
LLOYD W. MANGNALL, CHCIO, CISSP

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INNOVATIVE PRODUCT & TECHNOLOGY LEADER

"TRANSFORMATIONAL DELIVERY THROUGH PERSONAL PERFORMANCE AND LEADERSHIP"

EXECUTIVE PROFILE

A results-driven technology leader and certified cybersecurity expert (CISSP) with multiple successful exits after scaling late-stage startups through rapid growth from less than \$10M to more than \$1.5B valuation.

Willing and able to wear any hat necessary to ensure sustained revenue growth, control costs and optimize gross margin, managing technology budgets over \$100M.

A recognized visionary and authority in Cloud Computing and Scaled Agile Product Development with a strong history of maturing agility in global product & engineering teams from ~10 to more than 350 in delivering highly successful, SaaS software products and solutions.

A pragmatic technology leader fluent in the dark arts of ISO 9000/13485/27000, FDA CFR Title 21, NIST 800, HIPAA/HITECH, HITRUST and SOC controls.

PROFESSIONAL EXPERIENCE

CHIEF TECHNOLOGY OFFICER

ALL CARE THERAPIES

LOS ANGELES, CALIFORNIA: SEPTEMBER 2022 TO CURRENT

Innovative provider of technology-enabled speech language, physical, and occupational tele-therapy solutions.

A key member of the senior leadership team responsible for re-envisioning the technology platform to support future product diversification and market penetration.

- Led implementation of Salesforce Service Cloud Voice with Amazon Connect to establish distributed patient and provider support services across the US, Latin America, and Asia that resulted in >96% scheduling efficiency of therapist availability.
- Led the implementation of Salesforce Sales Cloud and HubSpot Marketing Automation to facilitate targeted acquisition of referring providers, provider groups, and payors to support market and geographic growth initiatives.
- Leading the redesign of the SaaS application platform for patient scheduling, clinical documentation, and outcomes measures for Speech Language Pathology, Occupational, Physical, and Behavioral service lines.
- Migrating technology architecture from monolithic legacy .Net technology stack to a scalable serverless SaaS platform on AWS and a React, TypeScript, and .Net Core stack with GitHub SecDevOps CI/CD, and Terraform IaC automation.
- Establishing baseline AI/ML infrastructure on AWS Lake Formation, SageMaker and QuickSight.

CHIEF TECHNOLOGY OFFICER

INFORMED DNA

ST PETERSBURG, FLORIDA: JUNE 2020 TO DECEMBER 2022

InformedDNA's full-cycle Genetic Benefits Management™ solutions help health plans to ensure the most appropriate genetic testing for members, while also significantly reducing unnecessary genetic test spend.

Strategic advisor to the board and executive leadership team responsible for re-envisioning the technology platform to support future product diversification and market penetration.

Innovative provider of technology-enabled Intelligent Health Benefits providing self-insured plan sponsors, and their members, excellent health plans at a fair price by keeping things simple and transparent.

A key member of the senior leadership team responsible for commercial SaaS product engineering, technology operations, cyber-security, and quality assurance driving CAGR growth and acquisition by Centivo Healthcare.

- Reduced lead and cycle times of new product features by establishing:
 - A globally distributed product management and engineering organization working effectively together online.
 - A Scaled Agile (SAFe) program Kanban and team Scrum practices to optimize the delivery of the highest value features to practitioners and patients.
- Increased product performance and scale two-fold by establishing:
 - Cloud-based infrastructure-as-code (IaC) using Docker and Terraform on Amazon Web Services (AWS) Serverless and Kubernetes (EKS) microservice container infrastructure.
 - A resilient, scalable event-driven microservices architecture on React, Node, AWS Lambda, AWS SQS/SNS, AWS DynamoDB and AWS Lake Formation.
 - Release-on-demand DevSecOps layered on automated continuous integration, delivery & deployment (CI/CD/CD).
- Increased service availability from 95% to 99.9% in less than 12 months by establishing:
 - A formal Site Reliability Engineering (SRE) discipline with a monthly cadence of Service Resumption testing.
 - Standard Operating Procedures (SOPs) for IT Service Management (ITSM) based on ITIL v4.
 - Active service system monitoring and management tools for Incident, Problem and Change Management.

SVP-INFORMATION TECHNOLOGY (CTO)

ABLETO

NEW YORK, NEW YORK: OCTOBER 2017 TO DECEMBER 2019

Leading provider of technology-enabled behavioral health care with over 700 licensed practitioners supporting individuals facing emotional and behavioral challenges brought on by medical events and life transitions.

