

**BOARD OF TRUSTEES  
MINNESOTA STATE COLLEGES AND UNIVERSITIES**

**BOARD ACTION**

**APPOINTMENT OF INTERIM VICE CHANCELLOR  
FOR INFORMATION TECHNOLOGY**

**BACKGROUND**

Darrel Huish, Vice Chancellor for Information Technology, announced his retirement in October 2012. His last day at Minnesota State Colleges and Universities will be January 24, 2013. The chancellor recommends that the board appoint an interim vice chancellor effective January 25, 2013, and that a search for the vice chancellor commence at a later date.

**Chancellor's Review Process**

Nominations and expressions of interest were sought from the board, presidents, system office staff and other individuals within and outside the system. Chancellor Rosenstone appointed a search advisory committee consisting of the following members:

Chair: Robert Musgrove, President, Pine Technical College  
Members: Jon Eichten, Int. Senior System Director, Acad. and Student Support Technology  
Laura King, Vice Chancellor for Finance and Administration  
Scott Olson, President, Winona State University  
Bryan Schneider, Director of Technical Services, MSU, Mankato

The search advisory committee reviewed the applications and nominations; interviewed five candidates; and ultimately forwarded three names to the chancellor. The chancellor interviewed the candidates and consulted as appropriate to develop his recommendation to the board. Chancellor Rosenstone is recommending Chris McCoy to serve as the interim vice chancellor for information technology.

**RECOMMENDED COMMITTEE ACTION**

The Human Resources Committee recommends that the Board of Trustees adopt the following motion.

**RECOMMENDED MOTION**

The Board of Trustees, upon the recommendation of Chancellor Rosenstone, appoints Chris McCoy as interim vice chancellor for information technology effective January 25, 2013, subject to the completion of an employment agreement. The board authorizes the chancellor, in consultation with the chair of the board and chair of the Human Resources Committee, to negotiate and execute an employment agreement in accordance with the terms and conditions of the MnSCU Personnel Plan for Administrators.

*Date of Board Action: November 14, 2012*

*Date of Approval: November 14, 2012*

*Date of Implementation: January 25, 2013*

# CHRIS ALAN MCCOY

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## CHIEF INFORMATION OFFICER

As a 24-year veteran of IT leadership in higher education I am seeking opportunities to use my skills in IT strategy, project management, team development, business management, and technology literacy to propel an organization to success. As an inclusive, communicative, and empowering leader I will foster an atmosphere of responsibility and accountability to use technology as a tool to achieve organizational goals and objectives.

## EDUCATION

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**Executive Master of Business Administration, May 2009**

Henry B. Tippie School of Management, University of Iowa, Iowa City, IA

**Master of Engineering, Systems Engineering, May 2009**

Iowa State University of Science and Technology, Ames, IA

**Bachelor of Science, Computer Science, Dec 1987**

Iowa State University of Science and Technology, Ames, IA

## PROFESSIONAL EXPERIENCE

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**CIO / Assoc. VP for Information, Telecommunications and Technology**

2010-present Metropolitan State University, St. Paul, MN

- Active contributor, from inception, with the MnSCU IT Service Delivery Strategy.
- Successfully led campus-wide initiative to migrate platforms (desktops, servers, email, file storage, account services, & web) during first year. Awarded the Metromophosis Award.
- Developed new budget framework for IT operations with 5-year planning window.
- Established metrics and new procedures for customer services; earned a 96% customer rating
- Services include: networking, telephony, classroom and lab technologies, databases, web, application development, printing, desktops & devices, server infrastructure, file storage, email, mobility, directory services, ERP support – supporting ~18,000 users with ~2500 devices.

