

# Kyle Eric Johnson

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## PROFESSIONAL SUMMARY

IT leader with 23 years of experience in higher education IT. Natural problem solver who is able to quickly synthesize competing perspectives to develop meaningful assessment of and strategic direction for IT services designed to serve the needs of faculty, students, and staff. Strong fiscal manager with a demonstrated history of sound and creative financial management who gets the most out of limited resources. Partner who regularly builds strong relationships with diverse constituencies within and outside the institution to help meet shared goals.

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## PROFESSIONAL EXPERIENCE

### *CI-uhoh Consulting*

**Principal Consultant** (July 2019 – present)

Assist higher education IT operations with issues around people, process, and technology.

### *Chaminade University of Honolulu*

**Dean for Information Technology and Services** (October 2012 – July 2019)

Responsible for all aspects of information technology at the university. Manage 21 FTEs and a \$3 million budget.

### Building Organizational Capacity

- Appointed Co-chair for Chaminade's Business Operations Task Force, a group tasked with looking at business processes and models that will enable Chaminade to become a leader of mission-focused, liberal arts, higher education institutions. This group was part of a larger effort to prepare for Chaminade's next strategic plan.
- Shifted IT organizational culture to a more customer service focused model that encourages staff to work with departments to understand their needs and identify technology solutions to assist them.
- Developed five-year strategic priority list for IT aligned with institutional goals.
- Authored successful five-year federal Title III grant to build institutional IT capacity.
- Led self-study on Chaminade's IT security stance for the board of directors.
- Created a portfolio of technology products and systems in use on campus (including local and cloud based), developed plans to provide data integration between systems as needed, and completed a multi-year implementation of many of those integrations.
- Developed and updated replacement schedules for all campus technology, built a budget model to project expenses, and reported to senior leadership regarding gaps between projections and actual funding.
- Worked with IT&S directors to develop a new project management process that provides better information to the IT governance group regarding workload, project prioritization, and statuses.

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## Strategy and Vision

- Deployed a new customer relationship management system (CRM) to identify and track prospective students in partnership with enrollment management that contributed to one of the largest group of admissions applications in several years.
- Updated aging classrooms, turning them into technology-enhanced learning spaces that include whiteboard walls, wireless projector connectivity, and video conferencing capabilities with significant input from faculty.
- Planned and implemented a faculty mobility project that provides each full-time faculty member with a laptop or tablet computer and worked with our faculty development office to coordinate professional development around those tools.
- Designed and oversaw construction of Chaminade's first active learning classroom with guidance from faculty interested in exploring new learning spaces.
- Shepherded the process of selecting and deploying a new online learning platform (Instructure Canvas) including development of requirements, platform selection, and coordination of phased implementation.
- Supervised redesign of the public web site (including a mobile-friendly design) and migration to Wordpress for content management in partnership with our enrollment management marketing offices.
- Led the upgrade of the school's network, both wireless (to 802.11ac) and wired (increased building to building connections to 10 gig and upgraded internet router).

## Partnering with Students, Faculty, and Staff

- Worked as an active member of the President's leadership council and Provost's cabinet.
- Built a partnership with the three CIOs of the Association of Marianist Universities to explore shared services, with the first completed partnership being a joint IT security office.
- Created agreements with representatives from Nursing, Natural Sciences & Math, Communications, and Environment and Interior Design to define methodology for properly supporting discipline specific technology in each area.
- Advocated for and implemented a new IT governance structure that advises me as the CIO on matters of policy and prioritization. The group includes faculty representatives from each division (plus an at-large representative from Faculty Senate), staff representatives from the major areas, and two student representatives appointed by the Chaminade Student Government Association.

## *SUNY Institute of Technology*

**Associate Provost for Information & Learning Resources** (April 2010 – December 2011)

Led newly created campus organization that combined a number of functional areas including information technology, library, tutoring, and distance learning. Managed 24 FTEs and a combined budget of \$4.5 million.

## Building Organizational Capacity

- Conducted a review of institutional needs and ILR resources that resulted in a combined a one stop assistance center for members of the SUNYIT community that included the IT help desk, library reference assistance, and circulation desk.

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- Worked with faculty to identify gaps in tutoring service and develop a new model that more deeply integrated tutoring services into courses.
- Oversaw replacement of the core server virtualization system.
- Migrated school's Ellucian Banner instance from self-hosted to an ITEC-managed hosting environment through a partnership with the SUNY Information Technology Exchange Center (ITEC).

## Strategy and Vision

- Converted underused first floor of the library to a new learning commons with space for collaboration, technology facilitated work, and tutoring.

## Partnering with Students, Faculty, and Staff

- Provided leadership as the IT and library areas merged while managing transition of reporting structure from the VP for Finance to the Provost.
- Worked with other senior leaders to understand their challenges and how IT could help solve them as part of my participation on the President's cabinet.
- Developed relationship with upstate New York fiber provider that led to them routing a new fiber loop through SUNYIT's campus which provided inexpensive, high-speed internet options for the institution.
- Participated regularly in the SUNY CIO Council to identify shared challenges across the SUNY system and work together to find solutions.

