THE LAUREATE

THE COMPUTERWORLD HONORS PROGRAM | **2011**

SYBASE
CONGRATULATES
OUR 2011
COMPUTERWORLD HONORS
LAUREATES

Bulgarian Electricity System Operator

Cherry Creek School District

Citizens Financial Group

Everything Everywhere Limited

JAGTAG

Kodak Imaging Network

Korea Ministry of Public Administration and Security (MOPAS)

Matrix Systems and Solutions

Medihelp

Mobikash Afrika

Municipality of Aarhus

New York State Division of Homeland Security and Emergency Services — NY-ALERT

Oasis Medical Solutions

Philippine Social Security System (SSS)

Rafael Belloso Chacin University (URBE)

Royal Netherlands Institute for Sea Research

State of Maine Department of Health and Human Services

Swiss Medical Group, Argentina

Turkish Derivatives Exchange, Inc. (TurkDEX)

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INFORMATION TECHNOLOGY
AWARDS FOUNDATION

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THE LAUREATE

Chronicling the 2011 Computerworld Honors Program

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INTRODUCTION

The Computerworld Honors Program, now in its 23rd year, aims to recognize those whose visionary applications of information technology promote positive social, economic and educational change in the world today. This year's 262 Laureates meet and even exceed those high expectations.

Smartphone and video applications are enabling expert medical consultations between ambulance and hospital, nursing home and clinic, remote regions of the world and medical centers. Applications of social media tools are helping scientists, educators and public servants share knowledge and advance scientific discovery and education. Other information technologies, through their efficiencies and capabilities, are bringing more dollars to fight poverty, improve services for people with disabilities, reduce environmental pollution, and more.

All Laureates were selected after a rigorous application and review process. A panel of judges, made up of IT executives and *Computerworld* editors, chose the five finalists in each category, and from those, one 21st Century Achievement Award winner in each group. You will find a few words about each Laureate case study in this book and longer pieces for the 21st Century Achievement Award winners, based on their case studies, starting on page 48.

Congratulations to all in the Laureate Class of 2011 for their extraordinary efforts and results in using technology to benefit society. The Program is indeed honored to recognize their contributions in making the world a better place.

THE LA

UREATES

AWARDS CATEGORIES FOR 2011

The 2011 Computerworld Honors Program recognizes those organizations that create and use information technology to promote and advance the public welfare, benefit society, and change the world for the better. The categories are:

Business Responsiveness

Recognizes organizations nominated by Chairmen's Committee companies for the innovative use of IT to improve business responsiveness in terms of responding to customer needs, the business environment or business challenges in order to advance and sustain the goals of the organization

Collaboration

Recognizes organizations for the innovative use of IT to promote knowledge-sharing and enable collaboration on mutually beneficial economic, social, environmental, health or research initiatives across organizations, industries, countries and/or continents

Digital Access

Recognizes organizations for the innovative application of IT to extend the distribution of digital information and access to Web-based programs and services to previously underserved populations

Economic Opportunity

Recognizes organizations for the innovative use of IT to create, improve or expand economic development programs, provide support for entrepreneurs, or contribute to the creation of new businesses and job opportunities

Emerging Technology

Recognizes organizations for the bold and innovative creation or use of leading-edge and largely unproven technology to advance programs and services that benefit humanity

Environment

Recognizes organizations for the innovative application of IT to reduce waste, conserve energy, or create and implement new products, processes, programs or services to help solve global or regional environmental problems

Health

Recognizes organizations for the innovative use of IT to conduct research, develop new diagnostic or treatment methods and services, improve the safety and quality of patient care, or improve access to or the affordability of healthcare

Human Services

Recognizes organizations for the innovative use of IT to effectively develop or deliver public programs that provide food and nutrition, housing, transportation, mental health or other social services to populations in need

Innovation

Recognizes organizations for the design and development of new technologies and/or the application of an existing technology in a new and unique way to advance overall human health, security or well-being

Safety & Security

Recognizes organizations for the innovative application of IT to significantly improve the safety and security of the populations they serve

Training/Education

Recognizes organizations for the innovative use of IT to create and improve learning programs and/or extend the reach of education and training to new and/or wider audiences, particularly those previously underserved

Business Responsiveness

AAA Northern California, Nevada & Utah

Walnut Creek, Calif.

Managed Testing Center at AAA NCNU
Centrally managed service model improves performance, quality and security for member services while reducing costs
Nominated by Cognizant Technology Solutions
FINALIST

Bronnoysundregistrene

Brønnøysund, Norway

Altinn II
Integrated platform provides collaboration on a SOA architecture, with its service engine enabling private and public entities to efficiently integrate their services; free for any private or government entity in Norway
Nominated by Accenture AS

Castilla-La Mancha Government

Castilla-La Mancha, Spain

Vblock Castilla-La Mancha
Cloud computing adoption cuts costs, improves efficiency and expands regional government's ability to offer new services
Nominated by Cisco

Cherry Creek School District

Greenwood Village, Colo.

Student Data Warehouse
Creation of data warehouse to store and report on critical data in a more complete and efficient manner
Nominated by Sybase

Cisco Systems Inc.

San Jose, Calif.

Business Transformation through Pervasive Video
Increased use of video communications improves collaboration, innovation, productivity and environmental sustainability; backed by IT network that supports growing video volume while maintaining quality

Citizens Financial Group

Providence, R.I.

accessMOBILE
Initiative delivers easy-to-use and intuitive applications that enable business clients to perform banking transactions from their mobile devices
Nominated by Sybase

CN

Montreal, Canada

iCREW Solution
Use of existing SAP enterprise resource planning and human capital management systems to automate the complex process of assigning railroad crews, ensuring that the right people are efficiently assigned to each train route
Nominated by HCL AXON

Digital Realty Trust

San Francisco, Calif.

Grid Computing Datacenter
Use of modeling software to analyze equipment placement allows data center to meet green standards for energy efficiency and LEED Gold building certification
Nominated by Morgan Stanley

Electricity System Operator (ESO)

Sofia, Bulgaria

Development of an Information System for Dispatcher's Register at the Four Territorial Dispatching Units
Completely redesigned 15-year-old system allows for the input of power production, transmission and consumption data so operators can better manage Bulgaria's energy supply system
Nominated by Sybase

Epworth Healthcare

Victoria, Australia

Epworth Healthcare Updates Storage Infrastructure to Support Patient Management Systems
Replacement of existing storage system with Hitachi Data Systems infrastructure allows for data growth, greater doctor access to all patient medical records from any location, and more comprehensive disaster recovery functionality
Nominated by Hitachi Data Systems

Everything Everywhere Ltd.
Hatfield, England

Expanding Network Reliability
Expanded interoperability agreements with other telecommunications companies significantly reduces the low percentage of SMS (short message service) messages that weren't getting through to recipients outside the U.K.
Nominated by Sybase

Foundry Visionmongers Ltd.
London, England

Nuke
Development of a "compositing" application used to create visual effects for feature films, video games and other media includes innovative 2D/3D workflow that both enables and simplifies the creative process
Nominated by Morgan Stanley

Good Technology Inc.
Redwood City, Calif.

Good for Government
Applications that allow government workers to connect and collaborate via smartphones with the security, visibility and manageability they require
Nominated by Morgan Stanley

HCL Technologies Ltd.
Noida, india

Transformational IT Infrastructure Management Engagement for Energy Future Holdings Corp. (EFH)
A five-year agreement creates a partnership between HCL Technologies and Energy Future Holdings Corp. that in the first year has already delivered a number of significant transformational projects, which have improved operational efficiencies and customer service

JAGTAG
Princeton, N.J.

2D Barcode System
Development of a barcode system that allows consumers to request and receive multimedia information about companies through their mobile devices without downloads, extending marketers' reach to targeted audiences
Nominated by Sybase

Kodak Imaging Network (KODAK Gallery)
Emeryville, Calif.

Project PULSE
Initiative to use data warehouse technology to centralize and consolidate enterprise data to deliver better visibility to the entire organization
Nominated by Sybase

Landesbetrieb für Statistik und Kommunikationstechnologie Niedersachsen (LSKN)
Hannover, Germany

Landesbetrieb für Statistik und Kommunikationstechnologie Niedersachsen (LSKN)
Successful upgrade of a police information system in the federal state of Lower Saxony that enables police to record, manage and analyze data through a single browser
Nominated by Red Hat

Merck
Whitehouse Station, N.J.

Cognizant-Merck Customer Internet Portal
Standardization on a common portal platform allows the company to quickly roll out critical healthcare information to patients and caregivers
Nominated by Cognizant Technology Solutions
FINALIST

Netuitive
Reston, Va.

Predictive Analytics for Virtualization and Cloud Management at One of the World's 10 Largest Banks
Use of predictive analytics to improve visibility, performance and capacity management to support the bank's virtualization management strategies; implemented during a large IT migration and integration
Nominated by Morgan Stanley

Qualcomm Inc.
San Diego, Calif.

Qualcomm Evolves Data Centers with Hitachi Virtualized Tiered Storage
Project that allows for data growth as well as increased performance and availability of critical applications without adding staff or floor space through use of tiered storage environment, controller-based virtualization, thin provisioning and remote storage management services
Nominated by Hitachi Data Systems

Schawk Inc.
Des Plaines, Ill.

Schawk Inc.
Deployment of enterprise integration solutions facilitates integration of company infrastructure, leading to increased efficiency in company processes and workflows as well as faster and simpler exchanges with clients
Nominated by Information Builders

ScotiaBank

Toronto, Canada

Sales Builder
Deployment of sales reporting system that gathers information from 17 product databases into one centralized data mart and encourages cross-selling, provides better information, and accurately and quickly calculates sales and commission reports
Nominated by Information Builders

ServiceNow

San Diego, Calif.

IT3.0
Delivery of enterprise-scale IT service management software as SaaS gives clients in the financial sector flexible ITSM that increases efficiencies and conserves resources
Nominated by Morgan Stanley
FINALIST

State Street Corp.

Boston, Mass.

21st Century IT Infrastructure
Consolidation of IT infrastructure in Europe to improve operations and provide a foundation for business growth and transformation yields a more reliable, resilient, secure and efficient environment
21st Century Achievement Award winner

Symetrics Industries LLC

Melbourne, Fla.

A Truly Paperless Manufacturing Floor
IT-driven initiative to eliminate paper documentation from the manufacturing floor results in cost savings, error reduction, reduction in cycle time and other benefits
Nominated by Epicor Software Corp.

Transamerica Insurance & Investment Group

The Hague, The Netherlands

STARS
Initiative using business intelligence platform to create a self-service environment that provides up-to-date sales and commission reporting to more than 800 users, improving sales force efficiency and effectiveness
Nominated by Information Builders

U.S. Census

Washington, D.C.

2010 Census Web Site Gets Help from the Cloud
Use of vendor's cloud-based infrastructure-as-a-service solution ensures continuous Web site uptime and fast performance, even during traffic spikes, for less time and money than building an in-house solution
Nominated by Akamai
FINALIST

University of Utah Health Center

Salt Lake City, Utah

Managing Storage Growth, Enabling 'One Patient One Record'
Implementation of new storage architecture allows for 20% annual growth in data storage and supports implementation of upgraded and consolidated business systems to improve availability, efficiency and customer satisfaction
Nominated by Hitachi Data Systems

Vertica Systems

Billerica, Mass.

Vertica Analytics Platform
Platform gives users the ability to analyze massive amounts of disparate information in near real time, providing companies better and quicker visibility into their businesses
Nominated by Morgan Stanley

Yeshiva University

New York, N.Y.

JP Morgan Single-Use Accounts (SUA)
Business service automates payment, reporting and reconciliation process to help lower overhead costs while keeping fiscal information in order
Nominated by Information Builders

Collaboration

AIP Publishing
Melville, N.Y.

UniPHY
A collaboration and networking initiative enabling scientists to connect with colleagues from more than 100 countries to increase both the number and speed of research breakthroughs
FINALIST

American Hospital Association
Chicago, Ill.

Social Intranet and Collaboration
Platform incorporating business systems with social networking tools enabling employees to collaborate to drive organizational goals, serve members and achieve organization's vision

Barcelona City Council
Barcelona, Spain

Barcelona. We Have Things in Common
New direct channels of communication between city leaders and residents enabled through social media networks, allowing for spontaneous interaction to pass information to and from both sides

Borlaug Global Rust Initiative
Ithaca, N.Y.

Borlaug Global Rust Initiative Community Portal
Platform for scientists worldwide to access resources and training as well as share and collaborate on research in both publicly available sites and private communities
Nominated by Attivio and Traction Software

Cerner
North Kansas City, Mo.

uCern
Platform allows Cerner associates and clients as well as partners, researchers and industry experts to securely gather information and share clinical innovations in real time

Cisco–Corporate Affairs
San Jose, Calif.

GETideas.org
A global online community for education system leaders that offers peer-to-peer dialogue and access to resources and research provided by members, businesses and institutions

City of Cambridge
Cambridge, Canada

Smarter City
System enables better management of $1.2 billion of public infrastructure by using devices to gather real-time information on conditions and supporting scheduling work and maintenance
Nominated by IBM

Cognizant Technology Solutions
Teaneck, N.J.

Collaboration Portal
Internal tool facilitating cross-division collaboration that encourages scientists, engineers and statisticians to quickly and efficiently connect on business problems and development projects

Consilience International LLC
Glens Falls, N.Y.

Ideate Framework
Interaction-driven system helps reconcile research compliance requirements, allowing researchers to spend more time on research instead of managing requirements

Davis Community Network
Davis, Calif.

Nonprofit Internet Toolkit
Common platform allows nonprofit groups and volunteers to effectively and efficiently use the Web for group identity and communications without having to build and support those sites

DoD/VA Healthcare Data Synchronization Program
The Pentagon, Arlington County, Va.

Medical Product Data Bank
Authoritative, accurate and synchronized source of product information for the military and veterans' healthcare system that improves patient safety, increases efficiencies and cuts costs

European Organization for Nuclear Research (CERN)
Geneva, Switzerland

Large Hadron Collider (LHC) Cluster Deployment with Platform Computing
Open, cost-effective platform that optimizes utilization and creates large cloud computing environment for scientific collaboration, transforming massive amounts of raw research data into knowledge
Nominated by Platform Computing
FINALIST

IBM

Armonk, N.Y.

