

**Making Analytics Real: Government Case Studies**  
**A NASACT Webinar - Wednesday, February 22, 2017**  
**Speaker Biographies**

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**MARK HOWARD** is the global lead for Accenture's public administration/regulatory industry group. His team focuses on helping clients implement leading practices, systems and organizational designs in government administrative and regulatory agencies. He spent four years as Accenture's global program director for government finance and performance management. His clients in the U.S. include cities, counties, states, special districts, universities and federal agencies. Overseas, he has worked with the French Ministry of Finance and several United Nations agencies. He helped develop and lead with Bill Kilmartin Accenture's participation in the performance benchmarking program of NASACT.

Prior to joining Accenture, Mark spent 10 years in city management in various roles with cities in Texas, Colorado and Wisconsin. He has a master's in public affairs from the LBJ School of Public Affairs at the University of Texas-Austin and a bachelor of arts in history from Northwestern University.

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**SUZANNE M. BUMP**, the twenty-fifth auditor of the commonwealth of Massachusetts and the first female to serve in this role in the state's history, was sworn into office in January 2011.

Upon taking office, Auditor Bump championed the development and utilization of advanced data analytics capabilities and the expanded the use of technology throughout the agency to identify waste, fraud, and abuse in government. These tools improve effectiveness and efficiency by allowing the office to more quickly identify areas of risk, and focus the time and talent of auditors in these areas. Bump also sought to modernize and professionalize her office by instituting training programs, encouraging employees to earn professional certifications, and developing a career ladder program to support employee professional development.

Bump and her office have received national recognition for their work. In 2016, the OSA received an NSAA Excellence in Accountability Award for an audit that identified record waste in MassHealth. The OSA was also the first organization, rather than an individual, to receive the prestigious Einhorn-Gary Award from the Association of Government Accountants for major contributions to advancing government accountability. In 2016, Bump was also appointed to serve on the U.S. Government Accountability Office's Domestic Working Group to advise the Comptroller General.

Prior to her election, Auditor Bump served in former Massachusetts Governor Deval Patrick's cabinet as secretary of Labor and Workforce Development and represented the town of Braintree for eight years in the Massachusetts House of Representatives. In the private sector, she worked as a business advocate, legal counsel, and has sat on the boards of numerous non-profit organizations including the South Shore Chamber of Commerce and St. Francis House.

Auditor Bump currently chairs the Municipal Finance Oversight Board, serves on the board of the Public Employee Retirement Administration Commission, the Massachusetts Teachers' Retirement System, the Executive Committee of the National State Auditors Association, and is a past president of the Association of Governmental Accounting's Boston Chapter.

A native of Whitman, Massachusetts, Auditor Bump attended Cardinal Spellman High School and is a graduate of Boston College and Suffolk University School of Law. She now lives in Great Barrington, Massachusetts with her husband Paul McDevitt.

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**RONALD J. ARIGO** was appointed to the position of Chief Human Resources Officer for the Commonwealth of Massachusetts on October 1, 2016. In his newly appointed position, Mr. Arigo will head the Human Resources Division (HRD), which is responsible for the talent acquisition and management of Executive Branch employees.

Prior to his appointment to the Commonwealth, Ronald J. Arigo served as the Senior Vice President of Chubb Group of Insurance Companies as the Chief Learning Officer where he was

responsible for the company's global learning platform for both employees and its independent agent distribution channel. Additionally, Mr. Arigo oversaw Chubb's HR global operations including the company's HR budget and outsourcing arrangements. Prior to this position, he was responsible for human resources for branch operations in the eastern United States and the company's wholly-owned insurance agency, Chubb Insurance Solutions. In that role, Mr. Arigo managed a team of human resource professionals who are accountable for all human resource critical deliverables for more than a 2,000 U.S. based employee population which produces approximately \$5 billion in revenue for the organization.

Ron was employed by Chubb for 27 years and has held a variety of positions within the company including underwriting, marketing, and profit center management. He was one of Chubb's most senior human resource executives who played an integral role in the development and execution of HR strategies that positively impact the company's business results.

Mr. Arigo has a bachelor's degree in Economics from Boston College and a Masters of Business Administration from Boston University's Executive MBA program. In addition, his executive education includes Harvard University's Strategic Human Resources Management Program, and The Corporate Leadership Council's HR Leadership Academy.

Ron is active in the Boston-area with involvement in various non-profit and professional organizations including, The Boston Chamber of Commerce, Human Resource Leadership Forum (HRLF), Northeast Human Resource Association (NEHRA), Society of Human Resources Managers (SHRM), The United Way, and Community Servings. Within his community, Ron serves as Co-President for the Dover-Sherborn Education Fund, a non-profit organization whose mission is improving cultural awareness through fundraising for school enrichment programs in the areas of music, art and language. He recently served on the Town of Sherborn's Personnel Board, and Town Governance Committee. Ron just recently accepted a position on the Board of Trustees for Youth Enrichment Services (YES), a nonprofit organization providing Boston area youth access to recreational skiing and hiking and other outdoor experiences.



**DAWN MCCAULEY** is currently the Executive Director of the STAR Program Office at the State of Wisconsin. She has over 25+ years of Enterprise Resource Planning (ERP) implementation experience. She began her ERP career working at Maytag for 15 years leading a variety of enterprise implementations. The last 8 years have been with the State of Wisconsin, where a portion of that time was spent at the University of Wisconsin on their PeopleSoft implementation involving 26 campuses comprised of 72,000 employees prior to her current role as the project director for the STAR Project. She has spent the last few years implementing PeopleSoft across the State of Wisconsin's 50+ Agencies, including the Department of Transportation.



**JOHN HOGAN** joined the Wisconsin Department of Administration (DOA) on January 12, 2015. John is the Program Sponsor for the state's successful ERP project – STAR. John also serves as Chairman of the state's enterprise Information Technology Executive Steering Committee (ITESC) which is the governance body that oversaw the ERP implementation.

Prior to joining DOA, John served as the Deputy Executive Director/Chief Operating Officer for the Wisconsin Housing and Economic Development Authority (WHEDA). Before joining WHEDA, John worked in the State Senate Majority Leader's office where he was a senior staff member responsible for operations and day to day administration of the Wisconsin Senate.

John has held various leadership positions in state government and has a strong background in the principles and practices of state government, public administration, budgeting, office management and public relations.