



## Item 12

# Travis County Commissioners Court Agenda Request

**Meeting Date:** December 21, 2012

**Prepared By/Phone Number:** Garry Brown 854-9386

**Elected/Appointed Official/Dept. Head:** Commissioner Karen Huber

**Commissioners Court Sponsor:** Commissioner Karen Huber

**AGENDA LANGUAGE:** Consider and take appropriate action on the appointment of Mark Taylor Evert to the Emergency Services District #1 Board of Commissioners to serve immediately through December 31, 2013.

**BACKGROUND/SUMMARY OF REQUEST AND ATTACHMENTS:**

**STAFF RECOMMENDATIONS:**

**ISSUES AND OPPORTUNITIES:**

**FISCAL IMPACT AND SOURCE OF FUNDING:**

**REQUIRED AUTHORIZATIONS:**

AGENDA REQUEST DEADLINE: All agenda requests and supporting materials should be submitted as a pdf to the County Judge's office, [agenda@co.travis.tx.us](mailto:agenda@co.travis.tx.us) by Tuesdays at 5:00 p.m. for the next week's meeting.

## MARK TAYLOR EVERT



### **OBJECTIVE**

Senior Technical Support Manager

### **SUMMARY**

Senior level manager with 25+ years of experience in IT Operations and Technical Support Services in a broad range of disciplines including Telecommunications, Network Operations Center/Help Desk, Field Operations and Support, and Enterprise Software Operations and Support. Style of Management focuses on clear communications up and down the organization, teambuilding and establishing measurable goals at both organizational and individual levels.

- Successful implementation of IT Infrastructure Library (ITIL) standard processes resulting in a more efficient and structured workflow.
- Implemented Sarbanes-Oxley compliant IT related processes including Change Management and User Access/Security Management
- Successfully built and managed several 7x24 Technical Support/Network Operations Centers and support organizations of up to 50-60 people
- Expertise with a variety of ACD/IVR, Issue Tracking and Systems/Network Management Products.
- Implemented Business Continuity Planning (BCP) and Information Security Planning

### **EXPERIENCE**

Austin Independent School District

2008 – Present

#### *Manager of Enterprise Services*

Responsible for design and support strategies for a large distributed educational computing environment with 100,000 users including Identity Management, Security, Desktop Engineering and IT Operational Support processes.

- Completed Successful Phase 1 rollout of District wide Document Imaging System (Laserfiche) including configuration, training, and ongoing technical support.
- Successfully integrated Google Apps for Education with our Cloud Product (Stoneware) and our Identity Management System. This was one of the most comprehensive integrations ever done and was submitted for the Sylvia Charp Award sponsored by the International Society for Technology in Education (ISTE)
- Manage district Identity Management, Security and Desktop Engineering.

Multimedia Games, Austin, TX

2004 – 2008

#### *Director of Operations (Technical Support)*



Responsible for Production IT Operation including management of all system/network change/configuration activities, 7x24 technical support and NOC operations for approximately 1000 Windows 2003 Servers spread across 100 sites and 15000 Windows based player stations.

- Restructured organizations and processes to adhere to ITIL type standards resulting in a better understanding of roles and responsibilities, more effective escalation of issues and quicker overall resolution of issues and resolution of more issues at Level 1.
- Served as Chairman of the Change Approval Board (CAB) which evaluated and approved over 3000 software and configuration changes annually.
- Key participant in the development, and implementation Sarbanes-Oxley (SOX ) processes
- Developed, implemented and successfully tested Business Continuity Plans for the Production Environments.
- Successfully implemented NumeraSoft Footprints which is a multi-use issue tracking tool used to support many of our ITIL processes.

SOLA Communications, Lafayette, LA (Company is no longer in business)  
2002-2003

*Sr. NOC Analyst*

Provided hands-on provisioning and remedial support services for a global satellite communications network providing voice/data services for energy industry customers located on offshore or remote locations.