World Community Grid

Individuals volunteering their computer resources to form a virtual supercomputer creates a free grid-based research tool for scientists to conduct nonprofit, humanitarian-based research

21st Century Achievement Award winner

Internal Revenue Service

Washington, D.C.

Virtual Environment

Provides an agency-wide platform for training, continued professional education, meetings and collaboration, creating a more informed workforce to serve taxpayers
Nominated by Saba Software

Merck

Whitehouse Station, N.J.

Cognizant-Merck Physician Information Portal

Collaboration and learning platform for healthcare professionals in 30 countries allows access to a range of content in 19 languages in a customizable, interactive format
Nominated by Cognizant Technology Solutions

Met European Research Observatory

Benevento, Italy

Coordinated Energy and Water Cycle Observations Project

Initiative allows all interested researchers to contribute to the development of current and future hydrometeorological observations, simulations and predictions

Microsoft Corp.

Redmond, Wash.

Microsoft Disaster Response

Coordinated and comprehensive approach that guides how the company can effectively work with government and nongovernment entities during a disaster

Naval Air Systems Command (NAVAIR)

Patuxent River, Md.

Naval Air Systems Command (NAVAIR)

Collaboration tool based on virtual world technologies that provides users opportunities to interact, engage and share information in real time in a cost-effective, environmentally sustainable manner
Nominated by Booz Allen Hamilton

Organization of American States/Inter-American Commission on Human Rights (OAS/IACHR)

Washington, D.C.

Petition/Cases Management System and Document Management System (PCMS and DMS)

Program for internal and external users that aims to better manage and coordinate petitions and cases related to human rights violations in the 35 countries of the Americas
Nominated by Oracle

Pyramid Analytics

Tel Aviv, Israel

Pyramid Analytics

New data analytics platform delivers easy, intuitive application allowing users to communally share and analyze data via a desktop experience delivered through the Web
Nominated by Morgan Stanley

Red Cross Spain

Madrid, Spain

Mundo Cruz Roja (Red Cross Spain Social Network)

Enterprise content management infrastructure creates one of Spain's largest social networks to connect Red Cross members, volunteers, workers and others to the organization's work
Nominated by IBM
FINALIST

Reliance Capital Ltd.

Mumbai, India

Straight Through Processing Using Collaboration

Initiative to integrate processes and workflows with multiple systems that also establishes capacity to continually improve processes and alter them with changing business models

Sparked.com

San Francisco, Calif.

Sparked.com

Cloud-based microvolunteering network where nonprofits post challenges that volunteers can opt to help solve, with program directing volunteers to challenges based on skills required and the charitable causes they support
Nominated by SunGard Higher Education
FINALIST

TM Forum

Morristown, N.J.

Federated Service Level Management to Support Multinational Preparedness in Crisis—Rapid Communications Deployment Project

Demonstration of ability to quickly establish flexible and secure communications services across multinational coalition during crisis situations

Digital Access

Bank of America
Charlotte, N.C.

Web Accessibility for European Online Banking
Redesigned Web site enables European customers with visual and auditory disabilities access to credit card information via online banking

Benefits.gov
Washington, D.C.

Benefits.gov
Redesigned Web site creates a more customized, dynamic and confidential eligibility prescreening tool to instantly direct individuals to the benefits for which they could be entitled
Nominated by Booz Allen Hamilton

BiscayTIK Foundation
Biscay Province, Spain

BiscayTIK
Technologies of Information and Knowledge (TIK) deployment helps citizens communicate more easily with municipal agencies, improving the quality of services and increasing operational efficiencies
Nominated by Microsoft Spain

Chinook Arch Regional Library System, Shortgrass Library System, Marigold Library System
Alberta, Canada

Rural Information Services InitiativE (RISE Network)
HD videoconferencing, the Internet and the Supernet installed at 81 libraries gives 500,000 people in 89 municipalities across southern Alberta cost-effective access to information services and programs

CISAR
Mestre, Italy

CisarNet
Italian amateur radio association's build-up of wireless digital network supported by information and communications technology supports national civil defense during emergencies

City of Riverside
Riverside, Calif.

SmartRiverside Digital Inclusion Project
Provides free technology training, Microsoft Office software, Internet access devices and wireless Internet service to low-income families in the city

Department of Education, South Australia
Adelaide, Australia

DECS Saba Centra Project
Real-time Web conferencing and collaboration platform offers remote students an interactive, dynamic and cost-effective education through their PCs
Nominated by Saba
FINALIST

Hillsborough County Library Services
Tampa, Fla.

Hillsborough County Electronic Libraries
Publicly supported installation of computers and Internet access in selected sites brings virtual library services to geographically isolated and rural areas

Human Resources and Skills Development Canada
Ottawa, Canada

A Secure Platform for Citizen/Government Interaction
Creation of dedicated portal provides citizens with secure, highly available and easy-to-use access to a range of citizen records at a lower cost than telephone and face-to-face interactions
Nominated by CA Technologies

Idaho National Laboratory
Idaho Falls, Idaho

NEEDLE
Search engine allows scientists and researchers to simultaneously search multiple sources through a single, unified Web-based interface

Inveneo
San Francisco, Calif.

Haiti—Broadband for Earthquake Relief and Haiti's Future
Creation of a large-scale, high-speed broadband network days after the January 2010 earthquake in Haiti provides humanitarian organizations with vital Internet access
FINALIST

IUSN Foundation

Fatalupe, Alofi, Niue

Niue-The World's Only Nation with Free Internet
IUSN brings free Internet services, related training and education to the 1,400 residents of this isolated Southwest Pacific island nation and 20,000 outside the island's borders
Nominated by RMR & Associates

Ministry of Communications and Information Society, The Project Management Unit

Bucharest, Romania

Knowledge-based Economy Project
Brings telecommunications infrastructure, access to computers and the Internet, and training to rural areas to increase citizens' base of knowledge

MobiKash Afrika Ltd.

Nairobi, Kenya

The First Intra-Region Mobile Network and Bank Agnostic Mobile Commerce Solution
Deployment of mobile commerce platform allows many African citizens to conduct formal banking activity for the first time by eliminating geographical barriers to bank access
Nominated by Sybase

National Industries for the Blind

Alexandria, Va.

AbilityOne eCommerce Site
Developed to support the sale of nearly 8,000 products produced by people who are blind or severely disabled through the AbilityOne Program, using software that meets Web Content Accessibility Guidelines
FINALIST

Net Literacy

Carmel, Ind.

Digital Literacy Best Practices Site
Worldwide site to share best practices facilitating digital inclusion; spurred by student volunteers' success to increase digital literacy locally
Nominated by Intel

🎖 ***21st Century Achievement Award winner***

San Francisco Department of Technology

San Francisco, Calif.

Community Broadband Network
Expanding initiative that provides free Internet access to community programs within the city as well as to low-income housing units through installation of fiber and wireless technologies

Securities and Exchange Commission of Pakistan (SECP)

Islamabad, Pakistan

eServices
Online systems improve efficiency and effectiveness of SECP's business processes, making it easier for companies, individuals and investors to interact with the commission

South Korea Ministry of Public Administration and Security (MOPAS)

Seoul, Republic of Korea

Bi-Directional Communication Between Citizens and Government Officials to Discuss Public Affairs
Use of eight portals and supporting IT infrastructure ensures citizens have reliable access to information with minimum downtime, as well as ability to communicate with government officials
Nominated by Sybase

Teachers Insurance and Annuity Association—College Retirement Equities Fund (TIAA-CREF)

New York, N.Y.

Omni Upgrade—The Vision of Improving Customer Experience
Enables availability of the latest functionality and improved ability to react to regulatory changes, thereby improving efficiencies and ease of customer interactions
Nominated by Cognizant Technology Solutions
FINALIST

Economic Opportunity

Airtel Africa
Nairobi, Kenya

Airtel Money
Creates financial transaction capabilities for mobile phones using a STK-based application and encrypted short message service (SMS), filling a significant need for banking services for many Africans

🏅 *21st Century Achievement Award winner*

Axcess Ontario
Canandaigua, N.Y.

Axcess Ontario Fiber Ring
Establishes the telecommunications infrastructure (fiber) needed in the largely rural county to encourage expansion of the broadband access necessary for economic development
Nominated by Dixon Schwabl

Bancolombia
Medellin, Colombia

End User Support Services for the Bancolombia Group IT Infrastructure and Client Access Points
Establishes Technological Service Management Center with state-of-the-art service desk and on-site support technologies for 24/7 service, guaranteeing customer service as well as creating new jobs
Nominated by Unisys

FINALIST

Bangalore International Airport Ltd.
Bangalore, India

Collaboration Airport Framework
Builds and runs entire airport ICT infrastructure, providing plug-and-play services for all stakeholders using best-in-class platform and staff to guarantee optimum utilization and consistent ICT experiences

Cisco Systems Inc.
San Jose, Calif.

Cisco Networking Academy
Uses networking and cloud technology to deliver curriculum to 1 million students in 165 countries, giving them the education and training needed to improve their lives and inspire economic development

COMPUTAEX
Trujillo, Spain

CenitS
Makes supercomputing accessible for companies, technological centers and researchers that want to reduce costs, increase productivity, and innovate to be more efficient and competitive

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Federal Deposit Insurance Corp.
Washington, D.C.

Federal Deposit Insurance Corp.
Develops Division of Resolutions and Receiverships' Receivership Information Portals to increase timeliness of information distribution and automate report preparation and delivery
Nominated by Information Builders

GAF Materials Corp.
Wayne, N.J.

Master Elite Certified Contractor Zone
Creates a social networking Web site for GAF's elite roofing contractors to help them grow their businesses, connect and collaborate, share best practices, and discuss professional topics

Hewlett-Packard Co.
Palo Alto, Calif.

HP Global Center Cyberjaya in Malaysia
Creates state-of-the-art facility and knowledge-based jobs in developing country to encourage higher levels of education and further development of infrastructure needed for more economic growth

IT Advisory & Training
Sonora, Mexico

Why Come to Nogales?
Uses Internet site to promote Nogales to new industries looking for location to encourage job creation in the community, economic growth and community stability

Kerala State IT Mission
Thiruvananthapuram, India

Dam Information to the Farmers
Project uses short message service (SMS) to provide timely information on irrigation to farmers through ubiquitous mobile phones

FINALIST

Philippine Social Security System (SSS)

Quezon City, Philippines

Text SSS
Replaces usual keyword-based text service requiring complicated instructions with simpler instructions in natural language, making it easier for Social Security System users to access information
Nominated by Sybase

Reed Technology & Information Services Inc. (a division of LexisNexis)

Horsham, Pa.

Electronic Patent XML Conversion System 'ePM'
Supports transformation of United States Patent and Trademark Office from paper-based processing to more than 90% of incoming applications being e-filed by structuring content in searchable XML format

Sistema Shyam Teleservices Ltd.

Gurgaon, India

MTS IT Innovation Lab
Focuses on developing new offerings to enable entrepreneurs and small and medium-size businesses to reduce their capital expenditure, optimize operational costs, and cut expansion and go-to-market time

Super Technologies Inc.

Pensacola, Fla.

Virtual Phone Line
Lowers costs for entrepreneurs in remote areas by allowing them to obtain virtual phone lines in developed areas to connect with Internet voice service, allowing for broader economic opportunities

TurkDex

Izmir, Turkey

First Private Exchange in Turkey
Establishes a comprehensive, competitive platform supporting a fair and honest trading environment that's integrated with international markets for members and investors
Nominated by Sybase
FINALIST

Emerging Technology

Barcelona City Council

Barcelona, Spain

The eGovernment Plan of Barcelona
Uses information and communication technologies to transform business processes as well as internal and external interactions to become more accessible, efficient, effective and transparent

City of San Antonio

San Antonio, Texas

Traffic Signal System Modernization/Synchronization (TSSM) Program
Replaces outdated controllers with centrally managed system that allows staff to remotely monitor and communicate with entire traffic signal system, reducing congestion, emissions and costs
Nominated by Qorvis

Hearsay Corp.

San Francisco, Calif.

Hearsay Social Frees Farmers Insurance Group to Go Social
Delivers platform to help company's local representatives use social media for their work while maintaining corporate brand and company policies through archiving communications, training and support
Nominated by Morgan Stanley

Idaho Education Network

Boise, Idaho

The Idaho Education Network Implementation Project
Provides robust and scalable network and teleconferencing capabilities throughout the state to improve access to educational materials for students and teachers as well as government leaders, business owners and others
Nominated by Qorvis
21st Century Achievement Award winner

Infratab Inc.

Oxnard, Calif.

Freshtime Grape Pilot for Fresh Table Grapes
Uses radio frequency identification (RFID) sensor tags with temperature sensors to collect real-time data to help manage inventory to differentiate grower's products from competitors by freshness
FINALIST

Kaweah Delta Medical Center

Visalia, Calif.

MyKD Initiative

Creates a complete virtual desktop that can run on any device, including tablets and smartphones, so caregivers can access all of the hospital's clinical systems whenever and wherever needed

Nominated by Citrix

FINALIST

Office of eDiplomacy/ Department of State

Washington, D.C.

eDiplomacy

Provides Web 2.0 tools, including an enterprise wiki for knowledge repository, internal blog, ideation board and collaboration site, to promote culture of innovation and sharing and greater efficiencies

Nominated by CACI International

FINALIST

Open SGP

Fairfax, Va.

The Social Genome Project

Allows for open, user-friendly and secure social media for non-profit and charitable organizations without the budget and technical expertise to implement innovative technologies otherwise

FINALIST

SIVECO Romania

Bucharest, Romania

IT System Implemented at the Agency for Payment and Intervention in Agriculture

Fulfills European Union requirement for system to ensure the administration and control of farmers' aid requests, with project delivered on time and within budget with high-quality services in place

SNET Communications Inc.

Des Plaines, Ill.

Q Box

Guarantees voice quality for hosted VoIP services delivered over less-expensive, lower-bandwidth connections such as ADSL, cable modem or WiMAX, enabling services in previously unavailable locations

STMicroelectronics

Geneva, Switzerland

iNEMO

Brings new ways to measure movement, pressure, temperature and altitude by combining sensors with different processing capabilities into one device, with applications in navigation, communication, gaming and healthcare

U.S. Department of Health and Human Services University

Washington, D.C.