**Director of Computing / Manager of Engineering Computing Support Services**

1994–2010 College of Engineering, Iowa State University, Ames, IA

- Provided executive leadership to a team of more the distributed 24 FTEs, 8 academic departments, and several administrative departments.
- Successfully implemented the "Seamless IT Initiative" integrating IT functions of eight departments into one including account services, email, file storage, 60+ labs, over 3000 desktops, help desk services, printing, backups, databases, and other services. Awarded the Deans' Leadership Award "For proactive leadership in the college".
- Organized campus-wide collaborative efforts to share technologies, techniques, purchases, professional development, and discuss other campus-wide issues.
- Hired and coached a technology team of up to 8 direct reports (and 25 indirect reports), defining roles, responsibilities and performance criteria for each position.
- Oversaw an environment with more than 3000 systems, 60 student labs, 7500 users, and 50TB of file storage, providing a full range of services including desktop support, NAS/file servers, MS-Exchange, IIS/Apache, MS/MySQL, SharePoint, print, Terminal Services, HPCC, business and engineering applications, and many other services. Windows & Linux platforms.

**Manager of Systems Support**

1991–1994 Department of Computer Science, Iowa State University, Ames, IA

- Re-organized support services, serving as the first Manager of Systems Support.
- Developed the department's first systems management (strategic) IT plan.
- Transitioned the department from mini-computing to workstation computing.
- Managed one full-time and three part-time staff members, providing annual performance reviews, defining job duties, and directing projects.
- Managed a heterogeneous network consisting of bridges, repeaters, hubs, terminal servers, and more than 200 UNIX servers/workstations, PC's, and X-Terminals.
- Directed support for all aspects of UNIX system administration including NFS, NIS, DNS, user account management, backups, printers, peripheral configuration, system build, software installation, electronic mail, security, etc.
- Developed and taught short-courses for faculty and graduate students.
- Implemented one of the first 100 web servers in the world.

**UNIX Systems Programmer**

1988–1991 College of Agriculture, Purdue University, West Lafayette, IN

- Implemented the nation's first Cooperative Extension Service UNIX WAN across 99 county and 5 district Extension sites in Indiana supporting more than 1000 users.
- Ported, modified, and extended UNIX (Sys Vr3) system source code (K&R C) to repair or enhance the functionality of the operating system and utilities.
- Administered system support including user account management, NFS/RFS, backups, system builds, software installation, trouble-shooting, kernel tuning, device configuration, UUCP, security, and sendmail configuration.
- Served as "postmaster" for a network of over 1000 users.
- Supervised up to three full-time staff.
- Developed a "web" browser pre-cursor for a dial-up, batch environment.
- Taught classroom and video training sessions for end-users.

**Undergraduate Research Assistant**

1982-1988 Botany Department, Iowa State University, Ames, IA

- Designed, conducted, and analyzed research experiments with corn maize, cell mitochondria and plant hormones. Papers published.
- Trained graduate students in the use of High Performance Liquid Chromatography (HPLC), and Gas Chromatography/Mass Spectrometry (GC/MS).

**AWARDS**

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**2012 Metromorphosis Award**

- "For flexibility, creativity, patience, perseverance, and good humor in the midst of change"
- 2011 "Butterfly Initiative" (migration of platforms)

**2006 Deans' Leadership Award**

- For "Proactive leadership in the college"
- College of Engineering, Iowa State University

**1988 Award for Superior Service**

- Purdue Drought Response Team, 1988
- United States Department of Agriculture

## **UNIVERSITY COMMITTEES AND ACTIVITIES (SELECTED)**

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### **Committees, Metropolitan State University**

- MnSCU HR IT Audit Workgroup, 2011-present
- MnSCU Finance and Personnel Committee, 2011-present
- MnSCU Enterprise Infrastructure Committee, 2010-present
- MnSCU Service Delivery Strategy Workgroup, 2011-present
- President's Cabinet, 2010-present
- Information Technology Advisory Council, 2010-present
- Facilities and Planning Committee, 2010-present
- Budget Development Committee, 2010-present
- Strategic Web Advisory Taskforce, 2011-present
- AQIP Strategy Forum, 2011

### **Committees, Iowa State University**

- Chair, Engineering Computing Round Table, 1994-2010
- College Information Technology Administrator's Council, 2001-2004 (chair), 2005-2010
- University Planning and Budget Committee, 2007-2010
- College IT Leadership Council, 2006-2010
- Academic Council, College of Engineering, 1994-2010
- CIO Search Committee, 2002, 2003
- Executive Council, College of Engineering, 2002-2004
- University Desktop Standards Committee, 2001-2005