- Took initiative to improve Incident Management processes and documentation
- Developed a preventative maintenance program for primary satellite earth station components

Caprock Communications, Addison and Houston, TX  
1996-1998 and 1999-2002

*Sr. Manager of Network Operations Center (NOC) 1999-2002*

Built and managed a major Telecommunications NOC which provided provisioning and remedial technical support for 4 major telecommunications components including a 5000 mile Nortel Fiber Optic network, several Nortel DMS500 Local/Long Distance switches, Frame Relay/DSL Services and Satellite based voice and data services

- Completed construction and initial operations of a \$1.5M Operations Center including integration of several network management toolsets into a single NETCOOL based environment.
- Developed and executed operational plan for Y2K including Business Continuity Planning
- Managed 7x24 NOC Technical Support Staff in two NOC locations

*Sr. Engineering Consultant 1996- 1998*

- Researched and developed detailed requirements for a major Systems and Network Operations Center for PDVSA in Venezuela. This included onsite visits to major PDVSA locations and the completion of contractual deliverables. The scope of the Operations Center included a wide array of telecommunications infrastructure including UHF Radios and Microwave links as well as standard Cisco based networking and Windows based servers.

Xerox Connect (Division of Xerox Business Systems), Houston, TX  
1998-1999

*Manager of Network Operations Center*

Responsible for managing a shared services NOC providing service to several major Xerox clients including Continental Airlines, Equifax and others.

- Substantially overhauled Incident/Problem Management Services improving understanding of roles and responsibilities. Also significantly redesigned and enhanced existing issue tracking system to better support new processes.
- Developed key metrics and other operational metrics which were successfully used for both customer reporting and continuous improvement activities
- CAB (Change Management) Chairman

INET, Houston, TX (Now part of Getronics)

1995 - 1996

*Manager, Network Operations Center*

Responsible for building and managing a shared services NOC providing Network Management Services for major customers including Halliburton, British Petroleum, Royal Bank of Scotland and others.

- Served as Change Approval Board Chairman
- Managed 7x24 Operational staff
- Developed and implemented issue tracking tools (Vantive) and various Network Management Tools including HP Openview, and a number of proprietary management tools for multiplexers and other network/telecomm related components.
- Key participant in planning and execution of the migration of Halliburton's primary datacenter to a new facility.
- Developed and executed Service Level Agreements with major customers including collection and delivery of metrics needed to support the SLA's. These SLA's and the process for developing them became a model for INET, Wang Global and Getronics.

NASA Johnson Space Center, Houston, TX

1983-1995

*Manager, Boeing Computer Support Services (1993-1995)*

*Manager, Loral/Ford Aerospace (1986-1993)*

*Sr. Engineer, Ford Aerospace (1983-1986)*

Responsible for Network Operations and Desktop Support for two major NASA contracts called ISC and MOSC. These contracts provided IT related support for the 15000 user environment at NASA/JSC from 1983 onward. The specific areas I managed are outlined below.

- Network Support – Led of team of 30 Project Managers, Network Engineers and Technicians who supported the network infrastructure at Johnson Space Center which included a campus of over 100 building and up to 15000 users. This included project managing and implementing what was then the largest FDDI network in the world.
- Desktop Support – Led a team of 35 Technicians that provided PC Configuration and Delivery support which included the delivery of over 3500 new PC's per year including both DOS/Windows and Apple standard PC's. The team also provided onsite remedial support and onsite upgrade support for the 15000 PC environment.
- Specialized Support – Led a team of 10 UNIX administrators and technicians that provided specialized support in a number of key NASA computer labs including the Mission Planning and Analysis Division (MPAD).

Major Accomplishments

- As Manager received the highest possible grades on all areas of service provided (HIGH EXCELLENT) under the ISC contract



- Captured and analyzed over 130 different performance metrics related to SLA's with NASA and NASA directorates resulting in substantial improvements in consistency of service delivery.
- Project managed migration of all NASA/JSC Data Circuits from ATT Centrex facilities to ROLM facilities without disruption to mission critical operations.
- Project Managed Installation of world's largest FDDI network at the time which connected all NASA/JSC facilities.

## **EDUCATION**

Ohio Institute of Technology, Columbus, OH BSEET  
University of Houston/Clear Lake, Graduate Studies in IT Operations