A key member of the senior leadership team responsible for commercial SaaS product engineering, technology operations, cyber-security, and quality assurance driving CAGR growth from \$12M to \$40M in two years and acquisition by Optum/United Healthcare for ~\$500M.

- Reduced lead and cycle times of new product features three-fold by establishing:
 - A globally distributed product management and engineering organization working effectively together online.
 - A Scaled Agile (SAFe) program Kanban and team Scrum practices to optimize the delivery of the highest value features to practitioners and patients.
- Increased product performance and scale two-fold by establishing:
 - Cloud-based infrastructure-as-code (IaC) using Docker, Terraform, and Ansible on Google's Cloud Services (GCP) and Kubernetes Engine (GKE) microservice container infrastructure.
 - A resilient, scalable event-driven microservices architecture on Mongo, Express, React, Node, Pub/Sub and BigQuery.
 - Release-on-demand DevSecOps layered on automated continuous integration, delivery & deployment (CI/CD/CD).
- Increased service availability from 95% to 99.9% in less than 12 months by establishing:
 - A formal Site Reliability Engineering (SRE) discipline with a monthly cadence of Service Resumption testing.
 - Standard Operating Procedures (SOPs) for IT Service Management (ITSM) based on ITIL v4.
 - Active service system monitoring and management tools for Incident, Problem and Change Management.
- Achieved formal HITRUST cyber-security certification less than 12 months by establishing:
 - A formal IT Security Program and Cybersecurity Incident Response Team (CIRT) run by a CISSP certified Information Security Officer.

- Comprehensive Security Policies & Procedures and a virtual 24x7 Security Operations Center (SOC) in partnership with Arctic Wolf Networks (AWN).
- Active security vulnerability monitoring and penetration testing.

CIO / CTO

ENVISION PHYSICIAN SERVICES

PHOENIX, ARIZONA: SEPTEMBER 2016 TO SEPTEMBER 2017 FORMERLY IMAGING ADVANTAGE

Family of companies delivering high-quality care to patients in their homes, in the hospital, and in between.

A key member of the senior leadership team responsible for teleradiology technology strategy and operations, regulatory compliance, enterprise architecture, and commercial SaaS product management, engineering, and quality assurance.

- Hired to position Imaging Advantage for equity round and/or strategic merger or acquisition, ultimately culminating in the successful merger into the Physician Services division of Envision Healthcare Corporation.

CIO / CTO / CISO

AMC HEALTH

NEW YORK, NEW YORK: JANUARY 2014 TO JANUARY 2017

Full-service patient engagement delivering sophisticated remote management of large chronic patient populations and virtual clinical trials around the globe.

A key member of the senior leadership team responsible for commercial SaaS product engineering, technology operations, cybersecurity, and quality assurance driving more than 200% increase in CAGR in FYs 2015 & 2016.

- Increased Total Addressable Market (TAM) seven-fold by introducing multiple new FDA cleared Class 2 SaaS IoT tele-monitoring and mobile chronic disease patient engagement platform.
- Increased contracted revenue by \$275M over 5 years by securing one of four prime vendor slots on the \$1.1B Veteran's Administration (VA) Home Telehealth Program.
- Reduced FDA compliance risk by establishing an ISO Quality Management System (QMS) to support.

VICE PRESIDENT—ENTERPRISE ARCHITECTURE (CTO)

VIZIENT

IRVING, TEXAS: JUNE 2007 TO JANUARY 2014

Largest healthcare general purchasing organization (GPO) representing approximately \$100 billion in annual purchasing volume from acute care hospitals and affiliated organizations throughout the United States

A key member of the executive team responsible for enterprise architecture, software engineering and reducing the year over year IT operational budget from ~\$108M to ~\$90M, saving the company more than \$50M over 5-years by:

- Transformed the culture to Agile Product Development utilizing the Scaled Agile Framework (SAFe).
- Aligned and retrained product development resources around a globally distributed staffing model that effectively integrated specialized near-shore and off-shore resources with local resources.
- Transformed legacy applications to a service-oriented architecture and cloud-based (SaaS) event-driven component application platform on hybrid-cloud technology utilizing Cisco Unified Computing and Amazon Web Services (AWS).

