

I C E X | intellectual capital exchange

trust experience **connections****about icex**

For more than a decade, the ICEX, team has been putting technology and business professionals in touch with the invaluable first-person ideas, advice and experience of other practitioners. Leaders of large, global companies use ICEX Accelerators and Executive Education as a vehicle to determine approaches and practices that really work in complex environments and get honest feedback on ideas in a confidential and trusting community.

**>> laurie fitzgerald graham**

As Director of Operations at ICEX, Laurie Fitzgerald Graham manages all aspects of meeting operations and planning as well as company-wide operations. Laurie joined the ICEX team in March of 2000, bringing more than 10 years of meeting planning experience with her.

Prior to joining ICEX, Laurie managed Executive Education programs at Harvard Business School (HBS). While working for Executive Education, she was selected to manage HBS' first ever Program for Global Leadership in Singapore. She was also appointed IT Liaison for all programs which involved responsibility for training and assisting program staff in IT-related issues, and ensuring that the IT needs for each program were met. Laurie is an avid (a.k.a. obsessed) golfer.

Laurie holds a bachelor degree in Sociology from Tulane University.

**>> patrice hanlon**

Patrice C. Hanlon is an Executive Assistant, supporting ICEX's President and Vice President of Community Development. She worked full-time for ICEX from 1999 to 2002, supporting, planning and executing ICEX meetings. Prior to that, she worked for CSC Research & Advisory Services for over 8 years. She specializes in event planning and executive level support to senior management. Patrice has a 10 year old daughter and 4 year old son that she enjoys spending time with each day. She enjoys being able to balance her professional career with her family life.

Patrice holds a bachelor degree in Sociology from The University of Massachusetts.

**>> mary pat hinckley**

Mary Pat Hinckley serves as a Principal at ICEX, overseeing the Infrastructure & Operations Accelerator, IT Transformation Accelerator as well as ICEX's Member's Platform, a private site for members that captures member content shared in meetings and allows members to collaborate with each other on particular topics and questions.

Before joining ICEX in 2005, Mary Pat was a Director at the Center for Women and Enterprise, the largest entrepreneurial training center in New England. In this role, she directed Springboard, a program that educates, sources, coaches, and showcases women-led high-growth companies seeking equity capital. She was also an adjunct professor at Babson College teaching entrepreneurship in the undergraduate school.

An entrepreneur at heart, Mary Pat began her career in technology as a consultant with Open Systems Advisors, a boutique analyst and consulting firm serving CIO's of rapidly growing companies and later as a founder of a software and services company in the mobile device space. Areas of expertise include information technology practices, starting new ventures and financing high-growth businesses. Mary Pat enjoys anything outside...mostly because it tires out her three young children.



Rick and his team help connect us to like-minded companies and peers with whom we can share challenges and potential solutions.

We gain valuable feedback and constructive suggestions from our ICEX connections.



Brian Ralphs
Director, Executive Awareness
bp p.l.c.

Mary Pat holds a bachelor degree in Anthropology from the University of Vermont and an MBA from Boston University.



>> sarah kaull

Sarah Kaull, Principal at ICEX, has been exploring issues at the intersection of business and IT for over 25 years. Sarah currently facilitates both the Enterprise Architecture and Digital Innovation Accelerators. For many years, Sarah ran a forum that she founded specifically for IT HR professionals.

Before joining ICEX in 1999, Sarah was employed by the Index Group, where she assisted many Fortune 50 companies in performing IT strategic planning and strategic alignments between the IT group and their business partners. In addition to consulting, she was Director of PRISM, a joint venture between Index Group and Hammer & Co. Sarah participated in research that developed the groundbreaking concepts of technology architecture, business reengineering and centers of excellence for people development and deployment in IT. Sarah is a dedicated short-distance runner, and is currently developing a manual for working at home with an anxious bulldog and two crazy cats.

Sarah holds a bachelor degree in Economics from Knox College and an MBA in Finance from the University of Chicago.



>> shaw lively

As Vice President of Community Development at ICEX, Shaw Lively is responsible for maximizing participation in existing ICEX communities with active, contributing member companies, driving the creation of new communities, and working with partners to effectively leverage ICEX peer knowledge exchange expertise.

Before joining ICEX, Shaw spent five years managing service delivery and client satisfaction for CIO Magazine's CIO Executive Council. The Council is a private, global community for CIOs and top IT leaders that provides peer interactions, thought leadership, and leadership development services. Shaw led initiatives to influence the development of emerging technology, improve vendor relations, and develop IT leaders for the new business demands.

Prior to this, Shaw was Research Manager for IDC's business technology advisory practice. In this role, Shaw developed market intelligence and provided business strategy advice on technology adoption for leading US brokerage and financial services companies and technology suppliers to the industry. Shaw also spent 10 years early in his career on the front line of change in the retail financial services industry.

Shaw is an outdoorsman. He keeps the woodpile stacked high, woodchucks out of the garden and takes two dogs on multiple walks each day.

