

DHS hires CIO and CTO to enrich technology capabilities

Recently, Scott Hemphill and Ian Maverero were hired in the Office of Data Analysis, Research, and Evaluation (DARE) to support DHS's technology needs. Both positions are newly created roles.

Scott began working at DHS in early March as the chief information officer (CIO), a role that will oversee DHS's technology infrastructure as well as IT support, which includes the Service Desk. Scott's goals for DHS are expansive, and include increased training for staff on technology as well as creating an effective technology architecture to support DHS's needs. He is also looking to move technology infrastructure to the cloud – in other words, using an outside hosting vendor instead of internal servers. Moving to the cloud would save costs on hardware, licenses, and maintenance; provide greater information backup in the event of a natural disaster; and allow for expansion as the department grows, all with little impact on the end user.

“DHS is known nationwide for its innovation in integration as well as its success with using data,” Scott said. “It’s my goal to ensure that our infrastructure is ready for the next business innovation yet to come, and for our workforce to see new technology as a catalyst rather than a barrier.”

Serving as the department's chief technology officer (CTO), Ian Maverero was hired at the beginning of April to oversee technology solutions, such as the planning, development, configuration, testing, and maintenance of those solutions. Currently, he is working with the department's deputy directors to learn more about each office's pain points as well as opportunities for improvement. His overall goals include long-term planning for the department's application needs, increasing visibility of ongoing IT work, creating a value-based assessment to determine best uses for IT dollars, working with staff to seek best-fit solutions, and determining ways to holistically evaluate a technology solution's overall impact after implementation.

“Overall, we want to create a strategy for the next five to 10 years that will be flexible and meet ever-changing demands,” said Ian. “Scott and I will be working closely together to create and implement technology solutions that will support the Department's overall vision of providing comprehensive, individually tailored, seamless and holistic services to Allegheny County's residents.”

To learn more about DHS's technology efforts, please contact Scott or Ian at scott.hemphill@allegHENYcounty.us or Ian.Maverero@allegHENYcounty.us.