HHS University Learning Platform

Unifies HHS agencies on common learning platform to meet cross-agency needs while delivering efficient, user-friendly enrollment and learning functions as well as collaboration and conferencing tools

Nominated by Saba

Virtusa Corp.

Westborough, Mass.

Tech Reach

Focuses company's expertise to support socially beneficial projects, in this case development of rehabilitation management system (RMS) used by Sri Lanka to manage rehabilitation of ex-combatants to civilian life

Environment

Allstate Insurance Co.

Northbrook, Ill.

Allstate's Emerald City

2009 data center aligns with company's sustainability commitments by using energy-efficient equipment and server virtualization, and being designed as an energy-efficient LEED Gold-certified building

21st Century Achievement Award winner

ARPA Puglia

Bari, Italy

ARPA Access

Uses sensors to gather information on environmental quality and air pollution in the region to distribute to the public via simple short message service (SMS)

Barcelona City Council— Environment Department

Barcelona, Spain

NERU (Integrated Management System for Cleaning Public Space and Waste Collection)

Technologies, including radio frequency identification (RFID) tags and mobile devices, utilized to improve efficiency and effectiveness of public waste disposal services and thereby city's environmental quality

Enemalta Corp., Water Services Corp. and IBM

Marsa, Malta; Luqa, Malta; and Armonk, N.Y.

Smart Grid Implementation in Malta
Replacement of analog electricity meters with new smart electronic devices along with transformation of other key utility processes to improve operational efficiency, customer service levels and energy consumption
FINALIST

HaoSolar

Yixing, China

Solar Environmental Technology Transformation Project
Company's development of hybrid solar tracking system results in China's largest and first photovoltaic power station and improves the solar output rate to 74% for all newly created hybrid tracking systems
FINALIST

HSBC

London, England

Greening the World's Largest Bank
Deploying PC power management tools across more than 300,000 PCs and laptops, software helps company eliminate 3,125,182 kg of CO_2 emissions from entering the atmosphere annually
Nominated by 1E
FINALIST

JaMocha Tech Pvt. Ltd.

Bangalore, India

EcoBuddy
Helps reduce power consumption and thus carbon emissions through automatic shutdown of iPhones, Wi-Fi access points and other devices when not in use

KOM Networks

Ottawa, Canada

Junk-A-Juke
Recycles obsolete technology equipment for businesses, donating the money raised from the resale and reuse of the components and raw material to Feed The Children

McKesson

San Francisco, Calif.

Supply Chain Sustainability Management Solution
Web-based analytics system that considers costs, energy use and carbon emissions from the supply chain, with factors ranging from transportation to facilities used, to recommend best options
Nominated by IBM

PSC

Sugar Land, Texas

Environmental Management Program
Allows companies to track industrial waste, including through radio frequency identification (RFID) tags, to ensure compliance with government regulations; also alerts companies if emergency situations arise

Royal Netherlands Institute for Sea Research (NIOZ)

Texel, The Netherlands

Sea Research Data Warehouse
Collects, organizes and manages access to scientific data from sea researchers, focusing on protecting against unauthorized access and also allowing reuse of data on other projects to reduce redundancies
Nominated by Sybase

State of California, Office of Technology Services

Rancho Cordova, Calif.

GO-Online
Enables and encourages online viewing and secure file transfer instead of costly paper, microfiche and tape outputs as a way to cut costs and meet state government's sustainability goals
Nominated by CA Technologies
FINALIST

Tech Vault

South Burlington, Vt.

Tech Vault Data Center
World-class green facility using energy-efficient equipment, energy monitoring and management systems, and sustainable design to deliver reliability as well as resource efficiencies
Nominated by Schneider Electric

U.S. Department of Energy Loan Programs Office

Washington, D.C.

Loan Guarantee Program Application
Development of online portal to streamline application process for loans supporting clean energy initiatives, creating greater transparency while cutting application and review time as well as paper usage
Nominated by Advice Unlimited

West Virginia Office of Technology

Charleston, W.Va.

Statewide IT Consolidation and Efficiency Initiative
Brings together people, hardware, software and services across 75 agencies at 1,075 locations, simplifying support, automating processes, maximizing use of IT assets, and reducing energy consumption
Nominated by 1E

Health

Allergan India Pvt. Ltd.

Bangalore, India

Envision V3 Pro
Online tools that help specialty pharmaceutical company obtain physician feedback and communicate directly with physicians to address doctor and patient needs in a more timely manner

American Society of Health-System Pharmacists

Bethesda, Md.

High Availability for ASHP Data in Support of a National Emergency and/or National Disaster
New storage configuration ensures flexibility, data redundancy and uptime while cutting costs, so member pharmacists have access to critical information, including at times of crisis

Blue Cross Blue Shield of Kansas City

Kansas City, Mo.

Blue Cross Blue Shield of Kansas City
New data management architecture and new supporting staff positions allow company to leverage data to improve health outcomes, efficiently respond to business needs, and save money
Nominated by Hewlett-Packard

Boston EMS

Boston, Mass.

AED Alert
System uses database listing defibrillators located throughout the city to alert 911 dispatchers whether defibrillators are located at a caller's site for use on patients in cardiac emergencies

Celgene Corp.

Summit, N.J.

Celgene IMPACT
Comprehensive case tracking system to assist patients and providers with reimbursement services, financial assistance and information about products and services-
Nominated by Cognizant Technology Solutions

Centers for Disease Control

Atlanta, Ga.

VTrckS
System based on SAP enterprise resource planning technology that offers CDC, grantees and healthcare providers a single site to place, receive, process and monitor vaccine orders

Chester County Hospital

West Chester, Pa.

BPM Automated Infection Control System
Replacement of error-prone manual system with business process management engine to quickly identify patients with infectious MRSA, enabling hospital to better protect others from infection

Cisco Systems Inc.

San Jose, Calif.

Connecting Sichuan
Social responsibility program, created in wake of destruction of Sichuan, China earthquake, implements information and communications technology to improve existing health facilities and support new initiatives, such as electronic medical records and mobile clinics
FINALIST

Columbia Memorial Hospital

Astoria, Ore.

Ambulatory EMR Project
Project ensures electronic medical records are accessible to providers 24/7 through a secure Web interface in a private cloud computing environment
Nominated by Stratus Technologies

DermDOX Centers for Dermatology

Hazleton, Pa.

Teledermatology for an Underserved Population
Internet exchange of digital photos and consulting services allows off-site doctor to care for uninsured patients who otherwise have limited or no access to dermatologists

Direct Relief International
Santa Barbara, Calif.

The Direct Relief Network
Web-based portal for charity's suppliers to donate medical supplies, and hospitals and clinics to order those products free of charge

Eunice Kennedy Shriver National Institute of Child Health and Human Development
Rockville, Md.

National Children's Study (NCS) Information Management System (IMS)
Implementation of IT infrastructure, including highly available servers, collaboration systems and dashboards, to support government agencies, public facilities and private entities involved in the research
Nominated by Booz Allen Hamilton

Extremadura Regional Government of Spain and IBM
Madrid, Spain

Electronic Prescription
System enables health centers and pharmacies to prescribe and dispense prescription medicines electronically, creating an electronic record of the treatment and making it easier to monitor those treatments
Nominated by IBM Spain

Face Forward Foundation
Baltimore, Md.

Face Forward Initiative
Online video collaboration technology allows medical teams to provide real-time diagnosis of speech errors and treatments for children in the developing world following cleft palate surgeries
Nominated by Cisco Systems Inc.
FINALIST

GlobalMedia Group LLC
Scottsdale, Ariz.

GlobalMedia Brings Futuristic Telemedicine Technology to Cincinnati Children's Hospital
Mobile telemedicine system combines cameras, digital equipment and telecommunications technology to enable constant communication and data exchange between ambulance and ER doctors

Gregorio Marañón Hospital
Madrid, Spain

The Scientific Social Network of Oncology Clinical Cases
Collaborative tool leverages social network concepts to support oncology teams in peer reviews and exchanges on diagnoses and treatment plans for oncology patients
Nominated by Intel Iberia

Harvard University Center for AIDS Research: HIV Online Provider Education (HOPE) Program
Cambridge, Mass.

The HOPE Program
Web-based initiatives support interactive and dynamic virtual conferences, education programs and consultations with medical teams and researchers around the world
Nominated by Saba Software

Health Services for Children
Washington, D.C.

Integrated Managed Care System
IT infrastructure drives delivery of care service to insurance plan members with new efforts aimed at more automated business processes and increased efficiencies
Nominated by Vee Technologies

IBM in partnership with Novartis and Vodaphone
Armonk, N.Y.

SMS for Life
Uses short message service, mobile phones, collaboration technology and intuitive Web sites to help health facilities better manage stocks of malaria medicine to ensure treatments are always available

Indian Health Service
Rockville, Md.

Population Management Tool—iCare
Allows healthcare providers the ability to view their own patients' clinical data as well as view that data in a population-centric way to identify treatment needs and services early
FINALIST

Internal Revenue Service

Washington, D.C.

The Health Coverage Tax Credit (HCTC) Program
Quick deployment of refreshed systems enables processing of hundreds of millions of dollars in health premium payments to thousands of health plan administrators as well as significant increase in demand
Nominated by Accenture

International Virtual e-Hospital

Anchorage, Ala.

Balkan Telemedicine Program
Use of videoconferencing and other Internet tools to create comprehensive collection of electronic resources and virtual health and medical training services
Nominated by Polycom Inc.

21st Century Achievement Award winner

IT Doctor Inc.

Central Point, Ore.

Remote Medical Connection
Use of secure cloud and iPads gives healthcare providers access to their systems from anywhere, lowering provider response times and increasing quality of patient care

Kaiser Permanente

Oakland, Calif.

2010 Kaiser Permanente Virtual National Quality Conference
Combined virtual/traditional conference shows how teleconference technology could expand audience and lower costs while expanding the knowledge and information shared
Nominated by 6Connex

Kerala State IT Mission

Thiruvananthapuram, India

Dr SMS
Use of short message service (SMS) to deliver comprehensive information on health-related resources to ensure patients quickly find service providers to treat their needs

Lehigh Valley Health Network

Allentown, Pa.

TeleBurn
Smartphone application allows specialists to see off-site patients' burns to quickly determine whether they need transfers for specialized care, an efficient process that enables expansion of the consulting program

Leukemia & Lymphoma Society (LLS)

White Plains, N.Y.

Server and Desktop Virtualization to Augment Cancer Research
Makeover of technology infrastructure uses server and desktop virtualization to improve efficiencies in the data center, back office and front office to better support dynamic and dispersed users
Nominated by Wyse Technology

LifeWIRE Corp.

Toronto, Canada

LifeWIRE
Cloud computing, mobile devices and telecommunication infrastructure create low-cost system allowing wounded veterans to return to normal lives while maintaining contact with support workers

Medihelp

Pretoria, South Africa

Business-Critical High-Performance Data Warehouse
Replacement of traditional relational database with dedicated, high-performance data warehouse to save time and money while allowing for greater use of business intelligence and analytic tools
Nominated by Sybase

Municipality of Aarhus

Aarhus, Denmark

Mobile Home-Nursing Solution
Device management software to manage mobile devices of 1,900 nurses working in patients' homes, allowing nurses to access critical data and focus on caring for the patients rather than their PDAs
Nominated by Sybase

National Insurance Board

Nassau, Bahamas

National Prescription Drug Plan
Development of completely automated system and implementation of underlying IT infrastructure enables national prescription drug program, for better disease management at lower costs

New York-Presbyterian Hospital

New York, N.Y.

myNYP.org—Your Personal Health Connection with NYP Hospital
Personal health record initiative consolidates and organizes patients' medical information, allowing access to comprehensive collection of medical data whenever and wherever it's needed

Oasis Medical Solutions Ltd.

London, England

Mobile Patient Administration System

Extends existing application to iPhone and other mobile devices, allowing clinicians to access patient test data quickly without being tethered to a desktop location
Nominated by Sybase

OhioHealth

Columbus, Ohio

Mobile Mammography and Bone Density Screening

IT infrastructure enabling the transfer of test results from diagnostic machines to caregivers' systems allows clinicians to operate mobile testing services

OhioHealth

Columbus, Ohio

Stroke Network

Wireless videoconferencing, software for clinical documentation, and Internet anchor program connecting healthcare providers in regional hospitals with city-based stroke specialists on emergency cases

Petaling District Health Office

Petaling District, Malaysia

Dengue-GIS for Outbreak Control and Community Communication

A real-time mapping of dengue cases for planning, monitoring and follow-up activities; gives health officers a way to quickly disseminate outbreak education and information via short message service (SMS)
Nominated by Inter Virtual

Project Extension for Community Healthcare Outcomes (ECHO)

Albuquerque, N.M.

Project ECHO

Videoconferencing and low-cost video collaboration applications for PCs connect specialists with rural and prison healthcare providers treating hepatitis C patients to ensure state-of-the-art care
Nominated by Polycom Inc.

RehabCare

St. Louis, Mo.

RehabCare

Development of iPhone application to replace manual patient screening process, giving patients speedier responses, creating a more mobile workforce, and encouraging other IT-based improvements
Nominated by Appirio

Siemens

Munich, Germany

Siemens ARRA Virtual Conference

Pioneering event delivers broad spectrum of information on federally required use of electronic health records using virtual event-based technology
Nominated by 6Connex

Sint Lucas Andreas Ziekenhuis

Amsterdam, The Netherlands

Replace Existing Network

A new faster, high-performing network containing user-friendly management tools that can also grow to meet future requirements for reliability and security
Nominated by Brocade

Swiss Medical Group

Buenos Aires, Argentina

Managing Explosive Patient Data

New architecture replaces slow processing associated with previous system and delivers ability to handle spikes in patient activity when needed
Nominated by Sybase

Thermo Fisher Scientific

Waltham, Mass.

The HUNT Studies

Comprehensive laboratory information management system that securely gathers, stores, manages, tracks and retrieves vast amounts of data from large health study on various diseases

Torrevieja Hospital

Torrevieja, Spain

Torrevieja Hospital

Integrated infrastructure creates end-to-end paperless environment that allows staff to access patients' records anytime and anywhere, leading to more timely decisions, better patient care and lower costs
Nominated by Microsoft Spain

University of Arizona Healthcare

Tucson, Ariz.

