Steve Guthman

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Executive Summary

Experienced information technology professional with diverse expertise in project management, infrastructure and operational design, and general IT management. My methodology is based on solid experience in both management and consulting roles over the past thirty years. I have a proven ability to discover the facts, prepare, execute, and manage a plan, producing bottom line financial and operational results.

Professional Experience

President/Owner

Steve Guthman & Associates, Inc.   **3/2020 - present**

- Provide IT consulting services in the healthcare market. Areas of expertise include medical imaging infrastructure, application integration, and vendor integration.
- Passionate about proactive monitoring. Founded http://104adt.com to provide assistance and education where needed.

IT Director

Quantum Radiology – Marietta, GA   **7/2013 – 3/2020**

- Manage all aspects of IT for large privately held Radiology company based in Atlanta - 80 Radiologists, support staff, 26 locations, 7x24 operation.
- Provide internal project management - recent projects include enterprise-wide clinical application replacement (Philips to Merge/Mirth/Nuance), followed by major upgrades to EMR, document management, and business analytics, on-going Microsoft and application upgrades, back-office site consolidation, physical move of infrastructure to colo facility, vmWare virtualization of the non-clinical environment including a new backup strategy based on Veeam, and a WAN migration from MetroE to switched Ethernet.
- Coordinated enterprise move to Nuance PSOne platform including AI integration.
- Provide assistance regarding workflow design using automation where appropriate.
- Skilled in managing projects which involve complex multi-vendor integrations working with project managers, consultants, as well as internal and external operational staff. Examples include Nuance PowerShare, Mirth, Philips IntelliSpace Portal.
- Provide integration expertise between a large hospital system, physician practice, and billing company.
- Design and help implement DICOM and HL7 integration between customers and corporate environment utilizing DICOM routing.
- Provide all change management functions including planning, communications, and implementation
- Manage the hardware, software, and network procurement process including asset tracking, and SLA compliance.
- Provide hands-on technical administration for all clinical applications.
- Manage IT resource workloads using internal ticketing system.
- Vendor involvement: Solarwinds N-Able Customer Experience Group, Laurel Bridge application improvement resource.
- Passionate about customer service, communications, and proactive monitoring. Known for detailed communications, problem solving skills, organizational skills, and process improvement.
- Personally responsible for proactive monitoring design and implementation

Director – Support Services

Network 1 Consulting – Sandy Springs, GA   **7/2012 – 7/2013**

- Reworked support model for a managed service provider, started internal customer support desk function, hired the first resource, and formalized the overall support process.

- Introduced standard customer documentation approach moving from SharePoint to an easier, more accessible solution; improved first call resolution times, allowed support staff to focus on more difficult issues.
- Worked with 3rd party provider to offload monthly Microsoft and application patching process
- Implemented improved enterprise backup solution for the customer base
- Reviewed existing monitoring solution and then implemented improvements across the entire customer base.
- Implemented N-Able / Autotask interface which allowed monitoring software to automatically open tickets.
- Simplified the customer trouble reporting process
- Implemented workstation imaging, server build checklist, and other checklists to help provide a standard deployment.
- Reviewed and improved customer onboarding process

IT Director

Quantum Radiology – Marietta, GA   **10/2008 – 7/2012**

- Responsible for all aspects of infrastructure redesign and implementation including server strategy, desktop strategy, patch management, backup strategy, anti-virus strategy, Active Directory / group policy implementation, LAN/WAN/VOIP redesign, remote access strategy, network monitoring, and virtualization of the clinical environment.
- Responsible for Disaster Recovery design and implementation.
- Responsible for the design of a task tracking system, internal documentation, policies, and procedures. Responsible for the evaluation of all IT related vendor relationships.
- Responsible for application upgrades and implementation – Philips RIS and PACS
- Implemented DICOM routing
- Personally manage all IT related projects and handle all internal and external communications
- Manage internal technical staff and outsourced vendor relationships (HL7 programming, network and server support, AT&T, and Comcast)
- Develop, present, and implement IT strategic plan and IT budget for the enterprise.
- Create an IT Compliance strategy based on HIPAA guidelines and industry best practice - document current state, outline remediation efforts, and coordinate all efforts.
- Coordinate technical interfaces with hospital system, billing company, physician groups, and vendors.
- Member:
  - Compliance Committee / IT Compliance Subcommittee
  - Strategic Radiology CIO Forum

