in 2015.

Pauley began her tenure as a student assistant and has worked for the state of Michigan since 2000. Over the course of her career, she has been an application developer and project and program manager. Pauley has a Bachelor's degree from Western Michigan University.



Ms. Erin Frisch, Director of the Michigan Department of Health and Human Services Office of Child Support

Erin Frisch became the Title IV-D Director for Michigan and Director of the Michigan Department of Health and Human Services Office of Child Support (OCS) in 2012. She is on a mission to make the world a better place by leading the Michigan child support program in its work with parents to improve children's lives.

With the spirit of an entrepreneur and the heart of a public servant, Erin has spearheaded change through teamwork and innovation. She paved the way for



staff to work from home, streamlined work processes and led a project in child support case intake resulting in a 44% improvement in productivity the first year.

Under her leadership, Michigan has collected a record-breaking 71% of current support and 64% of past-due support in the last 10 years.

Erin is equally comfortable talking policy and successfully working to pass legislation to improve the program as she is talking technology solutions to enable those policy goals. Her enthusiasm and positive attitude are contagious, and her dedication to families comes through in her work to find common ground in meeting their needs.

Erin currently serves as Secretary for the National Council of Child Support Directors, and on the Board of Directors for NCSEA, the National Child Support Association. She also serves on her church council.

Erin has a BA in Political Economy and International Relations from James Madison College at Michigan State University. She lives with her husband and two children in Okemos, MI.

Mr. Phil Bertolini, Deputy County Administrator/CIO for Oakland County

Oakland County Executive L. Brooks Patterson appointed Phil Bertolini as Deputy County Executive/CIO for Oakland County in January 2005. Prior to that, Bertolini served as Oakland County's Director of Information Technology. He began his career with Oakland County in 1988 with the Equalization Division.

Bertolini is a vocal advocate for cloud and enterprise solutions in government, cross-boundary resource sharing, and inter-jurisdictional cooperation. He has overseen the development of unique government technology programs such as the G2G Cloud Solutions Initiative, the G2G Marketplace and the Cyber Security Assessment for Everyone (CySAFE) initiative. He has also created successful models that can be implemented by other governments interested in improving operations while containing costs. Bertolini has traveled extensively to speak about eGovernment best practices and has authored a growing collection of resources to help other organizations modernize IT within today's rapidly changing technology landscape. He has promoted his philosophy of "Build it once, pay for it once, and everybody benefits" to many other government agencies, including those within the U.S. and others as far off as Australia and Dubai. Bertolini received his Bachelor of Arts degree in Telecommunications from Michigan State University. He resides in Oakland County with his wife and two children.



Leadership/Awards:

- Oakland County placed first in the 2014 Best of the Web County Portal rankings, a nationwide survey conducted by the Center for Digital Government
- Oakland County, in partnership with four other SE Michigan counties and the State of Michigan, received the 2014 Cyber Security Leadership & Innovation Award for the CySAFE initiative, an award provided by the Center for Digital Government for counties nationwide
- Honored by Crain's Detroit Business as CIO of the Year for 2013
- Honored by the President Obama White House as a Champion of Change for 2012
- Honored as the 2010 Outstanding Alumni for the College of Communications, Arts and Sciences at Michigan State University
- Vice President of the Communications, Arts and Sciences Alumni Board at Michigan State University
- Member of the Harvard Policy Group for Network-Enabled Services and Government at Harvard University
- Co-author and co-editor of book IT Budgeting and Decision Making: Maximizing Your Government's Technology Investments, published 2009
- Oakland County placed first in the 2009 Digital County rankings, a nationwide survey conducted by the Center for Digital Government

- Named among the 2007 “Top 25, Doers, Dreamers and Drivers” by Government Technology, along with Oakland County Executive L. Brooks Patterson
- Named as the 2004 CIO of the Year for Automation Alley