

DIANNA SADLOUSKOS

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DIANNA SADLOUSKOS BIOGRAPHY

Dianna has over 20 years of higher education experience as a trusted business advisor to universities and community colleges. Her expertise lies in **translating strategy into action to align improvement opportunities with institutional priorities**. Recent engagements were completed at Kingsborough Community College, Hostos Community College, UCLA, UCLA Jonsson Comprehensive Cancer Center, and the Washington State Community and Technical College system. Outcome-focused **leadership style with a consistent record of exceeding performance standards and expectations**, and delivering projects on time and on budget. Also provides career advisory services to CIOs and other rising leaders in higher education.

Dianna previously held positions at Microsoft Corporation and PwC Consulting (now IBM Global Business Services) - where clients included UCSF, Stanford University, University of Hawaii system, and Minnesota State Colleges and Universities. She led and contributed to **engagements to respond to internal and external improvement opportunities**. She also worked as a student services administrator at Pepperdine University. Dianna received her MBA degree from Pepperdine University and a Bachelor of Arts degree from Prescott College.

SELECT RELEVANT CONSULTING ENGAGEMENT SUMMARIES

STRATEGIC PLANNING

- Directed technology strategic planning for two community colleges. Both engagements followed a similar approach. The objective was to align technology planning and investments to the college strategic plan and campus priorities. A strategic planning committee comprised of campus leaders, faculty and key staff participated in the plan development process. Both engagements included a combination of these project activities: develop and deploy an online survey for faculty, student and staff; facilitate focus groups with various constituent groups, conduct leadership interviews, and synthesize key themes. The results of the data collection efforts were used to guide development of the strategic plan during a full-day facilitated strategic planning retreat. Attended by the strategic planning committee, the agenda included a review of the current state assessment including campus issues that impact planning and priority setting; a review of external best practices to consider in planning; development of a technology plan vision and goals aligned with campus priorities, and a set of draft initiatives. The plan(s) were finalized through a series of review sessions.
- Co-facilitated the development of a campus-wide Research Informatics Strategic Plan for a R1 Public University. Phase One focused on building awareness across campus; data collection through focus groups, individual interviews with key stakeholders; and external research. Five strategic planning committees representing cross-campus department and school participation were assembled and convened to identify the core needs and aims for research informatics. Data from these activities were synthesized and validated in a survey resulting in four key focus areas. Phase Two emphasized the development of vision and core themes for the future through individual and cross-campus discussions. Ten major strategic themes emerged and were incorporated into the strategic plan. Phase three involved review and confirmation of the findings to inform an actionable strategic plan. The strategic plan includes guiding principles, priorities for implementation, five-year cost estimates and an implementation plan for year one.
- Facilitated development of a strategic plan for a National Cancer Institute (NCI) designated Cancer Center. Initial data collection activities included conducting focus groups, individual interviews with key stakeholders, and external peer institution research. Data from these activities were synthesized to identify organization strengths, weaknesses, opportunities and threats. This process resulted in understanding issues, opportunities and trends to guide developing the vision, goals and key strategic initiatives during an offsite retreat. The results of the retreat informed developing a strategic plan with goals, initiatives and an implementation plan.
- Developed a strategic plan for a urology department at a top R1 Public University. Activities included initial data collection through leadership interviews, focus groups, and key health sciences stakeholders. External peer institution research was conducted to identify common trends to inform the plan goals and initiatives. A SWOT analysis was conducted and a strategic planning retreat was held with key stakeholders in the

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department. The results of the retreat informed the final strategic plan goals, initiatives and implementation plan.

