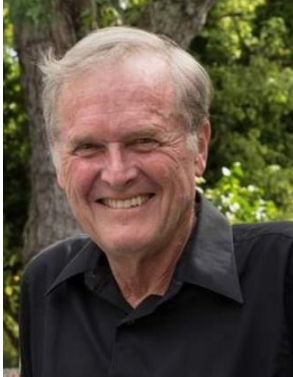# Resume for William A. "Bill" Carico, Jr.

Summary: Bill Carico has worked more than four decades as an independent consultant, having mastered proven principles and processes he learned at IBM and a state-of-the-art database start up that was later purchased by Intel Corporation. Most importantly, *Bill is a problem solver*, which is what makes him so valuable and his engagements so successful.

Bill has advised hundreds of companies, as well as, federal, state, and other levels of government, in how to choose platforms, limit server sprawl, improve security, optimize performance and operations through automation and modernization, and ultimately ensure the organization can successfully complete identified projects on time and under budget. He is a widely published author of over 40 articles and white papers with a knack for accurately predicting technology trends. His specialties include, but are not limited to, large-scale integrated systems, networks, network components, architecture, and enterprise-wide security. He has designed apps for mainframes, servers, big data, and mobile devices.

Companies that have worked with Bill continue to seek him out to craft solutions to complex problems resulting from projects that are either stalled or hemorrhaging cash. Within government engagements, he understands the politics involved with projects that span entities. So, in addition to his technical prowess, he has the skills to bring a common purpose and clear objectives to teams working to complete essential parts of organizational missions.

Career Highights

Projects Over the Last 2 years:

- **Chief architect** for **X4 Internet** and team lead for **X4 Comms** rollout

- **Created a Secure Operation Center (SOC) blueprint** (systems, software stack, and networks) to support military-grade communications, and automatic failover to geographically dispersed hot-backups in the event one or more regions of the electric

grid goes down due to an EMP event or nuclear suitcase attack. Includes innovative new layers of perimeter protection that neutralize the threat from ransomware attacks.
- **Assisting a telemedicine services provider** to make IoT devices work over low-speed internet connections by using AI to monitor and make real-time adjustments to data packets. This means rural areas can be served immediately rather than waiting for 5G
- **Recruited and placed key personnel** to lead a client's IT overhaul of regional data centers.

Noteworthy Projects Through the years:

- **Created an IT roadmap and governance plan that Health Canada followed for five years** and improved their health-services world-ranking from 33rd to 2nd (behind Denmark). This was a comprehensive plan for establishing an Enterprise Architecture group and an Enterprise Alignment Program within the Information Management Services Directorate for Health Canada. The governance component provided board structures, policies, procedures, and detailed job descriptions.
- **Provided the government of Canada with strategic and tactical recommendations** for undertaking an IT modernization project as a substantial green investment
- **Developed a road map for implementing multi-level security** at a $30B drug company to restrict offshore viewing of certain customer information
- **Assisted a large retailer with feasibility analysis for IT optimization,** calculating costs of virtual servers and projecting how many virtual servers could be supported for different platforms. Ultimately reducing floor space, energy consumption and costs of networking resulted in a 10 times reduction in cost.
- **Assisting a multi-billion dollar enterprise in getting a stymied re-centralization project back on track** after the client had squandered over $1 million only to learn the vendors involved had overstated their respective capabilities
- **Performing post-mortem analysis for IBM server group** on projects to discover patterns among customers that had experienced gigantic failures in their attempts to decentralize.
- **Advised hundreds of customers** on success principles surrounding consolidation projects.
- **Created a road map for implementing multi-level security** in a heterogeneous environment across hundreds of servers running thousands of applications, for an organization with more than 20,000 employees and revenues greater than $50B.
- **Designed and implemented a database security system** for the Dutch National Bank
- **Presented on industry trends at over 50 IBM-led customer and employee meetings**
- **Performed research to identify the common causes of IT failures** that occurred among selective organizations that collectively had squandered $2.6 billion dollars on major projects. The smallest failure exceeded $25 million and several larger fiascoes exceeded $300 million
- **Helped Hewlett Packard (HP) position a competitive offering** and equip their Systems Engineers worldwide to more effectively engage customer IT personnel in a large enterprise. This program brought HP over $1B in incremental revenue in its first 24 months

