

## **Michael R. Richichi**

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<https://mikerichichi.net/>

Nationally known higher education information technology leader with over twenty years in senior and executive-level roles. People-first leadership supporting and respecting employees, teams, and constituents. Synthesizes information from multiple sources and finds the underlying themes. Responsible for complex projects and eight-figure budgets. Recognized by EdTech Magazine as one of “30 Higher Ed IT Influencers to Follow in 2024”. Expert at using the power of information technology to transform higher education.

## **Positions Held**

### **Western New England University, Springfield, MA**

Western New England University has over 3500 students in five colleges and schools: The College of Arts and Sciences, the College of Business, the College of Engineering, the College of Pharmacy and Health Sciences, and the School of Law.

#### **Chief Information Officer (February 2025-present)**

- Member of President’s Cabinet and Leadership Council.
- Manage all operations of the University’s Office of Information Technology (OIT) including over 20 full-time staff and over 20 part-time student employees.
- Responsible for helpdesk, educational technology, media services, desktop support, networking, cybersecurity, telephony, and general administration
- Responsible for overall technology strategy of the University as well as the OIT Strategic Plan.
- Manages a nearly \$5 million operational budget and additional capital budgets to support the technology needs of the University
- Serves as the official contact for auditors, security, crisis management, regulatory compliance, and incident response, addressing security incidents and policy violations.
- Provides data and reports to executive management on technology operations and improvements.

### **Baruch College of the City University of New York, Manhattan, NY.**

Baruch has nearly 20,000 students in its three schools: The Weissman School of Arts and Sciences, the Zicklin School of Business, and the Marxe School of Public and International Affairs.

#### **Interim Vice President of Information Services and CIO (June 2023-May 2024)**

- Reported to the College President and member of the President’s Cabinet.

- Supported all four of the working groups for the implementation of Unstoppable: the Baruch College 2023-28 Strategic Plan. Main initiatives include executive sponsorship of the campus intranet project, developing and continuing campus-wide technology refresh, and improving campus-wide communications.
- Member of CUNY CIO Council, overseeing University-wide efforts to improve and integrate technology.
- Co-chair of learning management system transition committee.
- Led response to September 2023 cybersecurity event, facilitating complete restoration of core services in 4 days, restoration of in-person classes within a week, and phased return to office for administrative and faculty offices within two weeks of the event. Engaged in a complete end-user computing refresh to laptop computers for all full-time faculty and staff to remediate affected devices.
- Continuation of AVP responsibilities below.

### **Assistant Vice President of Information Technology and Deputy CIO (April 2016-January 2025)**

- Leads all operations of the Baruch Computing and Technology Center (BCTC), the central technology organization for the College. Supervises four direct reports and a staff of forty full-time and forty part-time employees. Reports to the Vice President of Information Services (VP of Info Services and Dean of the Library before May 2023).
- Oversees client services, classroom systems, conference center infrastructure, network and server operations, telecommunications, web services, administrative applications, helpdesk, and PC procurement.
- Reorganized department into three major divisions: Technology Support Services, Technology Infrastructure Services, and Enterprise Systems and Services. Promoted Information Security Officer to a direct report.
- Led migration from KACE to ServiceNow in Spring 2024 for incident and request tracking in BCTC.
- Transitioned from on-premises Exchange servers to Microsoft 365 email for all Baruch faculty and staff during 2021-2022 academic year.
- Orchestrated transition to virtual services during the pandemic, including selecting and implementation of a videoconferencing platform (which was then standardized by the University), shifting of support services to a fully virtual environment, developing a solution for virtual computer labs, managing inventory and loaner equipment distribution for faculty and staff, supporting webcams and mobile computing devices loaned to students (Chromebooks iPads, and Wi-Fi hotspots). Managed transition to phased-in in-person services for Fall of 2021.
- Served on the Hybrid and Online at Baruch Advisory Council for the new Provost, implementing a campus-wide office of hybrid and online learning to support new modes of instruction for the College. Served on search committee for its inaugural AVP.
- Leading the use of HEERF and COVID relief funds to support faculty, staff, and students in new ways of working brought about by the changes of the pandemic. Designed systems for HyFlex classrooms and led implementation team.
- Work with Vice President of Information Services on strategic planning for division, including the College Library prior to June 2023. Working to help lead a team of leaders across the division to coordinate the College's data stewardship efforts. Serve as a member of College's Senior Staff.