Ambulatory Electronic Health Record Integration

Merger of two electronic health record systems improves quality of patient care, with potential to reduce costs through the reduction of duplicated tests and procedures

University of Notre Dame

Notre Dame, Ind.

Arc-Modulated Radiation Therapy
Uses computer programs to aid in delivery of radiation therapy that better targets tumors while sparing as much of the surrounding tissue as possible in significantly less time

UPMC

Pittsburgh, Pa.

Building the Broader Community
Platforms and applications bringing together patients' medical information from multiple locations to create complete records available to a range of healthcare providers in different locales
FINALIST

Utah Department of Health

Salt Lake City, Utah

Utah DOH's All Payer Claims Database (APCD)
Tracks cost and quality of medical care by combining claims data from private insurers and public organizations to create a fuller picture of issues used to inform public policy decisions
Nominated by Informatica

Wellcome Trust

London, England

'Big Bang' IT Service Implementation Creates More Research Funding
Operational IT changes and implementation of modern SaaS application creates more flexibility and responsiveness at lower costs, with savings redirected into foundation's research activities
Nominated by ServiceNow

Westchester County

White Plains, N.Y.

Inmate Mental Health Data Exchange System
Web-based system identifies mental health needs of prisoners, sending alerts to corrections staff and Department of Community Mental Health to ensure delivery and continuity of treatments

Wound Technology Network Inc.

Hollywood, Fla.

Telehealth Videoconferencing on 3G SmartPhones
Secure, encrypted videoconferencing over a wireless 3G network allows delivery of evidence-based care by wound-care specialists to elderly population without transporting them to a hospital
FINALIST

Human Services

Aimar Foundation

London, England

Crisis at Christmas
Provides 24/7 technology and support, including Internet access and computer training, for Crisis at Christmas that assists single homeless people at the holidays
Nominated by Morgan Stanley
FINALIST

American Foundation for the Blind

New York, N.Y.

Network QoS
IT infrastructure improvements increase speed and consistency of network performance, creating higher quality of Internet access for blind and vision-impaired users
Nominated by ActionPacked! Networks

Aspirico

London, England

iplanit
Internet-based service replaces paper reports to give people with disabilities, their service providers and funders a secure, interactive multimedia view of their plans, progress and reports

City of Boston Department of Innovation & Technology

Boston, Mass.

BOSTONavigator: Boston's New Youth Opportunity Management Tool
Online repository of youth program information expands to include participant tracking program to help city learn more about supply and diversity of programs and those participating in them
21st Century Achievement Award winner

City of Minneapolis

Minneapolis, Minn.

PCs for People
Agreement between Minneapolis and Unisys sends city's old computers to nonprofit that refurbishes and redistributes them to underprivileged Minnesota residents
Nominated by Unisys Corp.

Colorado Governor's Office of Information Technology

Denver, Colo.

Colorado Program Eligibility and Application Kit (PEAK)
Web-based portal provides residents with tool to screen for eligibility for public assistance programs and check on existing benefits; ability to apply for benefits online coming soon
Nominated by Deloitte Consulting

Commonwealth of Pennsylvania, Department of Public Welfare

Harrisburg, Pa.

COMPASS
Enables citizens to determine and apply for social service benefits as well as update personal information through single integrated, multilingual Web-based tool
Nominated by Deloitte Consulting
FINALIST

Department of Children and Families

Madison, Wis.

Project Lego
Multiyear, multiphase effort to build independent infrastructure delivers efficiency, agility, flexibility, responsiveness, security, accessibility, mobile solutions and recoverability

Department of Homeland Security Federal Emergency Management Agency

Washington, D.C.

Disaster Assistance Improvement Program (DAIP)
Web site serves as single interface where citizens can determine what federal and state disaster assistance programs they may be eligible for, apply for aid, and check application status
Nominated by IBM

Fabrisource LLC

Columbia, S.C.

Fabrisource.com
Business-to-business platform that connects sellers of textiles, apparel and accessories produced in socially responsible fashion to buyers in a cost-effective, targeted marketplace
Nominated by Eswara Group LLC

Feed The Children

Oklahoma City, Okla.

Feed The Children Leverages Investment in QlikView for Greater Good
QlikView business discovery platform helps gain visibility into fast-moving supply chain and system data to manage distributions more quickly and efficiently
Nominated by QlikTech Inc.
FINALIST

Georgia Department of Human Services, Division of Child Support Services

Atlanta, Ga.

Georgia Department of Human Services (DHS) Business Intelligence (BI) Project
Establishes foundation to use data mining and information reporting to track and better understand client needs, which will drive future policy decisions
Nominated by Deloitte Consulting
FINALIST

Grace After Fire

Austin, Texas

Support Our Women Veterans in Texas
Web site to help female war veterans as they reintegrate into civilian life, addressing their unique needs with peer-to-peer support, clinical support, and support in obtaining benefits and resources

Guldborgsund Municipality

Guldborgsund, Denmark

Enhancing Citizen Services with Pervasive Video
Deployment of video technologies brings social services from central location to three local offices, giving citizens easier access to information in a low-cost, user-friendly environment
Nominated by Cisco Systems Inc.

HCA Information Technology & Services

Nashville, Tenn.

HCA Hope Flood Relief Exchange Site
Deployment of open source PHP Bulletin Board in just four days gives employees affected by 2010 floods a secure, easy-to-use online site to ask for needed items or donate to those in need

Intel

Santa Clara, Calif.

Haiti Communication Center for the Global Relief Efforts
Donation and relocation of U.S.-based modular data center, including servers and virtualization services, becomes communication cluster to support earthquake relief work in Haiti

Kellogg Co.

Battle Creek, Mich.

2010 IT Social Responsibility Committee
Employee committee fosters community service and volunteerism among IT workers, organizing participation in charitable events, from fund-raising walks to donating to needy children

New York City Human Resources Administration

New York, N.Y.

E-Apps Project
Allows residents the ability to apply for benefits through New York City and New York State Web portals, yielding quicker service for citizens and decreased costs and better flexibility for government
Nominated by IBM

Ohio Department of Developmental Disabilities

Columbus, Ohio

Better Service to Developmentally Disabled Ohioans through Virtualization
Virtualization reduces number of data centers, physical servers and costs while allowing deployment of new applications, scaling to meet growing demands and better disaster recovery
Nominated by DMG

Seedco

New York, N.Y.

EarnBenefits Online
Replacement of aging software allows application that assists low-wage workers to access the government and private benefits for which they qualify
Nominated by Red Hat

Somdiaa

Paris, France

How a Business Tool (Videoconferencing) Is Used to Serve Human Needs (Healthcare, Foundations Project: Support to Isolated and Rural Populations)
Implementation of videoconferencing systems to reduce costs leads to use of systems to enhance medical services offered at company-sponsored healthcare centers in Africa
Nominated by Polycom Inc.

State of Maine Department of Health and Human Services (DHHS)

Augusta, Maine

Maine Child Welfare Information System (MACWIS)
The single repository for all Maine child welfare information that provides case workers with real-time data to allow them to make timely, informed plans
Nominated by Sybase

Telecoms Sans Frontieres

Pau, France

Telecom Services to Areas Stricken by Disaster
Provides telecommunication services to areas stricken by war or natural disaster, including Haiti, Philippines, Indonesia, Colombia, Pakistan and parts of Africa
Nominated by PCCW Global

U.S. Department of Interior, Bureau of Indian Affairs

Washington, D.C.

The Financial Assistance and Social Services-Case Management System (FASS-CMS)
Allows social workers to manage cases more efficiently and effectively and improve client services by computerizing functions such as application processing, document management and reporting
Nominated by Hitachi Consulting

Welfare Client Data Systems (WCDS) Consortium

Folsom, Calif.

Benefits CalWIN Online Application and Services
Web-based tool improves self-service access to health and social services by allowing individuals to verify eligibility and apply for and check benefits online at any time, from any location

West Virginia Department of Health and Human Resources

Charleston, W.Va.

eRAPIDS Work Programs
Combines latest in software development and business intelligence technologies to deliver customized business intelligence reports, allowing the agency to better understand and manage client needs
Nominated by Deloitte Consulting

Westchester County

White Plains, N.Y.

REACH Westchester
Transforms paper recertification process for temporary assistance into a more efficient automated process tailored to a customer's specific case

Innovation

Accelrys Inc.
San Diego, Calif.

Informatics for Neglected Diseases Collaborations
Combination of software applications gives worldwide scientists ability to access information and collaborate on developing new drugs to treat diseases prevalent in developing countries
FINALIST

Allstate Insurance Co.
Northbrook, Ill.

'App Attack' Unleashes Employee Creativity
Contest challenging entrants to conceive, design, build and present mobile application to help employees, agencies or both do their jobs better inspires innovation and second competition

Atlantic Free Press
Groningen, The Netherlands

Free Press Group
Use of open source software to publish articles for progressive academics and journalists allows publication of material not likely to be published elsewhere
Nominated by Expathos

Broward County
Plantation, Fla.

Damage Assessment Application
New mobile application joins Web-based system allowing residents to quickly report disaster-related damages in their area so county can rapidly deploy emergency management teams to areas in need

Duke University
Durham, N.C.

SAS OnDemand for Education: Sustainability Management Helps Duke University Measure Institutional Sustainability
Gives institution a centralized reporting, tracking and management system to oversee its entire sustainability efforts via hosted software developed specifically for colleges and universities' unique requirements
Nominated by SAS

21st Century Achievement Award winner

George Washington University, Division of Information Technology
Washington, D.C.

Green-IT
Encompasses initiatives such as virtualization, energy-efficient products, document imaging and scan applications, and power management applications to dramatically cut use of power and other resources

InDorse Technologies
New York, N.Y.

InDorse Call-Home & InDIA
File tracking and control solution tracks and presents file activities, which can protect intellectual property from theft or misuse and enables organizations to protect confidential information

LexisNexis Risk Solutions
Alpharetta, Ga.

LexisNexis Data Intensive Supercomputer
Uses high-performance cluster computing and new enterprise control language (ECL) to power the most extreme data-intensive applications and quickly analyze hundreds of terabytes of information at 99.9% accuracy

Mainstream Renewable Power
Dublin, Ireland

Faster, Better, Simpler IT Strategy with Smart Energy Reference Architecture
Uses cloud computing to deliver low-carbon IT infrastructure built for a start-up but also capable of handling rapid growth, future expansion and business across four continents

National Aeronautics and Space Administration (NASA)
Washington, D.C.

NASA HQ Innovation Ecosystem
Encourages and captures innovative technologies and relationships, knowledge discovery and dissemination, capability building, and investment portfolio management that supports NASA's mission
Nominated by Booz Allen Hamilton
FINALIST

NexJ Systems Inc.
Toronto, Canada

Mobile Health and Chronic Disease Project
Integrates smartphones with mobile remote monitoring of blood sugar and pressure, enabling diabetics to receive guidance from health professionals in monitoring healthy eating, exercise and stress management
Nominated by Morgan Stanley

PM NES - Project Manager Network Enterprise Services
The Pentagon, Arlington, Va.

Secure Go Mobile
Integrates portable devices and smartphones with Army Knowledge Online/Defense Knowledge Online email solution, giving Department of Defense personnel secure access to email and related functions
Nominated by Qorvis

Roundarch Inc.
Chicago, Ill.

Valutech Service, Repair and Support Tools/Roundarch Device Connectivity Framework
Allows consumers to plug their mobile devices into computers, visit a Web site, and from the Web connect, report issues, run tests, receive troubleshooting content, and/or submit devices for repair

San Ramon Valley Fire Protection District
San Ramon, Calif.

San Ramon Valley Fire Protection District
Alerts CPR-trained volunteers via iPhone if there's a victim of sudden cardiac arrest near them and where the victim and a nearby defibrillator are located so they can start lifesaving efforts as rescue is dispatched

St. Michael's Hospital
Toronto, Canada

BIO.DIASPORA
Enables research into the relationship between commercial air travel and the global spread of emerging infectious disease threats, giving public health agencies more information so they can react to threats earlier
Nominated by ESRI Canada

Transformyx Inc.
Baton Rouge, La.

RallyPoint for Crisis Communication, Workforce Recovery and Business Continuity
Quickly and accurately provides secure communications among management, employees, clients, vendors and others during a crisis to better ensure recovery and continuity of operations
FINALIST

T-Systems
Madrid, Spain

Cranium Project
Automates the manual, subjective process in forensic medicine of reconstructing facial characteristics when only a skull is available, while also allowing software user (often a medical examiner) to edit results

Ulkar Holding A.S.
Istanbul, Turkey

Pharmaceutical Track and Trace
Uses 2D barcodes, Internet connections, cluster database servers and other technologies to track pharmaceuticals; mandated by Turkish government to prevent counterfeit drugs reaching the market

VGo Communications Inc.
Nashua, N.H.

VGo Robotic Telepresence
Combines teleconferencing with robotics to give the individual a physical presence in a remote location that's capable of moving and interacting, thereby creating more productive, engaging interaction
Nominated by Morgan Stanley
FINALIST

Safety & Security

Ameritas Investment Corp.

Bethesda, Md.

Fiberlink Endpoint Security
Deployment of endpoint security application on user devices to monitor and ensure security measures are in place for data protection and to allow "remote kill" feature to erase data on stolen or lost devices

Auburn University

Auburn, Ala.

Disaster Recovery Integrated Process Platform (DRIPP)
Development of system using multiple partners and devices to collect and store information on critical infrastructure and key resources that can be retrieved after a disaster to guide recovery work
FINALIST

Behr Process Corp.

Portsmouth, N.H.

Protecting Worker and Consumers from Chemicals—Globally
Systems that can in timely manner create, Web-enable, publish and manage necessary environmental, health and safety documentation for each global market to meet all regulatory requirements
Nominated by Actio Corp.

California State University Northridge

Northridge, Calif.

Virtual Information Security Center
Centralizes and standardizes development, delivery and management of IT security for participating campuses to gain economies of scale while mitigating the greatest security risks

Charlotte-Mecklenburg Police Department

Charlotte, N.C.

CMPD Predictive Crimes Analytics
Uses business intelligence dashboards and predictive analytics technology to target law enforcement efforts and for first time forecast future criminal trends, creating greater officer efficiency and effectiveness
Nominated by Information Builders
FINALIST

City of Chicago Department of Transportation

Chicago, Ill.

