

TED M. ROSS

(MBA, CPA, PMP, CISSP, LSSBB)

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BACKGROUND

MBA graduate, licensed CPA, and award-winning Chief Information Officer for the City of Los Angeles for the last seven years. Over 24 years of private and public sector technology experience, earning various awards, including a global Smart City Award in Barcelona, Civic Innovator in the Pandemic from Harvard, #1 Digital City in the U.S., Top 25 Doer & Dreamer, and CIO of the Year according to the L.A. Business Journal. Guest Lecturer at University of Southern California and CSU Dominguez Hills for over six years and featured in Fortune Magazine, The Wall Street Journal, The Economist, and numerous global technology conferences.

EDUCATION

- 2005 - Present *Continuing Professional Education Courses (various schools)*
Over 425 total hours of professional education in digital strategy, project management, organizational leadership, Lean Six Sigma, cybersecurity & finance, including Harvard University's Digital Transformation in Government course.
- 2004 – 2005 *California State University, Dominguez Hills*
Master's of Business Administration (MBA) in Management
3.8 GPA, graduated with High Honors
- 1999 – 2003 *Edison State University, New Jersey*
Bachelor's of Business Administration (BSBA) in Accountancy
3.7 GPA, graduated with High Honors

PROFESSIONAL EXPERIENCE

- 2015 – Present Chief Information Officer and General Manager
City of Los Angeles, Information Technology Agency
- Daily management and strategy for 455 IT staff and a \$125M budget, delivering comprehensive digital services to the 2nd largest city in the U.S.
 - Earned various national awards in this capacity, L.A. CIO of the Year, Smart City Award (Barcelona), #1 Digital City, AWS City in the Cloud, Top 25 Doer and Dreamer, and Civic Innovator in the Pandemic (Harvard University)
 - Featured in The Economist, Fortune, WSJ, Wired, and other publications
- 2012 – 2015 Deputy Chief Information Officer
City of Los Angeles, Information Technology Agency

- Managed the Technology Solutions Bureau with 182 staff and a \$32M budget, supporting over 100 LA City applications and a 24/7 Data Center

- 2008 – 2012 ERP Director & Financial System Project Manager
City of Los Angeles, Office of the Controller
- Office of the Controller Project Manager and post go-live Director of the successful citywide Financial Management System ERP project (\$54 Million budget), serving 1,550 users across 42 City departments
- 2004 – 2008 SAP Financial System Team Manager
City of Los Angeles, Los Angeles World Airports (LAX)
- Manager of the SAP ERP Financial Accounting, Budget, and Cost Controlling Team at the City of Los Angeles Department of Airports (LAX)
 - Taught 46 three-hour SAP training classes for LAX employees
- 2003 – 2004 Contract Accountant
Universal Pictures
- 2002 – 2003 Assistant District Manager
H&R Block
- 1999 – 2002 Accounting Manager (Tech Startup)
Lucid Datastreams, LLC
- 1997 – 1999 IT Systems Support
Los Angeles Unified School District

TEACHING EXPERIENCE

- 2018 - Present Guest Lecturer (Fall & Spring Semesters)
USC Marshall School of Business
DSO 551 - Digital Transformation in the Global Enterprise
Taught face-to-face & online (COVID Pandemic) - Developed curriculum and taught entire class session on Smart Cities, digital strategy, and emerging technology use cases at the City of Los Angeles
- 2015 - Present Guest Lecturer (Fall & Spring Semesters)
CSU Dominguez Hills Department of Computer Science
Various courses, including Cybersecurity, Systems Design, and Digital Innovation
Taught face-to-face & online (COVID Pandemic) - Developed curriculum and taught entire class session on cybersecurity, systems planning, or innovation
- 2013 - 2017 Guest Lecturer (Fall & Spring Semesters)
USC Marshall School of Business

IOM433 - Systems Analysis & Design

Taught face-to-face - Entire class session on digital strategy, use of emerging technologies, and systems design at the City of Los Angeles

2004 - 2008

SAP Training Instructor

LAX Airport

Taught 46 three-hour face-to-face (hands on) training sessions on topics ranging from SAP Basic Navigation to Advanced SAP Cost Controlling. Developed the curriculum, presentation, and exercises for over 690 students at LAX airport.