For various government agencies -

- **Developed a methodology for forecasting viability** of a given technology platform so the agency could do a more timely job of planning migrations to new platforms
- **Formed a team of experts** from the US private sector that reviewed existing Disaster Recovery and Business Continuity (DR/BC) plans to check for omissions and overall practicality

bill@x4.com

- **Reviewed methods, findings, and conclusions of an IT operational review** performed by a major consulting firm, identified several problems in the methodology, and provided recommendations on how to optimize operations spanning several areas of IT services.
- **Provided a second opinion on a 90 million dollar migration plan** to replace an aged DBMS that had been put forth by a major consulting firm, and came up with a better approach that *saved the government 70 million dollars*.
- **Conducted satisfaction survey targeting 120 internal IT organizations**, compiled and analyzed results, and advised on a strategy for prioritizing and implementing changes based on feedback obtained.

<u>Background</u> - Bill began his IT career in 1973 at IBM in Washington DC as a programming support representative working to support the Federal Reserve Board, Dept of Commerce, Dept of Labor, FBI, and Pacific Gas & Electric.. He spent one year at IBM as an instructor teaching operating system internals and diagnostics. He subsequently moved to Austin, TX where he took a position as a developer with a database vendor that soon thereafter became Intel Corporation's first acquisition. After 2 years in development Bill was promoted to manager of customer support and in another 2 years became a director reporting to the COO in Austin. In 1981 Bill left Intel and co-founded A.C.T.S. Corporation, a consulting and software firm, where he has become a prominent IT industry analyst, author, and public speaker due largely to his uncanny ability to accurately predict industry trends and outcomes. From a technical perspective, Bill is a specialist in system and network internals, cybersecurity, IoT security, blockchain, cloud computing, server optimization, multiprocessor design, and processor partitioning. He has advised numerous IT vendors on product design and market strategy. He has developed training courses on operating systems, middleware, hardware, applications, security, networks, and data management. See X4edu.com

<u>Academic Degrees</u> - B.B.A   Roanoke College, 1973

<u>Work History:</u>

1981 – present	- Cofounder, CEO and senior consultant for A.C.T.S. Corporation
1979-1981	- Customer Service Mgr for Intel Corp, Austin, TX
1976-1979	- Developer, MRI Systems Corp, Austin, TX
1973-1976	- Software Engineer, IBM Corp., Washington DC

<u>Conference Speaking:</u>

- ACLI Executive Summit for CEOs, Naples (4 events) (The American Council of Life Insurers (ACLI) advocates on behalf of 280 member companies)
- AFCOM Conference - (Association for Computer Operations Management)
- Amdahl Users Group
- Automated Operations Conference, London, England
- Computer Measurement Group
- Hitachi Data Systems CIO Conference
- IBM VM/VSE Conferences in Belgium, Germany, Atlanta, and Orlando
- IBM Technology Conference for Business Partners
- SALT Education Conference
- Technology in Government in Ottawa (2 events)
- Xephon Futures Conference, London
- Lead instructor for the Technical Awareness Series of IT seminars for 22 years.

bill@x4.com

- Team presentations for companies/organizations like Nynex, Progressive Insurance, Federal Reserve, Texas Instruments, BMC Software, Hitachi, and Computer Associates, and guest speaker at over 50 IBM customer events and sales classes spanning 5 continents - North and South America, Eastern and Western Europe, Asia (China), and South Africa

Presentations Currently Offered -

- Critical Thinking and Thought Leadership
- Cyber Warfare Threats, Vulnerabilities, & Solutions
- The Data Challenge of Self-Driving Cars
- Blockchain Success Stories & Its Achilles Heel
- IBM Watson - From Cutting Edge to Epic Failure
- Red Team Overview
- China's 5G Strategy
- Downsizing, Rightsizing, and Fantasizing
- Technology Futures - AI, Quantum, and IoT
- Aligning Business and IT
- Customer Satisfaction

Publications: *one technology book:*

Automated Operations: Issues and Answers, 1991

Over 40 IT articles and white papers.

Personal Married 50 years to Patti - 3 kids and 7 grandkids.

Very active playing and coaching basketball (my favorite sport) and competitive tennis.

Have coached tennis at both high school and college leves.

As a player, my highest career USTA rankings by age division was #2 in Virginia and #5 in Mid-Atlantic division (VA, WVa, DC, MD) My last tournament was Aug 2021 at The USTA National Grass Court Championships in Philadelphia where I lost in the second round 6-4, 6-2 to #1 in the world for the men's 65 age group.

Professional References: Provided upon request.

bill@x4.com