Arterial Performance Measurement System
Uses open source and existing technologies to gather real-time data from fleet of GPS-equipped vehicles to identify traffic congestion; features include capability to send email alerts about route-specific conditions

Clemson University

Clemson, S.C.

Emergency Management: Common Operating Picture Development
System using Google Earth Enterprise as base for common operational picture that integrates critical data into single display to enhance information and situational awareness available to emergency services
FINALIST

International Justice Mission

Washington, D.C.

International Justice Mission
Upgrades including simplifying and centralizing IT infrastructure into private cloud, speedier access to data in areas with poor network performance, and quicker, more reliable data backup using cloud storage
Nominated by Riverbed Technology

Justice Network (JNET)

Harrisburg, Pa.

JNET Federated Address Search
Single, unified search application allowing users to conduct one search of up to 10 criminal justice and public safety databases, thereby reducing redundant work, errors and user frustration
FINALIST

Matrix Systems & Solutions Inc.

Sanborn, N.Y.

Warehouse Manufacturing System (WMS) and Packaging Execution System (PES)
Automates manufacturing and distribution processes, enabling manufacturers to track and trace raw materials through shipped products in real time to meet regulatory and customer requirements
Nominated by Sybase

N.C. Office of the State Controller

Raleigh, N.C.

Criminal Justice Law Enforcement Automated Data Services
Secure Web-based application with comprehensive profiles of offenders' North Carolina criminal histories and capability to alert criminal justice professionals to changes in offenders' information
Nominated by SAS

New York State Emergency Management Office

Albany, N.Y.

NY-ALERT
Statewide mass notification system that allows government agencies, schools and others to notify New Yorkers via various electronic means about safety concerns; uses tier-1 aggregators to manage flow of messages
Nominated by Sybase

NextLabs Inc.

San Mateo, Calif.

Standards-based Information Risk Management System for Safer and More Secure Collaboration
Allows internal and external collaboration without sacrificing data security by building on standards-based policy management system that distinguishes between legitimate sharing and fraudulent behavior
Nominated by Morgan Stanley

Office of the Chief Information Officer (OCIO) (Los Alamos National Laboratory)

Los Alamos, N.M.

Information Security Strategic Alignment (ISSA)
Establishes information security program that creates a competitive advantage for Los Alamos National Laboratory, in part by allocating limited information security resources to areas most in need of improvement

Regional Information Sharing Systems (RISS) Office of Information Technology

West Chester, Pa.

RISSafe—RISS Officer Safety Event Deconfliction Application
Allows for controlled and secure monitoring of law enforcement activities and immediate notification to law enforcement agencies of potential conflicts in their planned operations, such as arrests or raids

State of Oregon

Salem, Ore.

A Consolidated Platform for Information Security Compliance
Simplifies management of information security requirements by creating unified compliance framework mapped against internal information and needs; also improves controls around access privileges
Nominated by CA Technologies

Underwriters Laboratories

Camas, Wash.

Underwriters Laboratories
Multiyear transformation standardizing business processes and technologies aimed at improving communication and collaboration without regard to medium, location or device; also streamlines IT management
Nominated by Hewlett-Packard

United States Pacific Command (USPACOM)

Camp H.M. Smith, Hawaii

Host-based Security System (HBSS)
Leadership role in deploying HBSS, developing cutting-edge techniques for providing compliance validation, active protection against cyber threats, and new cyber-defensive capabilities
Nominated by Booz Allen Hamilton

U.S. Army Research, Development and Engineering Command (RDECOM), Communications-Electronics Research, Development and Engineering Center (CERDEC), Intelligence and Information Warfare Directorate (I2WD), Electronic Warfare (EW) Systems Ground Branch

Aberdeen Proving Ground, Md.

Counter Radio-Controlled Improvised Explosive Device (RCIED) Electronic Warfare (CREW) Duke Version 3
Advanced electronic warfare subsystems in single unit with minimal size, weight and power requirements that prevents radio-controlled improvised explosive devices (RCIEDs) from detonating
Nominated by Booz Allen Hamilton

21st Century Achievement Award winner

U.S. Navy
Washington, D.C.

U.S. Navy
Deloitte's development of the Navy ERP Merged Solution, an SAP-based system that enables financial, acquisition, program management and logistics/supply functions, allowing the Navy to increase efficiency and streamline business processes
Nominated by Deloitte Consulting

Webroot
Broomfield, Colo.

Webroot Web Security Service
Providing Australia's Royal Flying Doctor Service (RFDS) with real-time anti-virus, anti-spyware and anti-phishing detection on desktops and mobile devices, preventing network downtime that could impact patient care

Westchester County
White Plains, N.Y.

Special Needs Registry
Web-based application maintains a registry of disabled individuals in the county to ensure their safety during evacuations and other disasters; application ensures accuracy and availability of data and is ADA compliant

Training/Education

Aragon Government
Saragossa, Spain

Tablet PC in Aragon Schools
Investment of more than $21 million to bring tablet PCs to nearly 10,000 students, train teachers, and create an online education portal for education resources; program is expanding to include more students
Nominated by Microsoft Spain

Arizona Medical Board
Scottsdale, Ariz.

Security Awareness
Implemented security awareness training across the agency; created intranet, monthly newsletter and computer-based training to give employees the needed tools to protect agency's information resources

BrandGames
New York, N.Y.

Virtual Team Challenge
First-ever 3D avatar-based multi-player business simulation allowing U.S. high school students the ability to learn about the business world and explore firsthand business careers, at no cost to schools
Nominated by Morgan Stanley
FINALIST

Commission on Information and Communications Technology and Department of Education
Quezon City, Philippines

eSkwela Project
Uses information and communications technologies to enhance learning, broaden access to quality education, and lessen the digital divide for individuals who haven't completed their basic education

Defense Acquisition University
Fort Belvoir, Va.

Defense Acquisition University Delivers Training to the Defense Acquisition Workforce through the AtlasPro Learning Suite
Ongoing development of best-in-class online training and learning system that incorporates cutting-edge open software architecture and technologies, saving taxpayers $17 million annually in travel costs
Nominated by Booz Allen Hamilton

Department of Information and Innovation
Montpelier, Vt.

State of Vermont Security Awareness and Training Program: a Multi-Tiered Approach
Ongoing implementation of security awareness initiative comprising public-facing Web site, enterprise-wide employee e-learning component, and multifaceted public outreach campaign

DonorsChoose.org

New York, N.Y.

Implementation of a Cloud Platform to Support Online Donations
Allows for nonprofit organization that matches donors with classrooms in need to better handle spikes in Internet traffic without capital investments as well as gives organization more flexibility and scalability
Nominated by CA Technologies

Duke University

Durham, N.C.

Collaboration in the Classroom and Beyond
Uses technology, including telecommunications and social networking tools, to bring a true immersive classroom experience to students worldwide and to foster collaboration across geographies
Nominated by Cisco Systems Inc.

Elimu Holdings Ltd.

Nairobi, Kenya

A Web Site Per Learning Institution Initiative (AWPLII)
Helps schools in Kenya and other African nations set up and manage their own Web sites and teaches schools how to use them to reduce communication costs while increasing their impact and efficiency

Harvard Business Publishing

Boston, Mass.

Harvard ManageMentor v11
Latest version gives organizations a flexible, scalable, Web-based platform to build management capability by supporting formal management development programs and informal on-the-job learning

Houston Community College

Houston, Texas

Academic Dashboard
Quickly gives high-level administrators, board members and managerial staff concise view of important information in various categories, allowing them to make critical decisions with greater insight
Nominated by Information Builders

Imagining the Internet Center

Elon, N.C.

Imagining the Internet
Provides insights into network innovations, global development, dynamics, diffusion, governance and humanity's use of communications technologies that informs public policy; also serves as historic record

itSMF Spain (itSMF España)

Madrid, Spain

ITSM +2.0 Community of Practice
Combines Web 2.0 social media tools with traditional business practices to generate knowledge and disseminate it as well as foster collaboration among IT professionals

Littelfuse Inc.

Chicago, Ill.

Community Outreach
IT department's involvement with university students provides them real-world experience in technology, while department's financial support of nonprofit helps disadvantaged youth get technology training
FINALIST

MARTINIAMINC School For Entrepreneurship

Portland, Ore.

MARTINIAMINC Child Welfare Achievement Community Scholarship Program
Now enrolls students as part of its Web-based curriculum content aimed at helping school dropouts receive education and training; also focuses on school reform

Museum of Fine Arts, Boston

Boston, Mass.

Giza Archives Project
Provides the world's central repository for the study of the Giza Pyramids and surrounding tombs and monuments online, linking historic data with new, real-time, 3D computer models of the archaeological site
Nominated by Dassault Systems

National Aeronautics and Space Administration (NASA)

Washington, D.C.

NASA Explorer Schools Project (NES): http://www.explorerschools.nasa.gov
NASA's Web-based program for middle and high school students, providing learning experiences designed around NASA's missions while promoting student engagement in science, technology, engineering and mathematics
Nominated by Booz Allen Hamilton
FINALIST

NPower Pennsylvania

Philadelphia, Pa.

ITWorks

Free, 16-week immersive IT training program for disadvantaged young adults, who upon program completion are placed in full-time employment in Philadelphia's nonprofit, business and public sectors
Nominated by Brandywine Realty Trust
FINALIST

OpenAirBoston

Boston, Mass.

Tech Goes Home (TGH)

Provides training, hardware and technology access to underserved communities; focuses on showing Boston Public School students and families how to use the Internet to improve their quality of life

Planned Systems International

Columbia, Md.

Military Health System Learn (MHS Learn)

Centralized, Web-based system used by U.S. Department of Defense and U.S. Department of Veterans Affairs to provide training to the military medical workforce worldwide
21st Century Achievement Award winner

Rafael Belloso Chacin University (URBE)

Maracaibo, Venezuela

Community Service Application

Facilitates creation, development and monitoring of proposed social projects; allows students to access, manage and review information related to legally required community service projects in automated manner
Nominated by Sybase

Student Shelter In Computers

Lahore, Pakistan

Distance E-Learning Education

Provides technical education, with a particular focus on training women; works to attract and retain the required number of employees so Pakistan's information and communications technology industry can prosper

Tennessee Technology Center at Shelbyville

Shelbyville, Tenn.

Computer Information Technology

Gives individuals a concise IT education and serves as an alternative path to a professional career; also helps area nonprofits with their IT needs as students serve as voluntary interns to gain experience

University of Colorado, Colorado Springs

Colorado Springs, Colo.

University of Colorado, Colorado Springs Nurse-Connect

Nursing classes delivered over UCCS' advanced distance learning platform; enables students to receive world-class training close to home and mitigates shortage of nurses in UCCS region
Nominated by Qorvis

Vermont Interactive Television

Randolph Center, Vt.

VIT

Education and training delivered through state-deployed technology, including its IP conferencing environment and desktop software, allowing Vermonters, even those in remote locales, to advance their knowledge
Nominated by Polycom Inc.

Whirlpool Corp.

Benton Harbor, Mich.

Boys and Girls Club Technology Center for Excellence

Gives young people a place for homework and other activities that includes access to computers and technology not available in many of the community's homes to help bridge a growing digital divide

As an Information Technology leader, Morgan Stanley recognizes the importance of innovation and excellence and is proud to be a member of the

2011 Computerworld Honors Program

and, since 1999, sponsor of the

Morgan Stanley Leadership Award for Global Commerce

We congratulate the winner of this year's
Morgan Stanley Leadership Award for Global Commerce

Paul Maritz

Chief Executive Officer, VMware, Inc.

We also congratulate the 2011 Morgan Stanley
Computerworld Honors Program Laureates for the
acceptance of their works into the Worldwide Archives
of the Computerworld Honors Foundation

BrandGames™

Good Technology, Inc.

Netuitive,® Inc.

NextLabs,® Inc.

ServiceNow

The Foundry Visionmongers Ltd.

VGo Communications, Inc.

Digital Realty Trust, Inc.

Hearsay Labs, Inc.

NexJ Systems, Inc.

Pyramid Analytics

The Aimar Foundation

Vertica Systems, Inc.

Morgan Stanley

2011 Morgan Stanley Leadership Award for Global Commerce

Recognizing those unique and amazing individuals who have, through their leadership and vision, made critical contributions to the effective use of information technology around the world

Paul Maritz

VMware CEO

A Global Citizen

From rural Africa to London to the United States, Paul Maritz's life journey—and place in the technology vanguard—has brought us today's connected world.

Computerworld national correspondent Julia King recently interviewed this year's recipient of the Morgan Stanley Leadership Award for Global Commerce, VMware CEO Paul Maritz, for a videotaped oral history. Excerpts of the interview follow.

Paul Maritz grew up on what seemed to him like the edge of the known universe. By contrast, many, but not all, young people in remote parts of the world today feel more connected and knowledgeable about life beyond their own borders, thanks to information and communications technology and the global connections and participation it enables. As a citizen of the world and leading light in the ongoing technology revolution, Maritz has been instrumental in driving global connection and a higher standard of living globally. "When I travel now and meet with young people, they don't necessarily feel like the fix is in, and they've been automatically excluded, and the only way they can participate is to literally forklift themselves half way around the world." The next challenge, he says, is translating that global connectedness into higher living standards for all.

Looking in from the outside

"I grew up a barefoot boy on a 30,000-acre cattle ranch in what was then Rhodesia and is now Zimbabwe. In many ways it was a great privilege because it was a very full childhood. On the other hand, we didn't have many of the things that other kids do. We literally didn't have electricity in our house until I was about 10 years old. But my parents were both well-educated and curious people and they passed that on. I developed as a young

boy a passion for all things mechanical, which then got translated into an interest in computing.

"Growing up in the middle of Africa, really in the middle of nowhere in the middle of Africa, I always had the sense that I was on the outside looking in… that all of the interesting things that were happening were happening somewhere else, and to really get to the center of things, you had to literally move yourself to the center. You had to propel yourself there. I think it was a lot of that that propelled me through life.