Shaw has a bachelor degree from Dickinson College and an MBA from the State University of New York's Binghamton University.



>> elaine o'connor

Elaine P. O'Connor is an Executive Assistant, supporting ICEX's President and Vice President of Community Development. She worked for The Gillette Company, a worldwide manufacturer of consumer products, for 19 years. Elaine started her career as an Executive Assistant and advanced to a Program Project Lead position in IT. Her career path with Gillette spanned many departments in various capacities including Internal Audit, International Human Resources, Legal, Patent & Trademark, Diversified Group and the IT Project Management Office.

Elaine holds a bachelor degree in Business Administration from Northeastern University and a Masters Certificate in Project Management from George Washington University.



>> bruce j. rogow

As a Principal with ICEX for the last eight years, Bruce J. Rogow is the seasoned veteran for the Enterprise Architecture and Infrastructure & Operations Accelerators.

Since 1992, Bruce has been a private counselor for CIOs and CEOs on issues related to the management of information technology. His

practice is based on over 120 annual IT Odyssey visits he makes each year with senior executives who are involved with the management of IT. The visits are designed to determine what is happening in the industry, and what is or isn't working in the industry. Bruce's observations can be found in his Gartner Executive Program Road Notes and Podcasts as well as the Cognizant thought leadership pieces and blogs.

In addition to providing private counsel to CIOs and CEOs, Bruce is a Research Affiliate of Don Tapscott's Moxie Insight Research Programs. Over the past decade he has also served as an Executive Fellow of Gartner and Differentis, a UK based consultancy. Prior to being an independent counselor, Bruce was Executive Vice President and Head of Research for Gartner and served as Senior Managing Principal of Nolan, Norton & Co. where he was a major contributor to much of the NNC methodology, and led management assessments in over twenty Fortune 200 firms. Bruce started his career at IBM in sales and spent five years in Advanced Technical Training pioneering, which became known as systems management. Most hobbies have given up on Bruce. He dabbles with boating, giant jigsaw puzzles and traveling around the US to visit folks.

Bruce holds a bachelor degree in Civil Engineering from the University of Florida.



>> jill roosevelt

Jill joined ICEX in January 2012 as a member of the Corporate Venturing team. Prior to joining ICEX she spent 2 years as Senior Vice President of Business Development at Volition Capital, a growth equity firm in Boston and 6 years as Senior Vice President of Business Development at Fidelity Ventures, a global subsidiary of Fidelity Investments.

Prior to Fidelity Ventures, Jill held several executive positions at Fidelity, including her role as Chief Information Officer for the Fidelity Management Trust Company and Chief Information Officer for Fidelity Pricing and Cash Management Services. She also served as Senior Vice President for Fidelity Investments Systems Company, where she was responsible for the company's Customer Relationship Management organization. Prior to joining Fidelity, she worked at State Street Corporation for 16 years, where she was Senior Vice President & Division Head for State Street's Mutual Fund Information Services Division. She enjoys teaching and was an adjunct professor at Boston University's Graduate School of Management from 2003 to 2006. She's also a current Governance Board Committee member for The Boston Women's Club and board member for Campus of Caring, an organization dedicated to building a much-needed hospice home on the South Shore of Massachusetts. Jill enjoys biking, traveling cross-country in her husband's motor home (sometimes) and spending time with her family at their ski house in New Hampshire.

Jill has a BA in English Literature from the University of Hartford and an MBA from the Simmons Graduate School of Management.



>> richard w. swanborg, jr.

President and Founder of ICEX, Rick Swanborg, has more than 35 years of experience as a business executive, consultant, professor, and entrepreneur. Rick founded ICEX, Intellectual Capital Exchange, in 1996 to provide private and confidential knowledge exchanges for business executives. In addition, Rick is a professor at Boston University School of Management where he has taught Business and IT Strategy/Management courses for over 14 years and serves as the Career Advisor for MBA students interested in technology opportunities.

Before founding the company, Rick was a Principal with Ernst & Young's Center for Information Technology & Strategy, the Director of Planning and Operations at Index Technology, a management consultant at Index Group, and Director of MIS at Helix Technology. Rick has held many functional and leadership positions in IT, business, and academic institutions including: CIO, Operations Executive, Business Strategy Leader, Product Manager, Knowledge Director, Researcher and Professor. These executive roles and academic positions have provided a valuable combination of direct experience and innovative research.

Rick currently serves as Co-Chairman of the Globespan Capital IT Leadership Council, Lecturer at Harvard's School of Public Health, Chairman of the Expressor Advisory Council, Judge for the CIO 100 Awards, Professor in IT World's Virtual Learning Course on Mastering IT, and Chairman of the Cohasset Land Foundation. In addition, Rick has published articles on Business and IT for a variety of publications including American Programmer and CIO Magazine. Currently he writes a column for CIO Magazine on "Practice Makes Perfect." Rick's

hobbies include sailboat racing, fishing, anything else that requires being on a boat and annoying his two teenage children.

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Rick has a bachelor degree from Knox College with majors in Mathematics and Computer Science.