CORPORATE DIRECTOR - APPLICATIONS

TENET HEALTH

NASHVILLE, TENNESSEE: FEBRUARY 2003 TO MAY 2007 FORMERLY VANGUARD HEALTH SYSTEMS

\$18.3 billion Integrated Healthcare Delivery Network that owns and operates hospitals in multiple metropolitan markets throughout the United States

Direct enterprise business applications initiatives across the organization. Develop & execute strategic and operational plans in accordance with overall corporate strategic intent. Establish and implement operating policies and procedures and plan, approve & audit budgets managed by regions.

VICE PRESIDENT - CTO

AEGIS GROUP

SEATTLE, WASHINGTON: AUGUST 2000 TO FEBRUARY 2003

Full-service Technology Product Incubator providing Capital Investment, Industrial Design, Electrical/Mechanical Engineering, and Embedded/Enterprise Software Development to startup technology companies.

Directed the software product and engineering teams. Evaluated venture investment opportunities and managed associated product development initiatives. Developed annual operating plans, established and implemented policies and procedures, and managed group P/L.

PRACTICE MANAGER - GLOBAL ERP

DXC TECHNOLOGY

SAN BRUNO, CALIFORNIA: JULY 1998 TO AUGUST 2000 FORMERLY COMPUTER SCIENCES CORPORATION

Mission-critical IT solutions driving digital transformation and business performance for global enterprises.

Managed the development and integration of large ERP and custom application implementations for DXC's Fortune 500 clients.

MANAGER - MANAGEMENT CONSULTING

ERNST & YOUNG

IRVINE, CALIFORNIA: MARCH 1997 TO JULY 1998

Global leader in assurance, tax, transaction, and advisory services, helping organizations build a better world.

Managed the development and integration of large ERP and custom application implementations for E&Y's Fortune 500 clients.

APPLICATION SPECIALIST / PROJECT MANAGER

ORACLE HEALTH

IRVINE, CALIFORNIA: SEPTEMBER 1995 TO MARCH 1997 FORMERLY CERNER CORPORATION

Empowering healthcare organizations with advanced technology and data-driven solutions to improve patient outcomes and operational efficiency.

Utilize PMI derived tools and techniques to efficiently direct project resources to provide on-time under-budget delivery of Cerner clinical application solutions at numerous large healthcare organizations across the U.S.

EDUCATION

BACHELOR OF SCIENCE - BIOLOGICAL SCIENCES, UNIVERSITY OF CALIFORNIA-IRVINE, IRVINE, CA - **3.65 GPA**

ASSOCIATE OF SCIENCE – BIOLOGICAL SCIENCES, ORANGE COAST COLLEGE, COSTA MESA, CA - **3.75 GPA**

EXECUTIVE EDUCATION, HARVARD BUSINESS SCHOOL, CAMBRIDGE, MA

- Value Measurement for Healthcare
- Competing on Analytics with Big Data
- Launching New Ventures

CERTIFIED INFORMATION SYSTEMS SECURITY PROFESSIONAL (CISSP), INTERNATIONAL INFORMATION SYSTEM SECURITY CERTIFICATION CONSORTIUM (ISC)²

CERTIFIED HEALTHCARE CIO (CHCIO), COLLEGE OF HEALTH INFORMATION MANAGEMENT EXECUTIVES (CHIME)

CERTIFIED PROFESSIONAL IN HEALTH INFORMATION MANAGEMENT SYSTEMS (CPHIMS), HEALTH INFORMATION MANAGEMENT SYSTEMS SOCIETY (HIMSS)

CERTIFIED ENTERPRISE ARCHITECT, THE OPEN GROUP ARCHITECTURE FRAMEWORK (TOGAF) - V8.5, V9

CTO, CIO, Strategy, Leadership, Product Management, Project Management, Portfolio Management, Software Engineering, Enterprise Architecture, Cloud Architecture, Mobile Engineering, Web Engineering, User Experience, UX, CHCIO, CPHIMS, HL7, FHIR, HIPAA, HITRUST, CISSP, GIAC, TOGAF, CMMi, ITSM, ITIL, PMI, PMP, FDA, FedRAMP, FISMA, Scaled Agile, SAFe, Amazon Web Services, AWS, Google Cloud Platform, GCP, Microsoft Azure, Continuous Integration, Continuous Delivery, Continuous Deployment, CI/CD, DevOps, SecOps, SecDevOps, DevSecOps, Cybersecurity, NetSuite, Workday, Oracle Applications, Electronic Health Record (EHR), Behavior Driven, BDD, Domain Driven, DDD, Atlassian, Jira, Confluence, GitLab, GitHub, Bitbucket, IaC, Terraform