From Africa to London and meeting his mentor

"When I graduated from college in South Africa, I wanted to work in the computing industry. So at the end of 1977, I literally packed a backpack. Since my mother is British, I had the automatic right to live and work in England. In January of 1978, I showed up in London and just knocked on doors. I knocked on IBM's door, and they weren't interested. Eventually I knocked on a door in South London for a company some of us remember called Burroughs. And they took me in to meet this very stuffy English personnel manager. He did the initial interview with me, and I was sort of dreading this. It was a gray winter day in London, and I said, 'This is not going to be good.' But then he took me to meet the hiring manager in this open-plan office, which in 1978 was unusual. There was this gentleman sitting in the back of this open-plan office with his feet up on his desk. And I'll always remember this—he was wearing carpet slippers. I walked into the

Paul Maritz
Chief Executive Officer, VMware

Paul Maritz joined VMware in July 2008 as president and chief executive officer. Previously, he was president of the Cloud Infrastructure and Services Division at EMC after the company's February 2008 acquisition of Pi, where Maritz was the founder and CEO. Before founding Pi, Maritz spent 14 years working at Microsoft, where he served as a member of the five-person Executive Committee that managed the overall company. His other positions there included vice president of the Platform Strategy and Developer Group. Prior to Microsoft, he spent five years working at Intel as a software and tools developer. Born and raised in Rhodesia (now Zimbabwe), Maritz is a graduate in mathematics and computer science of the Universities of Cape Town and Natal in South Africa. He serves on the board of VMware and several privately held software companies. He also serves as chairman of the board of the Grameen Foundation, which sponsors Third World development projects and provides microfinance support around the world.

room. I overheard him boom, 'That guy is so low he could fit underneath a whale turd on the bottom of the ocean.' I thought, 'This is a place I could work!'

"So I took a job there, working for Jim Harris, this very charismatic, larger-than-life character. He had joined the U.S. Air Force in the 1960s as a technician and worked his way up until he was in charge of the big early-warning computer systems in the U.S. Air Force. He then left Burroughs and went to Intel, and he recruited me to Intel. He then became the first OEM sales manager for Microsoft when they first introduced MS-DOS, and through him I met Bill Gates, Steve Ballmer and Jon Shirley, and that's what led me to end up at Microsoft. Jim, unfortunately, died fairly young in life, but he was great. He really stitched a lot of things together for me.

> "Really good leadership is where people complement each other."

An exhilarated 26-year-old at Intel

"I started my working career here in Silicon Valley at Intel, which was very influential on me. That was Intel in its heyday, when it was still being run by Andy Grove and Gordon Moore and Les Vadasz. It was a very intellectually challenging and honest environment, an environment where people were encouraged to speak their minds. It was exhilarating for me to go into a meeting with legends like Andy Grove and Gordon Moore, and if you spoke, you were treated with absolute equality. You had as much right to speak as anybody else. By the same token, if you said something stupid, they felt just as free to strike you down. But there was none of this hierarchy. It was really about 'how do we get the best out of everybody? And how do we run a meritocracy? And how do we focus on the issues and not on people?' Those first five years at Intel were very influential, and I tried to keep some of the things I learned there going in subsequent opportunities.

The essential value of collaboration

"Programming is an introverted, solitary pursuit, and I still love it. I still think that in those times that I sit down, which I still occasionally do, and program, time ceases. I can do that for three hours at a time without even noticing that the clock has moved. On the other hand, there is this part of me that recognized that to really make big things happen, you have to stitch ideas and people together. So I've learned over the years that that's necessary, and you have to be very thoughtful about that. It's something I still have to work on, quite frankly, because left to my own devices I will retreat into my office. But I try to be aware of the fact that it's only by working with people that you can really get large things to happen.

Leadership as a continuous group exercise

"One of the things I've learned along the way is that nobody is the perfect leader. None of us have what it takes to be the perfect leader. And often, one of the standard pieces of wisdom I try to bring to the conversation is that any successful team organization really has four characters involved. You have a visionary—someone who knows where you're supposed to go. You have a manager who makes sure

> # "You can't mandate innovation. It really is trying to create that space where people can bubble ideas up and then take those ideas and put them through a process where you can actually fashion them."

that everybody knows their part in that journey and takes care of the personal and interpersonal issues. You need to have a champion of the customer because often the visionary can't see the things the way that customers will see them. You need to make that connection between what customers want and where [you're] going. Then last, you need the enforcer. You need the person who says, 'Look, we've debated this long enough, and all you guys need to get out of the kitchen now because we need to start cooking.'

"You never get all four characteristics in the same person. Really good leadership is where people complement each other. And that's what I saw at Intel, for instance, where Gordon Moore was the visionary, Andy Grove was the manager, [and] Les Vadasz was the enforcer.

Giving back as a way to learn and serve

"I feel like I've been incredibly privileged in my life. One of the things that I say to the folks here at VMware is that every one of us should be very cognizant of the fact that we won the lottery of life. There are probably hundreds, if not thousands, of other people in the world who are equally qualified in terms of intellectual ability and emotional ability to do what we do, but they're not here, basically just through a

[twist] of fate. To all of us, much has been given, and to whom much is given, much is expected. The other aspect is that I think you can learn a lot [by] getting out of the environment we are in and interacting with different people.

"I got involved, through a series of events, in the microfinance industry. A couple of years ago I went to visit a microfinance organization in India, and they operate on the so-called 'classic microfinance model' where groups of women come together, stand surety for each other, and take out loans. It's a very hands-on, high-touch process. There's a weekly meeting where everyone comes together to discuss their progress, [and] people make payments [and] get new disbursements. And it happens early in the day because these are all working women.

"I went there sort of expecting this to be 30 village women getting together and the first thing they do is, you know, chat and discuss and the rest of it, and it was the most serious meeting I have ever been to in my life. These women were there at 6:30 in the morning. They had to work the rest of the day. This was a matter of life and death for them; whether they could be successful in their endeavors literally meant whether their children would eat or not. And all of a sudden I got a

whole different perspective on what it really means to be running a strategic business. Our decisions are not going to affect whether our children eat tomorrow or not. And when you come back from that experience, you look at things differently.

"I've tried to create the potential here for a culture of service and learning. One of the things we've done is give our employees an additional week every year of paid time off to do service. We think as important as the service they can do, equally important is the learning they will have by doing that service.

From chaos comes innovation

"You can't mandate innovation. It really is trying to create that space where people can bubble ideas up and then take those ideas and put them through a process where you can actually fashion them, and encourage them to become more related to what could really have an impact in the marketplace. You've got to have the right people, and you've got to be prepared to tolerate a little bit of chaos. As somebody said, 'You'll never get a pearl unless you let a bit of sand into the oyster,' and that's very true.

"Organizations have inertia. They tend to want to continue doing what they are already good at doing. They're risk-averse, and you've got to tolerate those people in the organization who are the particles of sand

in the oyster. You can't put so much sand into the oyster that you lacerate everything and it dies. But part of a manager's job is to provide a little bit of protection, because it's often from those particles of sand that you will get feedback that you would not otherwise have gotten, and that will take you on a different course.

"One of our signature features at VMware is this thing called vMotion that essentially allows you to take a running operating system image and in real time move it from one physical machine to the other without missing a beat along the way. It looks like magic when you see it first done. This is the kind of thing that used to take extraordinarily expensive hardware to do, and now we do it routinely with off-the-shelf hardware. That was initially kicked off by a couple of guys here inside VMware in the early days; [then they] sort of just put [it] on the shelf. We had a guy who was literally straight out of college come in and he found this thing, and without explicitly being told to do so, he picked it up and started really refining it and making it effective. People like to think he must have had a whole huge army on

this feature, but for seven years it's been one young guy. He's been this lone face behind the big image. And it's those kinds of people who really make a difference.

Virtualization, mobility and beyond

"Virtualization is all about using hardware more efficiently. As such, you get a big green dividend from that, because what it enables, in a nondisruptive, evolutionary way, [is for companies to] go from having this sprawl of X86-based servers, most of which are running at 5, 10 or 15% capacity. Ironically, I and others helped to create that problem at Microsoft, and now I'm on the other side, trying to redeem it. By reducing the number of servers you cut down the amount of floor space, the amount of power and the amount of air conditioning.

"I think what's really profound about mobile is not only the fact that you can get access to information wherever you are, but we're finally seeing the beginning of the end of the PC era. This is kind of bittersweet for me, having spent 20 years of my life, if you count the time at

Intel, working on PC and PC-related technologies. During the PC era we were really about automating pieces of paper. What the PC industry did was take what we'd previously done by writing things down on paper and [automating] it. What's emerging now is actually the post-document world. People no longer think of how they consume and share information in the context of a document. They think of it in different metaphors, in terms of threads of email [or] interactions on a Facebook wall. And those are underpinned increasingly by different device form factors.

"If you just take my history, I felt like I lived on the edge of the known universe and somewhere, way over there, over the horizon, all the interesting stuff [was] happening. That is radically changed now for a large segment, not all, but a large segment of the world's population. If you go to India or to Ghana or to Kenya, there are young people there who feel very connected with what's happening in the world. Their ability to not only see but participate in what's going on in the world has been dramatically altered, and that's one of the hopeful things that I see. When I travel now and meet with young people, they don't necessarily feel like the fix is in, and they've been automatically excluded, and the only way they can participate is to literally forklift themselves halfway around the world. I think the technology revolution has enabled them to participate in ways that were not previously possible. How to translate that into higher living standards is still a challenge ahead of us, but the potential is there." ∎

THE 21ST
ACHIEVEME

CENTURY
NT AWARDS

Business Responsiveness

Modern Design

Improvements in **State Street Corp.'s** IT infrastructure gives the company the foundation it needs for growth.

WHEN BOSTON-BASED STATE STREET CORP. acquired Mourant International Finance Administration in the Channel Islands and the securities servicing unit of Italy's Intesa Sanpaolo SpA, the financial services company increased its non-U.S. revenue by more than 18%. It was a significant step in its expansion across Europe.

21st Century IT Infrastructure
State Street Corp.

Boston, Mass.

⊙ **Nominated by:** State Street Corp.

⊙ **Challenge:** Align IT infrastructure to support current business needs as well as support future goals and objectives

⊙ **Solution:** Consolidate and standardize core infrastructure to produce more resilient and more strategic technology that's capable of growing with the business

State Street incorporated a "green-grow-as-you-go" design that minimizes power consumption and eliminates the need to cool raised floor space that's designated for further growth.

It was also an important test of its IT infrastructure, which proved capable of seamlessly integrating the two businesses into the company in a way that minimized investment, lead time and operational risks.

"State Street has a world-class IT infrastructure that allows us to provide our clients with consistently high levels of service. It is also a strategic platform for continually extending the breadth, depth and geographic reach of our product and service capabilities," said Joseph C. Antonellis, State Street vice chairman.

That wasn't always the case, however.

As State Street expanded in Europe during the past decade, it also saw significant growth in the number and diversity of the applications and technologies that its IT department had to support. At the same time, it had to adjust to enormous changes in the financial services industry, with new regulations, changing business models, and increased demand for real-time information—further stressing its IT environment.

The Global Infrastructure Services team, led by Executive Vice President Madge Meyer, stepped up and proposed an innovative solution: a 21st century IT infrastructure that would leverage a multiyear global blueprint of data center and technology standards to change the way the company managed, delivered and supported its European IT infrastructure.

The goal was to improve operations locally, regionally and globally, as well as provide a foundation for the business growth and transformation goals that the CEO had set.

The project created two regional data centers with a high-speed dense wavelength division multiplexing (DWDM) and multiprotocol label switching (MPLS) network architecture. This assured on-site and cross-site redundancy and connectivity for State Street and its clients. It also enabled critical system recovery within minutes or hours.

State Street's key investments were in EMC storage technology, Cisco network technology and IBM professional services.

The project included state-of-the-art trading

PROJECT SIGNIFICANCE
The 21st century infrastructure now provides a reliable, resilient, secure and efficient environment that is quickly and cost-effectively responding to continued business growth and expansion.

environments; regionally diverse market data and direct market access points; IP-based trader voice solutions; and integrated audiovisual access to news, market information and colleagues around the globe. Additionally, it established a central virtualized hub of servers and storage along with a regional remote support model.

The result is an IT infrastructure that combines the latest technology advancements with best practices in IT infrastructure management and operations to provide a secure, stable environment that can respond to the challenges of extraordinary business growth and change. ∎

Collaboration

Global Computing For Good

IBM's World Community Grid gives scientists the supercomputing power they need for humanitarian research.

SCIENTISTS AT THE SCRIPPS RESEARCH INSTITUTE are trying to develop drugs that can prevent AIDS from spreading in the body. They're particularly interested in finding treatments for AIDS strains that have become resistant to existing medicines. To do this, they need to screen

World Community Grid
IBM

Armonk, N.Y.

⊙ **Nominated by:** IBM

⊙ **Challenge:** Make enough computing power easily available to scientists running scientific problems

⊙ **Solution:** By donating initial infrastructure and ongoing support, IBM has helped create a public virtual supercomputer using volunteers who donate their computer resources and make it available for free to scientists conducting nonprofit humanitarian-based research

millions of compounds against various HIV protease and integrase target proteins.

Their work, which has already produced some promising results, could yield the medical breakthrough the world is waiting for when it comes to the fight against HIV and AIDS.

Yet such potential might have gone unrealized if it weren't for World Community Grid.

"This is work that we would not have attempted in the absence of this powerful public computing grid. World Community Grid has allowed us to complete very complex research studies in six months that would have taken five years," said Dr. Arthur J. Olson, the professor running the laboratory that's doing the AIDS research.

World Community Grid's mission is to create the world's largest public virtual supercomputer to aid researchers focused on projects that benefit humanity.

This is how it works: Members of World Community Grid contribute their individual computer resources to collectively form a virtual supercomputer. It only happens when members aren't using their computers; for example, when they've gone out for lunch or paused to think between keystrokes. Members can select which specific research projects they want to support. They can invite colleagues, family members,

friends and others to become members, too.

The result is a global, public, volunteer, grid-based research tool available free of charge to scientists who are conducting nonprofit humanitarian-based research anywhere in the world.

The project comes from IBM, which donated the hardware, software, technical services and expertise to build the infrastructure for it and now provides free hosting, maintenance and support.

Berkeley Open Infrastructure for Network Computing (BOINC) is the core software for the agent that runs on members' computers as well as on some of the servers.

The advent of viable, secure and robust grid technology several years ago makes World Community Grid possible. Prior to that, researchers working on complex scientific problems required access to supercomputers, of which there are a very limited number.