## *Guilford College*

**Chief Technology Officer** (November 2007 – March 2010)

Oversaw all technology for the college. Managed 14 FTEs and \$2 million budget.

## Building Organizational Capacity

- Developed and implemented new data governance structure for the institution.
- Re-negotiated lease agreements for desktop computers and other IT infrastructure.
- Architected plan to expand wi-fi access to residence halls and improve coverage in other campus areas with significant input from the Guilford community.
- Migrated Guilford's internet connection to a faster, less expensive service provided by NCREN.
- Coordinated the upgrade of the school's virtual server & storage environments.

## Strategy and Vision

- Spearheaded expanded use of Moodle to augment face-to-face courses.
- Developed new automation processes to ease burden of account creation and management as well as automation of course creation and student enrollment in Moodle.
- Oversaw deployment of new print management solution that allowed students to use funds on their OneCard to pay for printing while providing print and release stations for more flexibility.
- Managed the college's successful migration from Lotus Notes to Google Apps (Guilford was the first school in the country to attempt a migration from Lotus Notes).

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## Partnering with Students, Faculty, and Staff

- Participated in discussions on institutional priorities and direction with other senior leadership as a member of the President's cabinet
- Acted as college's representative on the advisory board for the North Carolina Research and Education Network (NCREN).

## *Duke University Student Affairs*

**Director of Information Technology Services** (September 1996 – December 2006)

Managed IT services and operations for Student Affairs. Managed five FTEs and a budget of \$650,000.

## Building Organizational Capacity

- Grew the department from a single individual focused on desktop and server support to a full-fledged organization with the skills to assist functional areas in meeting business needs.
- Chaired the division's strategic planning committee.
- Developed new funding model for IT to properly support the technology needs of the division.

## Strategy and Vision

- Worked with Duke's Office of Information Technology to be the first campus department to move to the institution's new web content management system.
- Developed automated solutions to exchange data between central Duke systems and other hosted applications.
- Wrote the university's first online undergraduate housing application and lottery system.

## Partnering with Students, Faculty, and Staff

- Represented the division's interests on Duke's Information Technology Advisory Council.
- Participated in institution-wide IT leadership meetings, including periodic meetings of all IT directors from distributed units as well as leadership from the central IT group.

## *Other Information Technology Roles*

**Executive Director for Student Life Technology, University of Nevada Las Vegas.**

January 2007 – May 2007.

Provided leadership for newly formed IT organization within Student Life. Managed 20 full-time staff.

**Project Manager, MicroAge of RTP.**

January 1996 – August 1996.

**Senior Systems Engineer, Vanstar Corporation.**

March 1993 – December 1995.

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## EDUCATION AND HONORS

North Carolina State University, M.Ed. in Higher Education Administration (2003).

UNC School of the Arts, coursework towards MFA in Technical Theater (1992).

Duke University, Bachelor of Arts in Anthropology (1991).

EDUCAUSE Jane N. Ryland Fellow (2010).

Honor Society of Phi Kappa Phi (2002).

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## PROFESSIONAL INVOLVEMENT

### *Affiliations*

EDUCAUSE. 2002 – present.

Online Learning Consortium (OLC). 2015 – 2019.

Association of College and Research Libraries (ACRL). 2010 – 2012.

National Association of Student Personnel Administrators (NASPA). 1999 – 2008.

### *Committee Work*

EDUCAUSE Diversity, Equity, and Inclusion Advisory Committee. 2019 - present.

EDUCAUSE CIO Constituency Group Advisory Board. 2017 – 2019.

Virtually Connecting Advisory Board. 2016 – 2019.

Center for Higher Education CIO Studies Advisory Board. 2017 – 2018.

Chaminade WSCUC Accreditation Steering Committee. 2017 – 2018.

Chaminade Business Operations Task Force, co-chair. 2017 – 2018.

EDUCAUSE Budget-Conscious Information Security Working Group. 2017 – 2018.

EDUCAUSE Leading Academic Transformation Advisory Committee. 2016 – 2018.

OLC Solution Design Summit Planning Group. 2015 – 2017.

ECAR IT Funding Models Working Group. 2015.

EDUCAUSE Enterprise IT Advisory Committee. 2015.

EDUCAUSE Learning Initiative (ELI) Annual Meeting Planning Committee. 2014 – 2015.

EDUCAUSE Administrative IT Planning Committee. 2014.

EDUCAUSE Connect 2014 Career Counselor Planning Group. 2013 – 2014.

EDUCAUSE Southeast Regional 2010 Planning Committee. 2009 – 2010.

NC Research and Education Network (NCREN) Collaborative Services Group. 2008 – 2010.

### *Publications*

One CIO's Musings. <https://www.ci-uhoh.com/category/allposts>.

Barnes, B., et. all. (2018, March 14). Budget Conscious Strategies for Information Security:

Building Resources on a Budget. HEISC Working Group Paper. Retrieve from

<https://library.educause.edu/resources/2018/3/budget-conscious-information-security-resources>.