- Advises the Center for Teaching and Learning and the Digital Learning Hub, providing technical support and strategic insight to improve their support of faculty. Assist CTL in implementation of CUNY OER/zero cost textbook initiative.
- Managed renovation of the Laurie and Martin ('59) Kaplan Computing and Technology Center, the main computer lab for Baruch students, into a state-of-the-art computing facility, with a \$4 million budget.
- Leading investment of over \$4 million of capital funds for a complete wired and wireless network refresh, data center modernization, and VoIP implementation from FY 2019-2025.
- Working with CUNY Computing and Information Services (central IT organization) to leverage use of the CUNY central data center for service redundancy and disaster recovery.
- Completed migration of campus web sites from obsolete legacy system to WordPress, with most work completed in a 12-month period from December 2019 to December 2020. Directed and coordinated implementation timelines and staff prioritization both within and outside department.
- Serve as Primary Representative to EDUCAUSE for the College.

## **Drew University, Madison, New Jersey**

Drew University is an independent university with a College of Liberal Arts, the Caspersen School of Graduate Studies, and a Theological School. It enrolled approximately 2200 students.

### **Adjunct Lecturer, Department of Mathematics and Computer Science, Drew University, Spring Semester 2016**

- Taught "Computer Networks and Security" course, covering topics such as networking fundamentals, web protocols, encryption, and computer security.

### **Chief Technology Strategist, University Technology (December 2014-March 2016)**

- Led the University Technology Leadership Team (including the Interim CIO and four technology directors) on issues of overall technology strategy and direction.
- Engaged as a technical resource to University Technology staff on implementation of large technology projects, such as residential wireless, computer lifecycle management, IPTV and VoIP implementation.
- Coordinated with executive management on plans for implementing innovative technologies and aligning University Technology with goals of executive management.
- Supervised all assessment operations of University Technology, including administering surveys to faculty, staff, and students; participating in national surveys such as ECAR research, EDUCAUSE Core Data Service, Campus Computing Project, and the MISO survey; analyzing results, and making recommendations based upon quantitative data.
- Developed solutions for management of bring-your-own-device (BYOD) programs for faculty, staff, and students, and how such programs influenced our technology procurement strategy.
- Maintained the University Technology presence on social media.
- Served as University representative to professional organizations such as EDUCAUSE and NJ Edge.
- Represented Drew on the NJ VALID CIO group, managing the implementation of a statewide higher education open-source library system.

- Conducted beta tests of new desktop and mobile operating systems and provided technical assessments for use in implementation of new projects.
- Led initiative to implement campus-wide digital signage using cloud-based system and commodity hardware. Developed system to broadcast athletic events on campus by leveraging digital signage system.
- Project manager for the Drew Makerspace, a new multipurpose facility to have been completed in the summer of 2016. Coordinated faculty, IT, and library staff to develop programming and interest.
- Other duties and special projects as assigned.

**Director of Technology Infrastructure Services, University Technology (July 2013-November 2014)**

- Responsible for network and systems operations, telecommunications, media services, onsite and field support for desktop and infrastructure technology in 13-employee organization.
- Shared CIO responsibilities with two other technology directors. Was responsible for all University Technology strategic planning and technology budgets (approximately \$5 million.) Reported to the University Chief Financial Officer.
- Effectively communicated with constituencies via diverse social media.
- University representative to EDUCAUSE and NJ Edge.
- Led initiatives to develop new methodologies for faculty/staff technology procurement, Voice over IP piloting and implementation, and continued expansion of campus wireless capabilities, both Wi-Fi and carrier wireless implementations.