Since World Community Grid was established, it has delivered more than 580 million research com-

PROJECT SIGNIFICANCE
World Community Grid accelerates difficult humanitarian research that would otherwise require years of lab work, expands research in previously unsponsored or neglected areas, focuses on global humanitarian issues, and encourages new data and computationally rich approaches to long-standing problems.

putation results, supporting more than 15 important medical and humanitarian research projects including "Human Proteome Folding," "Nutritious Rice for the World," "Help Fight Childhood Cancer," and "Discovering Dengue Drugs - Together."

More than 540,000 members in more than 200 countries—representing more than 1.5 million devices—have connected to the grid. That totals more than 425,000 years of computer runtime that have been donated to support research projects.

In keeping with IBM's commitment to this public approach, all results are in the public domain and therefore made available to the global scientific community. ∎

Digital Access

Literary Lessons

Student-run **Net Literacy** uses the Web to educate others on how to advance digital inclusion around the world.

ALTHOUGH THE WORLD IS INCREASINGLY becoming a digital one, many people still aren't comfortable or competent using technology. Educators, organizations and volunteers around the globe are trying to address this problem of digital access. They occasionally come together at summits to discuss the challenges of and strategies for bridging this digital divide, but those summits occur infrequently.

Digital Literacy Best Practices Site
Net Literacy
Carmel, Ind.

⊙ **Nominated by:** Intel

⊙ **Challenge:** Share successful strategies and best practices used to increase digital literacy in populations who are left out of the technology age

⊙ **Solution:** Create a Web-based site where digital access best practices can be accessed by anyone at any time

Net Literacy has won multiple awards, including the Jefferson Award for Public Service, the National Prudential Spirit of the Community Award, the National Kindness Award, and the Above and Beyond Award by the Congressional Medal of Honor Society.

So, after a trip to Hong Kong, the student-age president of Net Literacy, an all-volunteer nonprofit founded in 2003 by middle school students, decided to use technology to help facilitate a greater exchange of ideas on the topic.

Net Literacy launched a beta Web site in August 2010. After receiving the endorsement of Internet associations representing 225,000 organizations on five continents, Net Literacy launched a production site in February 2011.

The organization worked with The Intel World Ahead Program, which focuses on increasing technology access, connectivity and education. It used WordPress as the Web site platform. And Net Literacy volunteers worked on developing the site.

Net Literacy's goal is to share successful strategies and best practices for how to meet society's changing digital access and digital literacy needs around the world.

The site, DigitalLiteracy.org, already has become an internationally recognized repository of digital inclusion and digital literacy good practices.

Individuals had submitted more than 300 digital access good practices within months of its launch.

And Net Literacy's student volunteers have started to enter the hundreds of best practices submissions they received from around the world; they plan to finish the backlog by June 2011.

Moving forward, Net Literacy leaders intend to reach out to other nongovernment organizations, ISP organizations, IT companies, government agencies and similar initiatives to continue populating the site.

Net Literacy is a student-run organization. Middle

PROJECT SIGNIFICANCE
DigitalLiteracy.org is becoming an internationally recognized site for information on how educators, organizations and volunteers around the world can advance digital inclusion and digital literacy to ensure people are not left behind as society conducts more and more of its activities online.

school, high school and college students make up 60% of its board, and student volunteers perform all of the service learning and volunteering. These digital natives set the priorities, choose the applications and complete the execution of all of Net Literacy community service programs. Net Literacy's work has received both national and international praise, along with numerous awards and honors from two U.S. presidents. ∎

Economic Opportunity

Mobile Money

Communications company **Airtel Africa** harnesses cellular services to bring banking to a wider population in Africa.

MOST OF THE OPERATIONS for the Mumias Sugar Co. Ltd. in western Kenya are based in rural areas, where banks are nearly nonexistent. So the company had to use cash to pay sugarcane cutters their wages weekly. While cash payments might seem straightforward, they're actually fraught with problems. The company had to contend with fraud, theft, disputes, high cash-handling costs and insurance in addition to the extra expense of hiring a cash management

One of the biggest challenges was educating users. At the start, some people used to look for money inside the mobile phone and had to learn that money is now digital, something that is there even if they can't hold it.

Airtel Money
Airtel Africa
Nairobi, Kenya

⊙ **Nominated by:** Airtel Africa

⊙ **Challenge:** Bring financial services to a population without access to banks

⊙ **Solution:** Develop financial capabilities for the mobile phones that are ubiquitous in Africa

company to handle the payments.

The company's experience isn't unique in Africa, where most of the 1 billion-plus residents have little or no access to basic banking services. Banks are primarily available in large cities, leaving individuals and businesses outside those urban areas to either rely on cash or trek long distances for the needed financial services. This lack of basic banking services isn't just an inconvenience. An economy based nearly 100% on cash has huge overhead because of the cost to move the money, draining efficiency. It also leads to theft, pilferage and fraud.

And while Internet banking could help, banks haven't been able to grow their online digital services because large parts of Africa lack connectivity infrastructure.

That's where Airtel Africa, which provides mobile communications services across 16 markets in Africa, comes in. Airtel saw an opportunity to use the wide reach of mobile phones to bring some innovation into the continent's financial industry with Airtel Money, its flagship product.

Simply put, Airtel Money provides banking services

to those who previously had access to none.

It allows people to cash in and cash out at authorized Airtel Money retailers. Once money is deposited in Airtel Money accounts, people can use it to pay merchants, utility companies, insurance premiums, school fees, tickets, etc. Subscribers also can move money from their Airtel Money wallet to bank accounts and vice versa. In fact, Airtel has found that transferring money between two Airtel Money accounts is one of the most popular features.

Airtel Money is a subscriber identity module (SIM) application toolkit-based application (referred to as STK) that's available on the handset of all Airtel mobile subscribers. The application allows even basic phones to handle the service. Airtel said it kept the STK menu simple, familiar and intuitive so that anyone could use it. And while the user interface is simple, Airtel also made it extensible enough to cater to future additional transactions. In addition, Airtel said it had to design the application to accommodate the limited memory footprint available in the SIM, but used a robust trans-

PROJECT SIGNIFICANCE
Airtel's Airtel Money brings banking to those who did not have access to such services before, making financial transactions not only more convenient but also more efficient and secure, all of which spurs economic opportunities and advancement.

action platform based on open standards and reusable integration points capable of handling large transaction volumes.

The design allows Airtel to bring on multiple merchants, banking systems and payment gateways such as MasterCard with minimal new development.

For vendors, Airtel chose Homisco Inc. for the core transaction platform built using .NET along with Pyro for its currency conversion and financial transaction hub, and Oberthur Technologies for its hardware security module. ■

Emerging Technology

Equalizing Education

Idaho Education Network brings bandwidth and videoconferencing to classrooms to expand the learning opportunities available to both students and teachers.

LIKE MANY STATES, Idaho has a shortage of math and science teachers. It also has a number of rural school districts, where there's limited access to foreign language and Advanced Placement classes that offer college credit to high school students.

The Idaho Education Network Implementation Project
Idaho Education Network

Boise, Idaho

⊙ **Nominated by:** Qorvis

⊙ **Challenge:** Expand school curriculum offerings without adding significant costs to the public budgets

⊙ **Solution:** Increase schools' bandwidth and use videoconferencing equipment to bring classes and programming to students and teachers across the state, even those in the most rural, remote areas

Dissatisfied with that situation, Idaho state leaders turned to technology to improve it.

The Idaho Legislature in the 2008 and 2009 sessions established the Idaho Education Network (IEN) and charged it with several important goals: Establish a robust, scalable private education network that reaches into every Idaho community; remove obstacles of access to education in every community; change the culture of education consumption to meet the needs of every community member; facilitate an open, competitive market for education delivery; and promote community safety, growth, economic development and personal achievement through education.

Those are significant challenges, but the IEN is already experiencing success.

It's more than halfway through the first phase of the implementation process. The first phase called for connecting 200 high schools with managed, high-speed, commercial-grade bandwidth along with videoconferencing equipment over a three-year period.

The IEN has fully deployed the network to half of those districts, focusing on those in the most sparsely populated and rural areas first to help equalize the educational opportunities available there compared with more urban regions.

In many cases the schools' bandwidth increased on average approximately 200%; in some remote schools, that bandwidth increased as much as 1,000%.

The IEN uses H.264-based videoconferencing provided by Tandberg and education network management and coordination by Education Networks of America Inc. Qwest supplies the high-bandwidth virtual private network (VPN).

The IEN has also trained more than 500 teachers and staff. It expects to complete the remaining districts ahead of schedule.

Subsequent phases will expand to middle and elementary schools as well as libraries.

Content is already crossing the network, with some 25 different subjects being shared. The classes range from advanced math to business marketing to Holocaust literature. They include many AP and dual-credit language classes that cover world languages such as French, Japanese and Spanish.

Students aren't the only ones benefiting. In addition to the training teachers take as part of the network implementation, teachers now have access to seminars and graduate credits. In fact, one school, Sugar Salem High, is offering two master's level programs through a distance learning program from Utah State University.

Communities are also reaping rewards from the network, as residents in various professions now have

PROJECT SIGNIFICANCE
The implementation of a high-bandwidth network and videoconferencing equipment has dramatically increased the learning opportunities available to students, teachers and community members in the state.

access to training and resources that were unavailable before. And by utilizing the network and videoconferencing to train public employees across the state, the IEN saved Idaho taxpayers more than $50,000 in travel and training costs. ■

Environment

Going Green

Allstate Insurance Co.'s Emerald City data center delivers performance and sustainability.

ALLSTATE INSURANCE CO. NEEDS to store a tremendous amount of information—3 billion files and documents. Based on the company's own calculations, that would require nearly 5 trillion sheets of paper, 53 million file cabinets and 130 million square feet of storage space.

The environmental impact of Allstate's new green data center extends beyond the facility itself. The data center is promoting green initiatives in other areas, too, as the company takes what it has learned from building the data center and applies it to other, older buildings around Allstate campuses to make them more energy efficient, refreshed and environmentally friendly.

Allstate's Emerald City
Allstate Insurance Co.
Northbrook, Ill.

⊙ **Nominated by:** Allstate Insurance Co.

⊙ **Challenge:** To store vast amounts of data in an environmentally sustainable manner

⊙ **Solution:** New green data center minimizes energy consumption but still delivers maximum IT performance

Storing such vast amounts of data electronically is already an environmental improvement over paper-based storage, but Allstate figured it could do even better. So as part of its commitment to environmental sustainability, the Northbrook, Ill., company focused on building a new data center that would minimize its impact on the environment while also meeting the highest possible technology standards.

Its green data center meets both goals.

The company paid special attention to making the facility energy efficient and reducing energy consumption in as many ways as possible across every square inch of the building. The roof reflects the sun's rays to reduce the energy needed for cooling the data center. The windows have light and occupancy sensors that automatically adjust the lighting levels in the building. There are 18 water source heat pumps that recover heat generated by the computer equipment in order to heat nonraised floor areas throughout the building. And the monitoring systems are fully integrated and designed to record and track all power and mechanical equipment to allow for optimization of energy usage and consumption.

Allstate also looked for energy efficiency in its hardware, as it replaced older, less-efficient hardware with new eco-friendly hardware. In addition, the company used tiered storage and server virtualization to reduce energy consumption by 70%.

Meanwhile, the building components contain a minimum of 20% recycled content and low toxicity. The site is designed to infiltrate storm water directly into the aquifer rather than into the municipal storm sewer. Even the bathrooms are designed to conserve energy through the use of alternative dual-flushing systems.

Completed in 2009 and located in Rochelle, Ill.,

PROJECT SIGNIFICANCE
Allstate's new data center provides the performance and data security required by the company in a green manner by minimizing its use of resources.

Allstate's new data center is LEED Gold certified, a testament to its energy efficiency and environmentally friendly design.

Although committed to its stance on environmental responsibility, Allstate didn't sacrifice anything on the performance side. Its data center is equipped to ensure high availability of its critical systems as well as protect and secure its customers' information. ■

Health

Virtual Care

The Balkan Telemedicine Program from **International Virtual e-Hospital** shows the world a model for sustainable healthcare in developing countries.

THE POLITICAL AND ETHNIC CONFLICT THAT STRUCK KOSOVO in the 1990s left the medical services there in a deplorable state. Professors and doctors hadn't practiced advanced medicine in more than a decade. Medical students didn't have opportunities to see patients in

Balkan Telemedicine Program
International Virtual e-Hospital

Anchorage, Alaska

⊙ **Nominated by:** Polycom Inc.

⊙ **Challenge:** To bring advanced medicine and medical education to developing countries

⊙ **Solution:** Use of teleconferencing equipment to create a sustainable telemedicine program that provides the right information at the right time to medical professionals as well as helps train healthcare providers

clinics as part of their education, and their classes were being held in basements.

Dr. Rifat Latifi, a Kosovo native practicing medicine in the United States, saw telemedicine as a way to help remedy the situation.

Dr. Latifi in 2000 first presented the idea to establish and implement telemedicine and medical distance learning in the region. The goal: Design and implement the Telemedicine Program of Kosovo (TPK) as a sustainable and functional portal for information within and outside the region with a training center for telemedicine.

As a result, the International Virtual e-Hospital (IVeH) established TPK in 2001. Since then, the program has connected seven hospitals via telemedicine, provided access to an electronic medical library, and established local leadership to run the regional telemedicine centers.

The TPK later expanded and is now the Balkan Telemedicine Program, which includes programs in Albania, Macedonia and Montenegro as well as Kosovo.

The program's telemedicine centers include videoconferencing rooms, teleconsultation rooms and telemedicine training rooms. Each room is equipped with Polycom's high-definition telepresence systems, Criticare Systems' Vital Signs monitoring and the University of Arizona's teletrauma real-time monitoring and capture stations. A Polycom firewall traversal solution allows for seamless video collaboration with outside organizations.

Like many IT initiatives, the telemedicine program faced some challenges. IVeH leaders had to convince physicians to change some practices in order to maximize benefits, and telemedicine proponents also had to convince governments that investing in the technology was well worth it. In addition, IVeH had to manage projects that involved many players from different backgrounds, cultures, education, goals and mentalities.

PROJECT SIGNIFICANCE

The telemedicine program provides powerful international educational tools that improve the health conditions of populations by providing the right information at the right time to medical personnel. It also builds a sustainable foundation for evidence-based medicine using advanced technologies by helping educate healthcare providers in developing countries.

