

## Summary

Jon Kerner leads the technology and security practice area at ScottMadden. With 20 years of management consulting experience and 10 years of experience as a chief information officer for multibillion-dollar companies, Jon helps companies transform their technology and security organizations to meet the increasingly digital needs of their businesses. His areas of industry experience include energy, telecommunications, staffing, professional services, and consumer products. Jon earned a B.S. in industrial and systems engineering from the Georgia Institute of Technology and received an M.B.A. and an M.S. in computer information systems from Georgia State University.

## Areas of Specialization

- IT Strategy and Delivery
- IT Assessments
- Operating Model Improvement
- Cybersecurity Program Development
- Risk and Compliance
- Program and Project Management

## Recent Assignments

- Assessed the performance of an energy company's IT organization to evaluate how it meets its business stakeholders' new and emerging digital needs, including IT operations, management, delivery, and planning capabilities. Identified gaps between legacy IT services provided and emerging analytics, automation, and intelligence needs of business areas. Provided improvement recommendations and developed a planning process based on business area one-, three-, and five-year target service architectures. Supporting roadmaps and tiered business engagement and governance models were also provided
- Transformed an energy organization's digital operating model from a siloed, project-based model to a cross-functional, product-based model. Developed supporting capabilities tying enterprise and business area strategies into digital "concepts of operations" that depicted the organization's business capabilities, supporting technology products and services, and included corresponding business performance, technical risk, and product business fit indicators used to target and measure high-value improvement efforts. Established supporting product, architecture, engineering, and operational capabilities to enable the operating model transformation
- Designed and implemented a business transformation office to direct and monitor a professional service organization's transformation roadmap. The roadmap included acquisition and integration, customer service delivery model implementation, and new product development efforts
- Assessed a consumer product company's program management office, providing findings and recommendations to address project business engagement, risk management, planning, oversight, and reporting weaknesses
- Evaluated security services and controls for an energy company. Facilitated sessions to improve and update supporting program documentation and developed a control exceptions backlog (POAM) where gaps were identified and managed. Designed supporting measures, handbooks, and recurring service performance operations reviews. Integrated service and control management activities with risk management processes to set priorities, determine maturity targets, and better characterize risks based on service and control performance
- Evaluated the information protection program of an energy company. Assessed how disparate data protection-related controls (ranging from information security, privacy, data retention, and compliance requirements) were orchestrated across several use cases that included handling structured and unstructured data, data managed on premises and by third parties, and information shared with partners. Identified weaknesses and provided recommendations, including assessing and working with business areas with high-risk data-handling processes that may need additional controls and protections
- Established a program office for a technology service organization being spun off from its parent company. Developed a tiered Objectives and Key Results (OKR) plan that included enterprise, product/business area, and functional strategies. The leadership team validated plans to ensure alignment with enterprise direction, confirm all important aspects were being addressed, and clarify responsibilities and ownership. The program office established charters for the individual workstreams, monitored their performance and alignment, facilitated problem-solving, and provided enterprise leadership reporting using an OKR program dashboard