PUBLICATIONS

Ross, T. (2021, June 23). *City of Los Angeles Digital Strategy: COVID-19 Pandemic & Beyond*. City of Los Angeles Website. <https://ita.lacity.org/sites/g/files/wph1626/files/2021-06/City%20of%20LA%20Digital%20Strategy%20-%20COVID-19%20Pandemic%20%26%20Beyond%20%281%29.pdf>

Ross, T. (2020, December 1). *SmartLA 2028: Technology for a Better Los Angeles*. City of Los Angeles Website. <https://ita.lacity.org/sites/g/files/wph1626/files/2021-05/SmartLA2028%20-%20Smart%20City%20Strategy.pdf>

Ross, T. (2016, April 12). *How Los Angeles Hired a Development Team That's Nearly Half Women*. State Technology Magazine. <https://statetechmagazine.com/article/2016/04/how-los-angeles-hired-development-team-thats-nearly-half-women>

Ross, T. (2015, October 16). *Resilience by Design: Technology Recovery When It Counts*. Government CIO Outlook. <https://cloud.govciooutlook.com/ci viewpoint/resilience-by-design-technology-recovery-when-it-counts--nid-64.html>

PRESENTATIONS

Below is a sample of the many national and global presentations I have developed and delivered to large audiences.

2021 Ross, T. Integrating Citizen Experiences in the 5G Era. *iHeart Radio Podcast*. <https://www.iheart.com/podcast/1119-the-restless-ones-53491386/episode/integrating-citizen-experiences-in-the-5g-80988126/>

2020

Ross, T. Building Inclusive Smart Cities (Keynote Presentation). *Seoul Global Leaders Conference*. Yonsei University, Seoul, Korea.

2019 Ross, T. Building a Resilient Los Angeles (Keynote Presentation). *AWS re:Invent Annual Conference*. Las Vegas, Nevada.

- 2019 Ross, T. Commencement Speech to Master's Students. CSU Dominguez Hills. Los Angeles, California
<https://www.youtube.com/watch?v=BxQNmYOO6vo&t=2150s>
- 2018 Ross, T. The Road to Smart Cities. *Infinity Film Festival*. Beverly Hills, CA.
- 2017 Ross, T. Smart Cities & Media (Keynote Presentation). *NASSCOM Annual Conference*. Mumbai, India.
- 2017 Ross, T. Digital Transformation with AI (Keynote Presentation). *Microsoft Government Technology National Summit*. Online.
- 2016 Ross, T. Smart Cities & 5G. *Gartner National Symposium*. Orlando, Florida.
- 2015 Ross, T. TED Talk - Innovation... The How of Crisis Leadership. *TedxLA Conference*. Los Angeles, California.

CERTIFICATIONS & LICENSES

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| 2019 | Certified Information Systems Security Professional (CISSP) - ISC ² |
| 2016 | Certified Information Technology Infrastructure Library (ITIL) Expert - Axelos |
| 2015 | Lean Six Sigma Black Belt (LSSBB) - Council for Six Sigma Certification |
| 2014 | Agile Software Development & Cloud Certified - CompTIA |
| 2014 | Project Management Professional (PMP) - Project Management Institute |
| 2006 | Certified SAP Consultant (FI/CO/MM/HR) - SAP AG |
| 2005 | Certified Public Accountant (CPA) - California Board of Accountancy (Lic #92574) |

AWARDS & HONORS

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| 2022 | Southern California CIO of the Year Award (ORBIE) |
| 2021 | 73rd Emmy Governor's Award (Television Academy) |
| 2021 | Civic Innovator in the 2020 Pandemic Award (Harvard University) |
| 2019 | Global Smart City Award - 1st Place Data Federation (Smart City World Expo) |
| 2018 | Los Angeles CIO of the Year Award (Los Angeles Business Journal) |
| 2017 | Best Cybersecurity Team (Secure Computing Magazine) |
| 2015 - 2017 | Digital City Winner - 1st Place in United States (Center for Digital Government) |
| 2017 | Top 25 Doer, Dreamer, and Driver in U.S. |
| 2016 | Best of California Award - Diversity in Tech Initiatives (Govt Technology Magazine) |
| 2016 | AWS City in the Cloud National Winner (Amazon Web Services) |
| 2015 | Leader of the Year Finalist (StateScoop 50) |

VOLUNTEERING

- 2018 - Present University President's Advisory Board
California State University, Dominguez Hills
Secretary-Treasurer, Board Member
- 2018 - 2021 Innovate@UCLA
University of California, Los Angeles
Board Member
- 2016 - 2019 Institute for Communication Technology Management
University of Southern California (Viterbi School)
Board Member

REFERENCES

Professor Ann Majchrzak
USC Marshall School
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Professor Peter Marx
USC Annenberg School
323-369-5011
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Professor Roger Fernandez
CSU Los Angeles
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