

Department of Children's Service personnel recognized by State of Tennessee



Eddie Rhodman '82 (pictured on the right) was nominated for the 2013 Information Technology Management Association Award: **Outstanding IT Career Achievement Award** by Lee Gregory, Chief Information Officer for the Department of Children's Services pictured on the left.

In Lee's nomination he said, "Eddie Rhodman has served State IT extremely well over the past 10 years as the DCS Director of IT Operations, Infrastructure, Telecommunications, Asset Management and Records Management.

With limited budget and staff, Eddie provided the exceptional leadership necessary to provide outstanding customer service while efficiently and cost-effectively managing over 9,000 end user devices for 5,000 staff across 150 DCS facilities.

Early in his career Eddie established the DCS Child Abuse Hotline (CAH) plus an alternate CAH site for

business resumption, Perpetrator Background Checks for Local Education Authorities and established the Records Management Division that warehouses 119,000 case file records.

During 2012 - 2013, Eddie led the refresh of all that is IT within DCS. In close coordination with OIR, the Office of Information Resources, Eddie orchestrated the move from GroupWise to Exchange, refreshed every workstation within the DCS Enterprise approximately 4000 systems, upgraded all technologies within the CAH, implemented IPT, Internet Phone Technology, across DCS offices, established two new DCS Call Centers with new Management Systems, deployed a new Alert Notification system, implemented Video-Teleconferencing, established wireless conference rooms in DCS Regional / County offices, eliminated the DCS server farm by consolidating / virtualizing 80 servers to 21 and moving those to the State's Data Center, completed a records consolidation project, worked tirelessly with the STREAM Team on moving DCS Offices and their IT, and initiated the planning for the ongoing migration to the South Data Center, refresh of server hardware and software, and implementation of the new Enterprise Remedy for DCS."

Recently the Commissioner appointed Eddie to an Executive Director position over 130 offices and placed him in charge of all DCS Facilities and Operations which include Asset Management, Records Management, Fleet Operations, Fire and Safety, Contract Administration, and Physical Security. Eddie's leadership and accomplishments will have a lasting effect on IT within DCS.