Cultivating partnerships and showing transparency were key to overcoming obstacles and achieving success.

Many developing countries now list the establishment of a sustainable telemedicine program as one of their goals. The IVeH, whose mission is to create self-sustainable telemedicine and e-health programs, is demonstrating with the success of its Balkan Telemedicine Program how to make such goals a reality. ∎

Human Services

Making a Connection

City relies on **BOSTONavigator: Boston's New Youth Opportunity Management Tool** to connect young people with opportunities.

YOUNG PEOPLE LIVING IN BOSTON have their choice of numerous programs designed to accommodate a range of interests and needs. But in the past, individuals sometimes had trouble connecting with the right opportunities because, although plenty of program information existed both in print and online, there was no single repository that they could access for a look at all options.

BOSTONavigator: Boston's New Youth Opportunity Management Tool

City of Boston Department of Innovation & Technology

Boston, Mass.

⊙ **Nominated by:** City of Boston Department of Innovation & Technology

⊙ **Challenge:** Better connect young people with programs in the city as well as track and measure the success of those programs

⊙ **Solution:** Develop a platform that tracks program participants and (soon) program outcomes to measure success

The City of Boston's Department of Innovation & Technology changed that with the development and deployment of BOSTONavigator.

Using nFocus Software's Community Compass software, the city created an online directory of more than 1,700 youth programs that's searchable by keyword, activity, type, age and location. It also provides program information such as contact details, hours of operation and cost. Youth and parents can use it to search programs as well as rate them and view comments from other participants.

BOSTONavigator is more than a listing, however. It also has tools that help the city learn more about who is participating in which programs. The city in the past did have a participant tracking program, which it used to learn more about the supply and diversity of programs. But there was a lack of information about the youth who participated in the programs. And while the programs tracked enrollment and attendance, they had varying systems, including old-fashioned pen and paper, which made getting ac-

curate and timely information almost impossible.

The new platform allows the city to collect information about the young people participating in each program in a timely, accurate and comprehensive way. And the citywide participation tracking system provides a reporting mechanism for program providers to share data about their participants.

Boston's new platform also uses nFocus' Community Server software to utilize a wide variety of data sets, including U.S. Census data, student information and crime statistics, to help the city assess community needs and the impact of different programs. The city is in the early stages of implementing this outcome measurement component.

More than 13,000 users at 38 city-run community centers are now using an ID card that allows the city

PROJECT SIGNIFICANCE

BOSTONavigator makes it easier for young people to connect with opportunities while also helping city officials, funders and program providers improve youth programming by giving them the tools to measure and analyze programming successes.

to collect information about and track visits to a site, including participation in specific activities. The city is working on expanding the platform to encompass citywide participant tracking.

Boston is the first city in the United States to coordinate youth programming data at a citywide level in this way. The system is fully scalable, and it has the capability to include additional services, such as social and health services, as well as other populations, such as adults and the elderly. ■

Innovation

Making the Grade

SAS OnDemand for Education: Sustainability Management gives **Duke University** the capability to see its progress on sustainability.

DUKE UNIVERSITY HAD MADE A COMMITMENT to environmental sustainability, and it wanted to know how well it was doing on that front. But it wasn't able to measure its efforts with consistent accuracy. Its system for collecting and analyzing the data was manual, time-intensive and prone to errors.

SAS OnDemand for Education: Sustainability Management Helps Duke University Measure Institutional Sustainability
Duke University

Durham, N.C.

⊙ **Nominated by:** SAS

⊙ **Challenge:** To find an application that would help track and manage the sustainability efforts while taking into account the unique challenges and requirements of an educational institution

⊙ **Solution:** A new hosted software solution from SAS

Duke's Sustainability Office recognized the need for a better system—one that could measure its environmental impact, such as energy consumption and greenhouse gas emissions, as well as track improvements. It also wanted a system that could produce reports in various formats to distribute to university officers, students, organizations and other interested parties.

And it saw the need for a system designed specifically for an educational institution, one that could accommodate the challenges and requirements that are unique to the sector.

So the Durham, N.C., university turned to SAS for a solution.

SAS had developed applications used by other types of organizations to measure their sustainability efforts, but the Cary, N.C.-based business analytics company agreed with Duke that a more tailored application was needed for colleges and universities.

The result is SAS OnDemand for Education: Sustainability Management, hosted software that helps colleges and universities track and manage their sustainability efforts at a holistic level.

The application lets Duke send its data directly to SAS via an FTP process or enter data online via a Web data entry tool.

It also helps automate data collection and reporting efforts for the university's greenhouse gas inventory and the Association for the Advancement of Sustainability in Higher Education STARS (Sustainability Tracking, Assessment & Rating System) assessment.

And it provides tools to analyze building energy use and other data that the university has gathered through an online carbon calculator for the campus community.

Such capabilities make it easier for Duke to manage data collection and respond to assessments. They also enable Duke to easily communicate sustainability reports to constituents in a variety of ways, from a Web-based portal application to emailed reports to dashboards on their mobile devices.

Duke's Sustainability Office sees three core areas of value in the SAS software.

First is in the area of greenhouse gas modeling. SAS analyzes Duke's energy and fuel data to calculate emissions and show carbon "hot spots" throughout the institution.

The second area is sustainability performance reporting, through which Duke can set, track and manage goals.

PROJECT SIGNIFICANCE
Duke can easily calculate and communicate the results of its sustainability efforts and see how future improvements will make a difference.

And finally, there's the area of analytics, through which Duke can see not just how it's currently performing, but can predict future performance based on changing dynamics. The software can, for example, calculate how installing solar thermal hot water applications can affect its total carbon footprint for the next five years.

Taken all together, Duke now has the centralized reporting, tracking and management system it wanted to accurately understand the impact of its sustainability efforts now and into the future. ■

Safety & Security

Saving Soldiers

The CREW Duke Version 3 system provides U.S. forces with critical, lifesaving protection against a wide range of threats.

THE U.S. MILITARY FACED A NEW ENEMY AT THE START OF THE 21ST CENTURY, and with that change came a new weapon: the improvised explosive device. The most common of these is the radio-controlled IED (RCIED). These inexpensive, easy-to-make devices, which are also often called "roadside bombs," have killed and maimed thousands of civilians and soldiers in recent years.

Counter Radio-Controlled Improvised Explosive Device (RCIED) Electronic Warfare (CREW) Duke Version 3

U.S. Army Research Development and Engineering Command (RDE-COM), Communications-Electronics Research Development and Engineering Center (CERDEC), Intelligence and Information Warfare Directorate (I2WD), Electronic Warfare (EW) Systems Ground Branch

Aberdeen Proving Ground, Md.

⊙ **Nominated by:** Booz Allen Hamilton

⊙ **Challenge:** Develop defenses against the radio-controlled improvised explosive devices (RCIEDs) that enemies use to kill U.S. forces

⊙ **Solution:** Use technologies to develop a single unit with minimal size, weight and power requirements that prevents radio-controlled improvised explosive devices (RCIEDs) from detonating

The U.S. military's conventional weapons didn't always protect against these threats, so military researchers set out to develop a more effective defense against RCIEDs.

A group of agencies – The U.S. Army Research Development and Engineering Command (RDECOM), Communications-Electronics Research Development and Engineering Center (CERDEC), Intelligence and Information Warfare Directorate (I2WD), Electronic Warfare (EW) Systems Ground Branch, in conjunction with Product Manager Counter Radio-Controlled Improvised Explosive Device Electronic Warfare (PM CREW) – joined forces to produce the Counter RCIED Electronic Warfare (CREW) Duke Version 3 system.

The CREW Duke V3 provides U.S. forces with critical, lifesaving protection against a wide range of threats, most notably the RCIEDs, by preventing such devices from detonating.

The CREW Duke V3 is a field-deployable, single-unit system with minimal size, weight and power requirements. It consists of a primary unit known as the CREW Duke V2 and a secondary adjunct unit that features advanced electronic warfare subsystems that counter RCIED technologies.

Technologies and vendors key in its development and deployment are radio frequency jammer technologies from Syracuse Research Corp. (SRC), antenna design from First RF Corp., and program management and technical support from Booz Allen Hamilton.

More than 40,000 CREW Duke systems have been deployed with U.S. Army troops serving in Afghanistan and Iraq.

In fact, the CREW Duke V3 system has helped reduce enemy use of RCIEDs as the preferred weapon of choice. As a result, there has been a dramatic reduction in combat-related injuries and fatalities due to RCIEDs.

Ramon Llanos, I2WD EW Systems Ground Branch chief, and his team were recognized in November 2010 with the Army's Greatest Invention Award for 2009 at the Army Science Conference, where soldiers chose the CREW Duke V3 as one of the Army's top 10 greatest inventions based on importance and impact.

PROJECT SIGNIFICANCE

The CREW Duke V3 system provides enhanced protection against radio-controlled improvised explosive devices, thereby saving U.S. forces from injury and death.

The military also sees the CREW Duke V3 system serving in other capacities beyond its work against RCIEDs. Military officials said the CREW Duke V3 can be rapidly modified and tailored to provide protection against a wide variety of threats in any theater of operation. ■

Training/Education
Military Medicine

Military Health System Learn (MHS Learn) from **Planned Systems International** delivers the advanced educational and training system needed for a modern military.

MANY SOLDIERS RETURNING FROM THE WAR in Iraq suffer from post-traumatic stress disorder (PTSD). One effective treatment is exposure therapy, which has been shown to help PTSD sufferers confront their trauma and guide the process that leads to emotional healing. This therapy involves

Military Health System Learn (MHS Learn)
Planned Systems International

Columbia, MD.

⊙ **Nominated by:** Planned Systems International

⊙ **Challenge:** Provide effective, efficient education and training to Department of Defense and Veterans Administration personnel located around the world

⊙ **Solution:** A centralized, Web-based learning management system that provides consistent and timely training to the military medical workforce worldwide

exposing PTSD sufferers to a virtual world where they reexperience the sights, sounds and even smells of combat. It helps them confront their trauma in a controlled and safe environment. And by gradually reintroducing the patient to the experiences that triggered the trauma, the memory becomes tolerable and healing begins.

This is what Virtual Iraq, a virtual reality exposure therapy overseen by Planned Systems International's Telehealth Team, is designed to do.

It is just one of the many beneficial programs delivered by Military Health System Learn (MHS Learn), which Planned Systems International (PSI) designed and developed for the U.S. Department of Defense (DoD).

MHS Learn is a centralized, Web-based learning management system that provides consistent and timely training to the military medical workforce worldwide. It offers more than 1,200 courses online 24/7, and it supports traditional classroom learning, Web-based training, webinars and discussion forums.

MHS Learn uses Oracle Corp.'s iLearning application, and it offers the latest in training technology such as animation, video, audio and gaming scenarios.

Key offerings on MHS Learn include continuing medical, nursing and general education credits; staff development; and Web-based training on Virtual Iraq.

Both the DoD and the U.S. Department of Veterans Affairs (VA) now use this system. More than 170,000 students have accessed courses and other learning events through MHS Learn so far.

However, it's not just MHS Learn's reach that is impressive. The system brings significant efficiencies and cost savings to the government at the same time it expands on the training and educational opportunities available to users.

Prior to its launch, the DoD and VA used a variety of training systems, which led to many redundancies. The agencies also had a difficult time reviewing programs for costs and quality because there was no centralized way to review what was offered at the 400-plus DoD treatment facilities and the 153 VA hospitals. The agen-

PROJECT SIGNIFICANCE
MHS Learn delivers an expanding offering of educational and training opportunities as well as critical therapies at the same time it's saving money and improving efficiencies.

cies also had difficulties in quickly launching mandatory training.

MHS Learn has helped the agencies overcome those challenges. For example, the DoD and VA used to take months to develop, test and launch required staff training, but with MHS Learn they can now deploy mandatory training within weeks.

Such efficiencies as well as shared training translate into an estimated $12 million annually in cost avoidance for both the DoD and VA. ■

PROGRAM ARCHIVES

The Computerworld Honors Program maintains three archives that ensure the preservation of, and continued access to, the achievements of Laureate and Leadership Award recipients.

The Program's Online Archives provide continual, global access to primary source materials and interviews provided by the Program's Laureates and international leaders of the information technology revolution. Accessible at *http://www.cwhonors.org/archives*, the online archives contain all of the Laureate case studies accepted since 1989—literally thousands of outstanding applications of information technology.

The Program's Global Archives are housed in a select group of the world's leading academic and research institutions. These archives date to 2000, when the program began to disseminate its annual collection of primary source materials to national archives, state and university libraries, research institutions and similar repositories around the world. To date, more than 350 institutions are engaged in the preservation and dissemination of these materials. Members of this Global Archives and Academic Council can be viewed on the Honors Program web site at *http://www.cwhonors.org/archives*.

Finally, we call your attention to the Oral History Archive. Though included in the program's online and global archives, these interviews deserve special mention for their deep and personal insights by many of the inventors of the transformative technologies and IT companies of our time. With text transcripts and/or video files of interviews with industry luminaries from Microsoft's Bill Gates to Digital Equipment's Ken Olsen, Sun's Bill Joy and more (see partial list at right), these sessions capture the goals, ideals, mentors and sources of inspiration of more than a generation. Find them at *http://www.cwhonors.org/archives/histories.htm*.

The Oral History Archive includes interviews with:

Tim Berners-Lee
Inventor, World Wide Web

Vinton Cerf
The "Father of the Internet"

John Chambers
Chairman & CEO
Cisco

Seymour Cray
Chairman
Cray Computer

Michael Dell
CEO
Dell

Larry Ellison
co-founder, President & CEO
Oracle

Bill Hewlett
Co-founder, HP

Robert Metcalfe
Co-inventor of Ethernet and founder
3Com

Gordon Moore
Chairman emeritus of Intel
and inventor of "Moore's law"

Dave Packard
Co-founder
HP

ACKNOWLEDGMENTS

The 2011 Chairmen's Committee

The Chairmen's Committee is an invitation-only coalition of chairmen and chief executive officers of leading technology companies around the world. Each year the Chairmen's Committee supports the Computerworld Honors Program by nominating organizations whose use of IT fits the mission of the Program. Select Committee organizations also lend their financial support, for which the Program is eternally grateful.

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