

**JOSEPH C. KNEPPER**  
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## **Data-Driven Performance Management**

*Forward thinking professional focused on building relationships and best practices aimed at fostering a collaborative approach to strategic planning and execution. Expert at aligning technology with business process and the intelligent use of analytics to optimize performance, drive success, and sustain a competitive edge.*

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## **PROFESSIONAL EXPERIENCE**

### **ERMcs - Enterprise Risk Management consulting services**

**October, 2007 - present**

**www.ermconsultingservices.com**

IT professional focused on helping clients minimize volatility while maximizing value through the proper alignment of best business practices with technology. **ERMcs** offers value-added consulting services and business analysis with a focus on process improvement and better decisions driven by business intelligence analytics. Efforts are guided by the firm belief that continuous improvement can be achieved through an integrated approach to risk and performance management throughout the enterprise - an enterprise where people, processes, and objectives are strategically aligned.

### **Predictive Solutions (formerly DBO2)**

**May, 2008 - May, 2009 - Account/Implementation Manager**

Responsibilities included providing service and support to DBO2 customers using SafetyNet. Formed collaborative working relationships with clients in helping them better monitor, measure, and manage their key risk indicators. Configured and maintained client's SafetyNet database for optimum performance, enabling users to track and trend their leading indicators - at-risk conditions and behaviors - and take corrective action before incidents occur. Promoted best practices geared towards loss control, increased value, and cultural enhancement. SafetyNet (a SaaS solution) was designed and developed by DBO2. Founded in October 2001, Predictive Solutions is a wholly owned subsidiary of Industrial Scientific Corporation (ISC).

### **Insurance Department, Commonwealth of Pennsylvania**

**July, 2004 - October, 2007 - Chief Information Officer**

As one of the agencies under the Governor's jurisdiction, the Insurance Department provides regulatory and consumer services for the insurance industry and policy holders in Pennsylvania. Responsibilities included, IT governance, strategic planning, and leading the activities of the IT staff while adhering to and promoting the policies and standards set by the Office of Information Technology and the National Association of Insurance Commissioners (NAIC). Led a pilot program for a *risk-focused financial examination* system for the department's financial examiners and presented this vendor-developed solution to NAIC.

## **Information Technology Department, County of Lancaster, PA**

**July, 1992 - July, 2004 - Manager, Customer Service, IT**

Responsibilities included leading and directing the activities of IT specialists in a multi-platform environment and providing technical and professional services in support of County government and departmental business processes. Interacted with other state and local government agencies and officials. Formed collaborative relationships in the private sector with businesses, vendors, resellers, and technology suppliers and provided decisive leadership and direction for a wide variety of initiatives aimed at meeting the County's business needs.

### **Computer Associates (CA)**

Federal Division, Reston, Virginia

**May, 1991 - July, 1992 - Product Specialist**

Responsibilities included technical sales support, business planning, training, and consulting services for CA's multi-platform, integrated software solutions.

### **Electronic Data Systems (EDS) 1979 – 1991**

Camp Hill Information Processing Center

**01/1986 - 03/1991 - Manager, Information Security**

Responsibilities included leading a staff of seven programmer/analysts operating in a large IBM mainframe environment. Interfaced with EDS customers, management, auditors, vendors, and technical support staff. Provided information security, business resumption planning, and IS audit services.

**10/1983 - 01/1986 - Human Resources Manager**  
**- Hiring Manager**

**08/1979 - 10/1983 - EDS Recruiter**  
**- Computer Operator**

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## **EDUCATION**

### **Saint Joseph's University, Philadelphia, PA**

Master's Degree in Business Intelligence - on hold  
started: March, 2008

### **Millersville University**

Graduate studies in History  
Computer programming classes

### **Gettysburg College**

BA (3.1 GPA)  
Major - Political Science/History  
Teaching Certification  
Secondary Education, Comprehensive Social Studies