### **Teaching**

- ENGR 110 – "Introduction to Engineering Computing", 1996-2000

### **Service**

- College of Engineering United Way Coordinator, 2004

## **PUBLICATIONS AND PRESENTATIONS (SELECTED)**

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- McCoy, Chris A. "Service Lifecycle: A Key to Understanding Cultural Differences." EDUCAUSE Enterprise 2009. Indianapolis, IN. 07 May 2009.
- McCoy, Chris A. "A Place for Everyone: Understanding IT Culture Using S-Curves." EDUCAUSE Midwest Regional Conference 2008. Chicago, Ill. 18 March 2008.
- Elthon, T. E.; Stewart, C. R.; McCoy, C. A; Bonner, W. D. Jr. "Alternative Respiratory Path Capacity in Plant Mitochondria: Effect of Growth Temperature, the Electrochemical Gradient, and Assay pH". Journal of Plant Physiology, 1986, 80, 378-383.

## **SERVICE AND COMMUNITY ACTIVITIES (SELECTED)**

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### **AAU Track and Field**

- Co-organizer for 2010 Iowa District Qualifier
- Co-organizer for 2009 Area 12 Jr. Olympics National Qualifier
- Volunteer for developmental meets, 2007-2010

### **FIRST Lego League**

- Head Judge, State of Iowa, 2002-2008

# Summary of Qualifications

## Education

- Executive MBA (with Distinction), University of Iowa, 2009
- Masters of Engineering, Systems Engineering, Iowa State University, 2009
- Bachelors of Science, Computer Science, Iowa State University, 1987

## Employment Experience

- Steady progression of responsibilities and leadership over 24 year career – all in higher education.
- (pre-professional, but related) 2 years Research Assistant (undergraduate), Botany Department, Iowa State University.
- 3 years UNIX Systems Programmer, Ag Computer Network (Cooperative Extension), Purdue University.
- 3 years Manager of Systems Support, Computer Science Department, Iowa State University.
- 15+ years Director of Computing, College of Engineering, Iowa State University.
- 2 years Assoc. Vice-President for IT and CIO, Metropolitan State University.

## Leadership & Management Experience

- 2 years CIO experience at a state university of 11,000 students in the 5<sup>th</sup> largest state university system; staff of 28 full-time and 20 students, budget of \$4.5m
- 15+ years experience as the college IT lead in the flagship college at Iowa State University – member of the Dean's executive team for many of those years; staff size of ~24 full-time and 25+ students, budget of \$4+ million.
- 17 years managerial experience with HR (hiring, evaluating, firing), budgeting, procurement (three different university environments), asset management (hardware, software), organization, and other administrative functions.
- Known for leading the exploration of emerging technologies and being first-to-deploy at Iowa State University.

## Technical Background

- 3 years experience as UNIX Systems Programmer (UNIX SysVr2, IBM AIX, Sun OS/Solaris, HP-UX), K&R C.
- 3 years experience as lead UNIX & Windows Systems Administrator (HP-UX, Sun OS/Solaris, Novell Netware, Windows NT/200x)
- 10+ years hands-on IRIX/HP-UX/Solaris/Windows/other Platform expertise.

- Hands-on work with many different components/technologies over the years: Apache, IIS, MySQL, MS-SQL, Oracle, Exchange, SharePoint, EMC NAS/SAN, K&R C, KSH/BSH/BASH, Perl, PHP, Active Directory, Terminal Services, HPCC, NFS, YP/NIS, DNS, backups, Cisco IOS, Samba, Kerberos, Sendmail, etc.

