

James Hill

Founding Partner & Director

EXPERIENCE SNAPSHOT

INDUSTRY

- State & Local Government
 - Courts
 - Public Utilities
 - Research
 - Finance

TECHNICAL SPECIALIZATION

- Information Technology Project Management
- Organization Design and Change Management
- Program Management
- Financial Planning & Control

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BACKGROUND

James Hill has more than twenty-five years of experience leading large and complex programs to help public sector agencies and other organizations change in response to compelling events. He helps them build capacity. His areas of expertise are Organization Design and Information Technology. These interact in successful change programs. Among those he has assisted in the design and implementation of new organization and technology are the state governments of Connecticut, Indiana, and Ohio, the city governments of Atlanta, Georgia, Indianapolis / Marion County, Indiana, and Toledo, Ohio as well as All State Insurance Company, Cleveland Clinic, Ford Motor Company, and Motorola. Typically, his involvement in change programs spans years and includes the management of significant financial budgets.

Since 2002, James has been especially focused on how state and local governments operate. Accordingly, he has worked up and down as well as across functional domains to facilitate action and learning on the parts of their executives, managers, planners, and knowledge-workers and the preparation of successful master program plans, communicating them to stake holders, and helping to create acceptance.. Dr. Hill often assists in the preparation of public value analysis reviews, especially on the benefits side, and capital expenditure proposals.

PROFESSIONAL EXPERIENCE

Project Related

IMPROVE QUALITY OF WORK AND WORK LIFE

- James recently completed a two year, \$8 million project with a the City of Atlanta to plan and prototype new technology, organization, and facilities for its largest department; the department operates as an enterprise fund employing about 1,500 people and retaining many more to work on regional service area infrastructure. James's project helped set the stage for improving how executives, managers, and knowledge-workers work together and share information. He prepared the innovation business case and Public Value Analysis, drafted and helped manage operating and capital expenditure budgets, developed project plans, closely monitored the performance of work teams against those plans, tried out and evaluated some new organization, technology, and facilities ideas, drafted proposed legislation, stakeholder briefing documents and white papers, conducted regular status and informational meetings, resolved management and technical issues, and facilitated the taking of directional decisions.

DEVELOP NEW DATA MANAGEMENT APPLICATION

- Developed and implemented a new software application for Incyte Genomics, Palo Alto, California, to provide very large amounts of human genome-related data to governmental and other research organizations. Project staff for this effort numbered more than 80 developers, data analysts, architects, and testers.

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DIRECT PMO OPERATIONS

- Established and directed the Program Management Office (PMO) for the development and implementation of an enterprise resource management system for Ford Motor Company. This project spanned three years, impacted thousands of people, cost about \$150,000,000, and payback was obtained in three years. (James was originally brought in to perform a project assessment and “turn around” for the project’s business sponsors and Company executives.)

RESTRUCTURE JUDICIAL BRANCH OF GOVERNMENT

- “Restructured” the Judicial Branch of government for the State of Connecticut. Led the organizational analysis of the Branch including reducing the number of organizations reporting directly to the Chief Court Administrator, hiring a new head of Information Technology and building the business case for a new data center, and preparing the capital expenditure plans for the upgrade / construction of new facilities.

“ROAD SHOW” NEW TECHNOLOGY

- Conducted a “state-wide” road show for the State of Indiana to promote the adoption of a new application system by all of the counties in a state. Interacted with County elected officials, executives, managers, stakeholders, etc. Developed communications plans and advised on the roll-out of the new application.

IT ASSESSMENT / DATA CENTER CONSOLIDATION

- Assessed the level of service provided by the Corporate Information Technology function for Motorola and developed the plan for consolidating three data centers into one based in the United States.

LEARNING COMMUNITIES

- “Innovation is a team sport.”

Dr. Hill is active in several learning communities in the area of organization innovation. In addition to his study in the area of the interaction of organization, technology, and work space, he is developing new ideas for the Decision Science Institute, the Academy of Management, the National Center for State Courts, and the American Waterworks Association. Too, he remains involved in teaching and research at Case Western Reserve University, one of the leading research institutions in the area of organizational behavior in the world.

ENTREPRENEURSHIP

- As a successful entrepreneur, James has helped found and lead several professional services organizations including Realogic and Entara Management Services. He has been a senior executive in one of the world’s largest technology firms and led State and Local Government business practices for international consultancies of, now, Ernst & Young and Price Waterhouse Coopers. His and Entara’s mission is to help build the capacity of and respect for State and Local Governments.

COMPANY AFFILIATIONS

2002 – present	Entara Management Services Atlanta, GA Founding Partner & <i>Director</i>
1999 – 2002	CA, Inc Chicago, IL <i>Senior Vice President, Global Professional Services</i>
1998 – 1999	REALOGIC, Inc. Ann Arbor, MI <i>Vice President</i>

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1974 - 1998 Arthur Young and Company and Coopers & Lybrand, Professional Services Firms
Consultant

EDUCATION

2005 Case Western Reserve University
Cleveland, OH
Doctorate, Management

1974 University of Southern California
Los Angeles, CA
Master Business Administration

1969 Otterbein College
Westerville, OH
BS, English

RESEARCH PORTFOLIO

“De-privatization” in state and local governments

Interaction of organization, technology, and work space

Adoption of new technology by state and local governments and courts