

Summary

Jon Kerner leads the information technology practice area at ScottMadden and is one of the founders of ScottMadden's shared services practice. With more than 10 years of management consulting experience and experience as a chief information officer for multibillion-dollar companies, Jon delivers practical solutions and provides both business and technical expertise across a range of corporate responsibilities, including strategic planning, IT services transformation and delivery, cybersecurity, and sourcing optimization. His areas of industry experience include energy utilities, telecommunications, 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., with a focus on finance, and an M.S. in computer information systems from Georgia State University.

Areas of Specialization

- Information technology
- Technology optimization
- Cybersecurity program development
- Management model/playbook
- Process improvement
- Project management

Recent Assignments

- Assessed IT operations of a large national electric utility, including IT strategies and planning and operational processes. Developed recommendations and a road map to support IT transformation and ongoing continuous improvement efforts and supported implementation of improvement efforts
- Assessed SAP deployment for a northwestern electric utility and provided recommendations to simplify environment in order to take advantage of unused SAP investments. Project managed improvement implementation
- Assessed the IT governance processes of a southwestern utility and provided recommendations for IT strategic planning, business engagement, and improved governance processes
- Assessed IT capabilities and developed an IT strategic plan for a midwestern electric utility, providing a long-term architecture road map across all business units. Developed a supporting governance process to evaluate and monitor IT investments
- Assessed project and portfolio management practices for a regional utility's board of directors, looking at process maturity, project performance, and portfolio governance. Provided detailed recommendations and improvement roadmap
- Designed a service delivery model for an IT-managed service provider, supporting profitable growth into new markets. Design included introduction of Lean IT concepts into service desk and operational processes
- Developed cybersecurity program for a large national electric utility, across multiple business units, including information and operational technology assets. Program was assigned with Energy Sector Cybersecurity Framework guidance
- Supported post-merger integration of security and risk management processes for a large energy company. Consolidated policies, implemented security awareness and security exception processes, and assessed staffing levels
- Assessed NERC/CIP management and compliance processes for a midwestern electric utility. Evaluated technology asset and change management processes for critical assets. Designed new processes aligned with NIST CSF framework. Evaluated and selected supporting management systems
- Transformed access management program for an independent system operator to improve efficiencies and address compliance deficiencies
- Reengineered security-focused asset, change, and configuration processes for regional electric utility, including process design, tool selection, and implementation and organizational change management support
- Led accounts payable outsourcing effort for national manufacturer, including systems integration of cloud-based transaction and analytics toolset with client enterprise resource-planning platform
- Evaluated regulatory business analytics capabilities for a southeastern utility. Provided recommendations to improve data quality and analytics competencies. Developed business requirements to support an implementation road map