Department Manager – Healthcare, 800 bed hospital, 25 clinics

Consultant, Green Light Technology – Marietta, GA   **7/2004-10/2008**

- Field Support Department Manager – Piedmont Healthcare. Responsible for day to day operations – twenty-three member technical team including work station, connectivity, telecom, wireless, and contracted 3rd party resources. Department activities include new deployment, break/fix, and project work. Multi-campus environment includes 3775 PC's/laptops, 820 thin devices, 1525 printers, 180 Xerox MFD's, 80+ wiring closets, numerous wireless devices, VOIP deployment, and Carts on Wheels.
- Responsible for technical design and implementation behind many award winning initiatives – printer fleet reduction based on Xerox MFD's (anticipated 25% reduction in printer and fax machine device counts), 100% CPOE adoption, VOIP integration.
  - 100 Most Wired Hospitals – 5 years in a row
  - Named one of Solucient 100 Top Hospitals
  - 2007 and 2006 Distinguished Hospital Award for Patient Safety™
  - Eclipsys – 100% CPOE adoption
- Implemented process, procedures, and deployment checklists surrounding ITIL best practices - device deployment and reconfiguration, asset management and disposal, procurement, trouble ticket resolution, and resource scheduling.
- Responsible for the creation and implementation of service level agreements between facilities, internal departments, and vendors.
- Responsible for the creation of department metrics, QA efforts, and 15% increased resource productivity within the department. Managed a 12% growth in device counts with zero added staff.
- Involved in strategic planning groups, Technology Counsel, PMO, Change Management, Process Improvement Counsel, new acquisition planning, new facility design.

- Responsible for hardware standards, new product evaluation, and vendor selection. Improved purchasing process resulted in a 7% price reduction on PC purchases and the elimination of inbound freight.
- Responsible for Verizon operational relationship and device strategy.
- Managed enterprise-wide initiatives including GroupWise upgrade, large facility acquisitions and conversion, and large construction projects.
- Tools include:
  - Secure Fusion, HP WebJet Admin, Novell Application Launcher, Microsoft SMS, BMC Support Magic
- Personal Achievement - awarded 2007 IT Extra Mile Award – exceptional customer service. Received recognition banquet sponsored by department.

Technical Project Manager – Healthcare, 500 bed hospital
Consultant, Green Light Technologies - Marietta, GA   **6/2003-7/2004**

- Work performed at Dekalb Medical Center
- Software selection: Team member - application technical analysis and compatibility testing.
- Application upgrades: Responsible for infrastructure changes needed to support application upgrades including project planning and execution.
- Desktop migration: Responsible for the enterprise-wide migration (1400 devices) from Windows 98, NT, and 2000 to Windows XP/XP Office. Tasks include software evaluation (upgrade/replace), standardization, migration planning, end-user training and testing, security and remote access issues, SLA review, as well as developing a communications plan. Manage the development of software core images, typically department based, as well as a deployment method and timetable.
- IT Assets Management: Responsible for an enterprise-wide naming scheme, and the completion of an enterprise-wide physical inventory of all desktops, laptops, printers, and servers. Developed an IT Assets database (web front-end/MS SQL), manual forms, and procedures.
- Hardware Configuration: Manage the configuration of approximately 200 printers and 800 desktops required for new clinical and financial applications. Tasks include vendor device setup coordination (Eclipsys, McKesson, Invision, Eforms, Lawson) for both hosted and non-hosted apps. Software solutions include Citrix, Attachmate, and OAS Gold. Develop procedures to keep applications updated as part of break/fix and moves/adds/changes activities within Client Services.
- Internal Development: Work with internal resources to develop coding standards, development tool standardization, development environment, QA process, and documentation. Presently using Macromedia toolset.
- Data Analysis: Work with Clinical, Financial, and Interface teams to analyze transaction level detail. Research resulted in finding application bugs as well as improved manual audit and balancing procedures.
- Enterprise-wide application deployments: Create project plans for the deployment of new anti-virus and backup strategies.
- Assist in activities which helped Dekalb Medical Center gain recognition on the "Most Improved" list of wired hospitals as reported in Hospital & Health Networks Magazine, July 2004.
- Tools include:
  - Microsoft Office Suite, Project, Visio, and SQL 2000
  - Remedy, Landesk, NimBUS

Education

- University of Georgia, Athens, Georgia – BA, Operations Management
- Six Sigma – Green Belt

Professional References

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