**Director of Computing and Network Services (May 2003-July 2013)**

- Led department responsible for PC configuration and support, networking and systems operations, telecommunications, and enterprise applications.
- One of the IT leaders on the Drew 360 Project, migrating University data systems to Sungard/Ellucian Banner.
- Project manager for Google Apps migration in early 2013; transitioned all faculty, staff, and student users to Google over a 5-month period. Project came in on time and under budget.
- Co-wrote technical documentation and proposals for NJ State grants totaling \$6.8 million for science building renovations.
- Provided support for the nation's first mandatory computer program at a liberal arts college. Developed plan to replace that program with a bring-your-own-device program founded on principles of technology ubiquity and comprehensive support.
- Developed plan for comprehensive technology fee proposal to provide funding model for student laptops that transitioned into technology support funds for BYOD infrastructure support.
- Led investment in server virtualization beginning in 2002; oversaw highly virtualized server environment and management of locally deployed cloud-based services.
- Deployed first campus wireless services in 2002-2003 and led initiative to increase wireless capacity and performance.
- Technical leadership and implementation assistance on a wide variety of technical issues, including email, local area networking, web services, and storage management.

- Worked closely with Assistant VP of University Technology on technology strategy and budgeting. Targeted cumulative budget reductions of 25% over five fiscal years with minimal impact on campus services and constituencies.
- Contributed to executive meetings with Provost, VP of Finance, and other cabinet members.

### **Assistant Director of Academic Technology (1996-2003)**

### **Systems Manager, Academic Technology (1993-1996)**

## **Institutional Service**

- President's Cabinet (June 2023-May 2024)
- AI Working Group (October 2023-present)
- Co-chair, Web Redesign Group (October 2023-May 2024)
- Co-chair, Data Governance Council (July 2023-August 2024)
- Co-chair, Brightspace LMS Transition Committee (June 2023-September 2024)
- Hybrid and Online at Baruch Advisory Council (July-December 2021)
- Baruch College Reopening Committee (February-August 2021)
- Baruch College Task Force for the Future (May 2020-May 2021)
- CUNY Central IS Enterprise Access Management Working Group (2019-2022)
- CUNY Data Center Planning Committee/Pilot Implementation Institution (2019-2020)
- Baruch Middle States Self-Study Committee—Standard VII (Leadership) (2018-2020)
- Staff Management Cross-Border Team (2017-2022)
- College Senior Staff (2016-Present)
- Academic Computing Advisory Committee (2002-2016)
- Drew 360 Executive Steering Committee (2009-2013)
- University Library Committee (2002-2016)
- University Sustainability Committee (2009-2016)
- Middle States Subcommittee on University Planning (2010)
- Organizational Review IT and Library subcommittee (2011)
- Presidential Search Committee (2004-2005).

## **Professional Service**

- EDUCAUSE 2024 Annual Conference Program Committee member (2023-2024)
- EDUCAUSE IT Issues Committee (2023-2024)
- Ballot candidate for EDUCAUSE Board of Directors (2022 and 2023)
- Middle States Peer Evaluator (not yet assigned)
- NYSCIO Annual Conference Committee (2017-present)
- EDUCAUSE Recognition Committee member, (2015-2018).
- EDUCAUSE 2015 Annual Conference Program Committee member (2014-2015).
- EDUCAUSE Current Issues Committee member (2009-2012).
- Reviewer, EDUCAUSE Quarterly (2009-2011).
- EDUCAUSE Annual Conference proposal reviewer (2007-2014, 2016-2021).
- EDUCAUSE Hawkins Leadership Roundtable participant (2010).
- Program committee, EDUCAUSE Mid-Atlantic Regional Conference (2007).