Johnson, K. (2017, May 8). Would Credentials Make the Higher Education CIO a "Professional"? Retrieve from

<https://er.educause.edu/articles/2017/5/would-credentials-make-the-higher-education-cio-a-professional>.

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- Johnson, K. (2017, March 21). Supplement or Replacement: Exploring the Role of AI in Teaching and Learning. Retrieve from <https://er.educause.edu/blogs/2017/3/supplement-or-replacement-exploring-the-role-of-ai-in-teaching-and-learning>.
- Johnson, K. (2016, August 22). What is Academic Transformation Anyway (and Can You Really Lead It)? Retrieve from <https://er.educause.edu/blogs/2016/8/what-is-academic-transformation-anyway-and-can-you-really-lead-it>.
- Bedi, P., et. all. (2015). Aligning IT Funding Models to the Pace of Technology Change. ECAR Working Group Paper. Retrieve from <https://library.educause.edu/resources/2015/12/aligning-it-funding-models-to-the-pace-of-technology-change-enabling-financial-flexibility-for-core-flexible-and-transformati-ve-services>.
- Johnson, K. (2015, January 04). Determine Your Best Professional Fit. #Resolve2015. Retrieve from <http://lizgross.net/determine-best-professional-fit/>.
- Berman, M., Clemmons, R., Johnson, K., McIntosh, K., & Woo, M. (2014, April 21). Challenge Accepted: Why CIO is the Best Job on Campus. Retrieve from <https://er.educause.edu/articles/2014/4/challenge-accepted-why-cio-is-the-best-job-on-campus>.

## *Presentations*

- Changing the Lead: The Art and Impact of Moving On (co-presenter). EDUCAUSE, 2019.
- 5 Years Later: Is CIO Still the Best Job on Campus? (co-presenter). EDUCAUSE, 2018.
- Crafting an Innovation Landscape: A Workshop on Strategy (co-facilitator). EDUCAUSE, 2017.
- How Change Management Can Support Academic Transformation (co-presenter). Technology, Colleges and Community (TCC) Worldwide Online Conference, 2017.
- Building Right Relationships Among Institutions Using Collaborative Technologies (co-presenter). Association of Marianist Universities Symposium, 2016.
- Finding the Right Place at the Right Time. EDUCAUSE Connect Denver, 2016.
- The CIO as Chief Innovation Officer: Tips for Leading Change (co-presenter). EDUCAUSE Conference, 2015.
- IT Service Delivery: Current Methods, Impending Change, and Future Directions (co-presenter). EDUCAUSE, 2015.
- Aligning IT Organization Structures to Academic and Business Needs (co-presenter). EDUCAUSE, 2015.
- Leading From Where You Are: How to Develop Great Ideas and Get Senior Administration to Support Them (co-presenter). Emerging Technologies for Online Learning, 2015.
- Why CIO is the Best Job on Campus (co-presenter). EDUCAUSE, 2014.
- Building Institutional Partnerships: Reaching Across the Quad (co-presenter). EDUCAUSE, 2014.
- CIO Discussion on Hot Topics (co-presenter). EDUCAUSE Enterprise IT Leadership Conference. 2013.
- Enabling Mobile Technology. SUNY Technology Conference, 2011.
- CIO: Plumber or Strategist? (co-presenter). SUNY Technology Conference, 2011.
- Spotlight on Cloud Computing: Infrastructure as a Service. EDUCAUSE Live! 2010.
- CIOs & Enterprise IT: Tackling the Tough Issues (co-presenter). EDUCAUSE SE Regional Conference, 2010.

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The Economics of Cloud Computing (co-presenter). NCREN Annual Conference, 2009.  
Outsourcing E-Mail and Other Applications (co-presenter). EDUCAUSE Southeast Regional, 2009.

Planning & Managing Technology in Higher Education. Guest Lecturer, NC State, 2006.  
Web-Enabled Student Services: Passing Fad or Wave of the Future? NASPA Annual Conference, 2002.

Untangling the Web: Evaluating Student Portals. NASPA Region III Conference, 2001.

## *Selected Professional Development*

Business Analytics: From Data to Insight. Wharton School of Business. 2019.

Design Thinking: The Beginner's Guide. Interaction Design Foundation. 2019.

User Experience: The Beginner's Guide. Interaction Design Foundation. 2019.

EDUCAUSE Learning Initiative Leadership Seminar. ELI annual meeting. 2015 – 2017.

Hawkins Leadership Roundtable. Embedded in national EDUCAUSE conference. 2011.

Leadership Mohawk Valley. Ten month leadership program. 2011.

EDUCAUSE Leadership Institute. One week seminar. 2010.

American College Personnel Association Assessment Seminar. Two day seminar. 2006.

AAC&U Learning and Technology. Three day seminar. 2006.

EDUCAUSE Management Institute. One week program. 2003.

## *Certifications*

ITIL Foundation Certification. 2018.