### **Higher Education Experience**

- 24-years in higher education – 3 at Purdue University, 19+ at Iowa State University, 1-1/2 at Metropolitan State University
- 3 years in Cooperative Extension Service
- 3+ years supporting departmental (academic) research/education
- 15+ years supporting college-level (engineering) research, education, administration, and outreach
- 2 years university-level all aspects
- 2 years MnSCU system experience
- Possess an in-depth understanding of all facets of university systems – recruitment, admissions, registration, advising, international, financial aid, communications, marketing, finance/budgeting, HR, facilities, governance, research, education, outreach, etc.
- Possess an in-depth understanding of the complexities of higher education political structures, the decision-making processes, and the responsibilities for data protection, process separation, and other issues.

### **Research Support/Experience**

- 22+ years working in R1 institutions providing primary and secondary support
- 2 years undergraduate work in research lab (original research published)
- Active participant in securing \$750,000/yr HP Grant for 3 years.
- Coordinator for deployment of \$5 million SGI gift.
- Team management for installation/administration of IBM BlueGene/L, 1600 node Sun HPCC, and dozens of 16-32 node HPCC systems.
- Routine negotiation with vendors for hardware/software gifts, grants, and special pricing for educational, research, and other computing needs.

### **Shared Governance**

- 24 years operating in shared governance with unit, departmental, college, university levels including faculty, staff, and students covering research, education (including student fee governance), outreach, and administration.
- 2 years experience with bargaining unit governance (MN)

### **Instructional Technology**

- Sponsored the transition from VHS to streaming media for distance education at Iowa State University.
- Sponsored the pilots for use of “clickers”, laptop programs, moodle, SharePoint CAD, virtual security labs, and other hardware/software solutions at Iowa State University.
- Established classroom technology standards at Metro State and initiated cyclical budgets for sustainability.

### **Student Fee Accountability**

- 17 years managing student fee distributions of \$1-2 million annually.
- Designed and implemented a distribution procedure for \$2 million annually at Iowa State University that included multi-layered governance, collaboration, and project accountability.
- Appreciative of the requirement to collaborate with student leadership and the need for good stewardship of student fees.

### **Strategic Planning & Visioning**

- Known as a “thought-leader” and strategic thinker for not only IT, but for cross-cutting institutional systems (marketing, budgeting, HR, etc.).
- Possess an in-depth understanding of the dynamic nature of IT and the generational shifts that have occurred (and will occur) with this ever-changing industry.
- Known for the use of S-Curves to explain changing patterns in the lifetime of systems and organizations and being able to align organizational priorities with the stages of development for those systems and organizations.

### **Diversity & Affirmative Action**

- Diversity is an integral part of my family life – have adopted 3 African American children.
- In-depth understanding of the issues related to recruitment and retention of women in STEM.
- 2 years experience with a highly successful institution that has 30% students of color, 25% first-generation students, and 60% women and can boast having NO achievement (graduation) gaps.
- Scored among the highest 4% of the President’s Cabinet at Metro State on the “Intercultural Development Inventory” – an assessment that measures cultural sensitivity and maturity.

### **Institutional & Community Service**

- Served on many university committees (see resume for an abbreviated list)
- Served as United Way coordinator for the college
- Served multiple years as Head Judge for state-wide FIRST Lego League events
- Served as volunteer organizer and worker in AAU Track and Field competitions and Jr. Olympics Qualifiers
- Served as assistant football coach for Jr. Football league
- Foster-adoptive certification for many years

### **Leadership and Management Style**

- Firm believer in delegation and personal accountability, clear separation of roles from CIO to student hourly.
- Emphasis on changing behavior through modeling, establishing long-range goals, and setting expectations for sustained patterns of success.
- Strong emphasis on quality of service delivery at the front lines for managing customer expectations.
- Known for being aggressive, yet relaxed, in team dynamics
- Known for being an encourager, rather than a strict disciplinarian, using communication, mentoring, and coaching to bring out the best in people
- Strong believer in continual education – both employer-sponsored and employee-initiated. Employees have the responsibility of sharing ownership in the area of continuous improvement on one's skills.

### **Vendor Relationships**

- Known for building strong vendor relationships with primary vendors – many retain relationships for years after changing positions.
- Have negotiated hundreds of contracts and purchases from big to small covering hardware, software, and services. Possess a grasp of the influence that education (particularly higher education) has with pricing in the market.