

## Bruce Morris

### Senior Associate

**Mr. Bruce Morris** has over 25 years of wide ranging IT executive management experience that includes both domestic and international IT strategic planning, end user service delivery planning, staffing, process design/redesign, ITIL based assessments and gap analyses; network operations center and help desk planning, design and implementation; large systems (multi-state, multi-country) logistics implementation/roll-out planning and management; teaming/partnering/subcontracting negotiations; and disaster recovery - business continuity readiness analysis and design, development and implementation.



In the Healthcare sector, Mr. Morris served as CIO for a large, southeastern US, physician practice management corporation where he developed methodologies for managing systems selection, configuration, deployment, and on-going practice support and service delivery. He also developed comprehensive pricing systems and methodologies expanding the company's product lines, increasing profits and successfully increasing client satisfaction ratings, system deployment efficiencies and reducing product/systems delivery/installation times. In addition, he served as Director of Operations for an 8 hospital, 10,000+ end user healthcare system, where he managed the transition from a mainframe to a client server based infrastructure, developed and implemented a Disaster Recovery /Business/Continuity Plan and managed all mainframe and client server network, end-user and help desk support operations and the infrastructure portion of an SMS implementation. For this same hospital system, Mr. Morris initiated a project to upgrade rather than replace the existing IBM mainframe, saving the system approximately \$3 million. For a Fort Worth hospital, he directed the evaluation, selection, and implementation of a call center and for a major West Virginia Hospital, he conducted an assessment, and provided an analysis and redesign recommendations for a major network, telecommunications, and technical support operations and infrastructure transition/upgrade.

Additionally, Mr. Morris has served as Vice President of Federal Programs overseeing a wide variety of IT projects ranging from database and applications development tasks to full-blown enterprise architecture development/design and implementation to infrastructure acquisition/implementation and a wide variety of customer-centric web based solutions. In this position, Mr. Morris was responsible for all IT programs for the US Treasury, the IRS, DOT, the US Navy Space & Warfare Center and the National Archives. He was also responsible for establishing



strategic teaming and partnering relationships with major Fortune 100 companies designed to target specific business opportunities and ensuring on-time/on-budget contract deliverable compliance.

For another large, IT services company, Mr. Morris acted as the Director of Operations for the US Senate Computer Center where he managed all IT activities for the US Senate's 18,000+ nodes (Capital Hill and state offices) including all systems configurations, installs, break-fix and preventative maintenance, network support, help desk operations, logistics, and incident and problem management. Mr. Morris also served as the Director of Operations for a multi-national, oil and gas pipeline company where he was responsible for managing and restructuring the company's London based Europe, Middle East and Africa field operations support organization implementing policies and procedures that reduced MTTR's and dramatically increased customer satisfaction levels and operations personnel morale.

**Associated with HCIC since 2007**

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