- EDUCAUSE/CLIR Frye Leadership Institute fellow (2006).
- EDUCAUSE participating representative, 2003-present.
- EDUCAUSE primary representative, 2013-present.

## Education

**Bachelor of Arts**, Physics, Drew University

Graduate study, Physics, Colorado State University (MA level coursework completed)

Graduate courses in Computer Science, New Jersey Institute of Technology

**Master of Arts**, Educational Technology Leadership, The George Washington University

## Media

- “Top 50 Voices in Higher Education to Follow in 2025”, selected as one of the voices. <https://www.vevox.com/blog/top-50-voices-to-follow-in-higher-education-for-2025>, January 23, 2025.
- “EDUCAUSE Shop Talk Podcast: Adapting to the Future”, with Brandon Post, Carnegie Mellon University; Sophie White, EDUCAUSE, and Jenay Robert, EDUCAUSE, about managing and promoting change in higher education IT, <https://youtu.be/TyhXVf5usZ8>, December 2, 2024.
- “30 Higher Ed IT Influencers to Follow in 2024”, selected as one of the influencers, <https://edtechmagazine.com/higher/article/2024/09/30-higher-ed-it-influencers-follow-2024>, September 30, 2024.
- “The Long Game, Episode 7”, podcast hosted by Milos Topic of Grand Valley State University on IT leadership in higher education, <https://youtu.be/TyhXVf5usZ8>, August 27, 2024.
- “EDUCAUSE HULK SPEAKS”, story about a social media avatar, <https://www.insidehighered.com/news/2016/10/26/educause-hulk-tells-story-behind-his-popular-twitter-feed>, October 26, 2016.
- “A Back-Office Deal”, quoted about the SunGard-Datatel merger, <https://www.insidehighered.com/news/2011/08/08/back-office-deal>, August 8, 2011
- “After Virginia Tech, Campuses Rush to Add Alert Systems”, quoted about automated alert systems, <https://www.chronicle.com/article/after-virginia-tech-campuses-rush-to-add-alert-systems/> September 28, 2007.
- “Software Backdoors Let Out Draft”, quoted on a security vulnerability, <https://www.wired.com/1998/05/software-backdoors-let-out-draft/>

## Publications

- “2024 EDUCAUSE Top 10”, with the 2023-2024 EDUCAUSE IT Issues Committee, available online at <https://www.educause.edu/research-and-publications/research/top-10-it-issues-technologies-and-trends/2024>
- “Top Ten IT Issues 2011”, EDUCAUSE Review, Volume 46, no. 3 (May/June 2011), with Bret Ingerman, Catherine Yang, and the EDUCAUSE Current Issues Committee

- “Top-Ten IT Issues 2010”, EDUCAUSE Review, Volume 45, no. 3 (May/June 2010), with Bret Ingerman, Catherine Yang, and the EDUCAUSE Current Issues Committee
- “Exploring IT Standards for Academic Construction,” ECAR Bulletin, Volume 2010, Issue 6, March 23, 2010.
- “How to use Perl, Python, and PHP to access eDirectory 8.7 via LDAP,” Novell AppNotes, May 2003
- “ATTIC: A Case Study in Directory Enabled Course Management,” ACM SIGUCCS 2001 Fall User Services Conference Proceedings
- “Supporting Ubiquitous Computing Through Directory Enabled Technologies,” ACM SIGUCCS 2001 Fall User Services Conference Proceedings
- “How to use Perl, Python and PHP to access eDirectory 8.5 via LDAP,” Novell AppNotes, August 2001.