ORGANIZATION ASSESSMENTS & PROGRAM MANAGEMENT OFFICE DESIGN

- Designed and managed an innovative technology solutions development and deployment model for state community and technical college system comprised of 34 institutions. Successes included three multi-faceted technical solutions ready for deployment across the system, a scalable and transparent program management methodology and infrastructure, and a quick-start project launch plan that incorporates participation across a multi-college system. A priority project in this portfolio included developing a vision to define how technology may serve students. This included mapping the end-to-end student experience lifecycle to align with other system planning efforts. Another project focused on identifying process issues in the student experience from initial outreach through admissions. This project resulted in defined requirements for a CRM/SRM project.
- Conducted a feasibility study to identify an optimal membership model to grow and support a program within a cancer survivorship and research focused not-for-profit organization. The engagement was divided into two phases. Phase one included activities to understand the current and emerging needs of the membership and to research other organizations to identify options for the future membership model. The second phase focused on the development of an implementation plan and investment requirements to transition the program to the desired model. The approach included a combination of data collection activities, external research and working sessions with an oversight committee. A review of existing background materials, the current membership model and a series of interviews and focus groups helped inform the design of a membership survey distributed online to the entire membership. The analysis of this data resulted in draft membership model options that were presented to the oversight committee during a facilitated retreat. A single membership option was selected and refined to include a more formalized business model, transition plan and investment requirements.
- Developed a new model for managing enterprise software development projects for a professional services organization. The model focused on designing a project management framework that included improving process handoffs between customer, business architects and technology development teams located in India. In addition operation improvement and change management strategies were developed to increase adoption of the new project management framework, decrease software development project timelines and ultimately reduce product delivery costs.

CONSULTING ENGAGEMENTS WITH PREVIOUS EMPLOYERS

- Led an assessment of a ten-campus system focusing on administrative services, operations and organizational structure. Managed and set up project management activities such as status reporting, billing and resource management. Oversaw day-to-day logistics including staffing assignments, performance coaching and project operations. Developed and executed process and organization assessment strategies including facilitating focus groups, senior administration and staff interviews and data collection and reporting methodologies. Supervised staff in comparable university data collection activities focused on organization and operation analysis and information technology operations and service delivery. Worked with the project team in constructing and providing feedback to the final report that contained recommendations for revenue enhancement, cost reduction strategies, organization, administrative and process restructuring for maximum efficiencies and staff reallocation options.
- Engaged by a major private R1 Private University to assess the current environment of support for research administration and develop recommendations for improvement. Identified methods to improve the core business processes in the areas of faculty service, proposal preparation and submission, contract negotiations, award acceptance and setup, billing/cash payments, financial review and project closeout. Co-developed performance measures to monitor and measure improvements in team performance, and validate and define staffing needs. Developed recommendations to refine the overall organization structure through an extensive

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review process of key organizational elements including roles and responsibilities, performance measures, incentives and rewards, management style and work group structures. Work completed during the process analysis phase was used as an input to understand degree of centralization and allocation of resources, the design of decision making and coordination mechanisms across the organization. Identified and analyzed best practice organizational structures for research administration, including staffing ratios to provide as an input to the project team's assessment.

- Created strategies aimed at empowering a \$1.2 billion academic medical center to manage and capitalize on emerging technologies. Contributed innovative thinking resulting in this client gaining an improved perspective on the effective integration of technology and the business strategy. Facilitated decision-making process with senior leadership through discussion, round table sessions, and presentations. Managed and co-developed project deliverables including a project charter, current state assessment, best practices, IT vision, gap analysis, governance recommendations, and campus action plans addressing resolution of high priority IT issues.
- Conducted several customer reference program assessments for a high tech companies to understand drivers for loyalty, assets and challenges in reference program operations, and to accelerate program growth. Data collection consisted of conducting an online survey with program participants and non-participants, individual customer interviews pre-survey and post survey launch, and focus groups with the high tech company's sales and marketing staff. The results included a customer segmentation strategy for engaging customers in the reference program, reference program infrastructure recommendations and a 100-day action plan.
- Conducted a customer perception audit for a product marketing research firm to develop recommendations for capitalizing on their customer successes to expand their services. Worked with key leadership to define customer profiles and develop the goals and priorities for the perception audit. The goals for the audit included assessing customer loyalty and perceptions, strengths and weaknesses of services. An online survey was designed and deployed to almost 2000 participants with a 27% return rate to four different customer segments. Post-survey interviews were conducted to validate findings. The customer perception audit resulted in developing three strategic priorities to transform current service offerings.