## Presentations

- “EDUCAUSE Shop Talk Live! Adapting To the Future” (with Brendan Post, Carnegie Mellon University; Jenay Robert, EDUCAUSE; and Sophie White, EDUCAUSE) EDUCAUSE 2024 Annual Conference, San Antonio, TX, October 22, 2024
- “Toward a Taxonomy of Higher Education IT Infrastructure” (with Beth Schaefer, University of Wisconsin-Milwaukee), EDUCAUSE 2024 Annual Conference, San Antonio, TX, October 22, 2024
- “Supporting Yourself and Your Team during a Cybersecurity Incident,” presentation, EDUCAUSE Cybersecurity and Privacy Professionals Conference, May 2<sup>nd</sup>, 2024, Minneapolis, MN
- “Supporting Yourself and Your Team during a Cybersecurity Incident,” presentation, NERCOMP 2024 Annual Conference, March 27, 2024. Providence, RI
- “Designing Inclusive Culture: Modeling Behaviors in a Balanced Organization” (with S. Burrell, M. Dority Baker, J. Knott, and J. Milhans), simulive breakout session, EDUCAUSE 2020 Annual Conference, October 28, 2020, virtual.
- “Relationships of a Lifetime: Moving Beyond Mentor/Protégé” (with Amy Pearlman, Bryn Mawr College, and Brian Gardner, Columbia Business School), poster session, EDUCAUSE Annual Conference, October 31, 2018, Denver, CO.
- “Tips, Tricks and Hacks for the Higher Education IT Leadership Job Market” (with Sharon Pitt, SUNY Binghamton, and Melissa Woo, SUNY Stony Brook), NERCOMP Annual Conference, March 29<sup>th</sup>, 2017, Providence, RI.
- “Digital Signage: A Journey Through Technology,” NJEdge Annual Conference, November 20, 2015, Princeton, NJ.
- “The Last Buggy Whip: Envisioning the future of IT” (with Janet Scannell, Carleton College and Christopher Misra, UMass Amherst), EDUCAUSE 2015 Annual Conference, October 28<sup>th</sup>, 2015, Indianapolis, IN.
- “How Organizations Can Learn from Failure” (with Bill Allison, UC Berkeley), EDUCAUSE 2015 Annual Conference, October 28<sup>th</sup>, 2015, Indianapolis, IN.
- “No Identity Crisis: How a Liberal Arts University Uses Novell Products, Novell BrainShare, March 16-21, 2008, Salt Lake City, UT.
- “Identity Management in Higher Education” (with Axel Larsson), Novell BrainShare, March 18-23, 2007, Salt Lake City, UT.
- “IDM In Education: It’s About Applications” (with Axel Larsson), Novell TTP EMEA, January 26, 2007, Amsterdam, The Netherlands

- “Drew’s Technology Infrastructure,” Novell TTP EMEA, January 24, 2007, Amsterdam, The Netherlands.
- Virtualization roundtable, EDUCAUSE Mid-Atlantic Regional Conference, January 18, 2007, Baltimore, MD, USA.
- “Using Perl and PHP with Open Enterprise Server,” BrainShare Update, May 24-26, 2005, Bracknell, Berkshire, UK.
- “Managing IT Employees for Happiness and Productivity,” BrainShare Update, May 24-26, 2005, Bracknell, Berkshire, UK.
- “eDirectory Security with LDAP: Access Control and Configuration,” Novell BrainShare 2005, March 20-25, Salt Lake City, UT.
- “CI@20: The First Two Decades of Ubiquitous Computing at Drew University”, EDUCAUSE 2004, Denver, CO, October 19, 2004.
- “Using Perl and PHP to Access Novell eDirectory via LDAP,” Novell BrainShare 2004, March 21-26, Salt Lake City, UT.
- “Case Study: Enabling Ubiquitous Computing at Drew University with Novell Technology,” Novell BrainShare 2004, March 21-26, Salt Lake City, UT.
- “ATTIC: A Case Study in Directory Enabled Course Management,” poster session, 2001 ACM SIGUCCS Fall User Services Conference, Portland, OR.
- “Supporting Ubiquitous Computing Through Directory Enabled Technologies,” 2001 ACM SIGUCCS Fall User Services Conference, Portland, OR

## **Other Interests**

Music, cooking, bicycling, running, hiking, home improvement, gardening,