

## Contact

[www.linkedin.com/in/dewaine-beard-1a01952a](http://www.linkedin.com/in/dewaine-beard-1a01952a) (LinkedIn)

## Top Skills

Team Leadership

Cross-functional Team Leadership

Diversity & Inclusion

## Languages

Spanish

## Certifications

ITIL Continual Service Improvement (ITIL-CSI)

Leadership for a Democratic Society

DevOps Leader (DOL) v2.0

IT Information Library Foundations Certification (ITIL)

## Honors-Awards

G2Xchange/MileMarker10 Disruptive Tech Change Agent

VA Secretary's Meritorious Service Award

# Dewaine Beard

Principal Deputy Assistant Secretary, Office of Information and Technology at U.S. Department of Veterans Affairs  
Pittsburgh, Pennsylvania, United States

## Summary

Thought leader and change agent, I strive to bring industry best practices and the latest technologies to the VA. I lead teams of field service and security staff across more than 2,000 physical VA locations from Guam to Maine. My passion for building effective teams committed to delivering exceptional user experiences has moved our Net Promoter Score (NPS) from +5 to +40 over the past two years.

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## Experience

U.S. Department of Veterans Affairs

28 years 2 months

Principal Deputy Assistant Secretary, Office of Information and Technology

December 2021 - Present (1 year 11 months)

Pittsburgh, Pennsylvania, United States

Responsible for delivering IT products to Veterans, their families, and those who serve them for the VA. As PDAS, I provide Senior Executive leadership to 11 executives and our team of 8,780 full time staff and 6,000 contractors. Supported by a dedicated Congressional appropriation of over \$6 billion, we deliver 500+ software solutions including mobile and web based offerings as well as older client-server and mainframe products. Our teams also support VA's operational environment with over 480k users at over 2,000 locations including 142 hospitals, 56 regional benefits offices, and 155 national cemeteries. Our environment is complex, with over 2 million endpoints, medical devices, and security infrastructure that supports a hybrid workforce. VA leads the US government's digital transformation with our flagship VA.gov website and VA mobile application. Leading at this level requires the strongest communication, collaboration, and management skills. I thrive setting the vision for the organization and then coaching and modeling the development and use of action plans aligned to that vision. The work is exciting, dynamic, and always inspired by making a difference for Veterans and their families.

Executive Director, End User Operations  
April 2019 - December 2021 (2 years 9 months)  
Greater Pittsburgh Area

Acting Executive Director, End User Operations  
August 2018 - April 2019 (9 months)

Determine strategy and policy for my 3,500 member organization. Ensure all my organizational units are aligned with Executive Branch strategy and goals and that our resources and efforts contribute to the VA Secretary's primary goal of improving the customer experience. My teams are the face of Information Technology (IT) throughout the Department of Veterans Affairs. We support the endpoint devices that deliver technology to VA's 500,000 staff and contractors. I drive constant, clear communication across the teams to ensure mission alignment and promptly respond to all reports of poor service. I work closely with other senior executives to address service disruptions and execute strategies to continually improve the quality and timeliness of IT service.

Deputy Executive Director, End User Operations  
October 2017 - August 2018 (11 months)

Responsible for delivering end user Information Technology (IT) support: mobile phones, telephone systems, paging systems, endpoint computing devices (laptops, desktops, tablets, etc.), printers, and other peripheral devices. Direct authority over \$331 million budget and 3,123 authorized staff at over 150 physical locations. We perform break/fix repairs, moves/adds/changes, configuration support, and basic technical consultation in the operational environment. I led the transformation of this organization from separately managed silos aligned with individual business units to a single Department wide team providing a consistent portfolio of IT services.

Midwest District Director  
November 2016 - October 2017 (1 year)

Responsible for the creation of the new ITOPS Midwest District to deliver end user IT services for thirty-four (34) areas across 12 states with 705 IT staff. Created a business office with standard processes and support procedures that successfully assumed support for travel, payroll, budget management, and procurement. Ensured successful transition to the new organization in July 2017 without any disruption to pay or contract execution.

Network 4 Chief Information Officer and Acting Network 5 CIO  
November 2015 - November 2016 (1 year 1 month)  
Pennsylvania, Delaware, West Virginia, Maryland, Washington DC

Responsible for the delivery of Information Technology infrastructure and service to fifteen (15) VA Medical Centers in Veterans Integrated Service Networks (VISNs) 4 and 5.

#### Acting Deputy Director

June 2015 - November 2015 (6 months)

Greater Pittsburgh Area

Oversee facility Engineering, Housekeeping, Police, Biomedical Engineering, Information Security and Information Technology.

#### Network 4 Chief Information Officer

March 2012 - June 2015 (3 years 4 months)

Responsible for the delivery of Information Technology infrastructure and service to ten (10) VA Medical Centers in Network 4.

#### VISN 4 Health Informatics Officer

March 2010 - March 2012 (2 years 1 month)

Responsible for the procurement, deployment and ongoing management of healthcare information technologies across ten (10) VA medical centers.

#### Facility Chief Information Officer

June 2007 - March 2010 (2 years 10 months)

Responsible for the delivery of Information Technology services at a three campus, tertiary care medical center with 496 authorized beds and 2,900 staff. Managed a staff of 40 IT specialists and an annual \$1M budget.

#### IT Specialist

October 2004 - June 2007 (2 years 9 months)

Greater Pittsburgh Area

Led a team of 15 VistA system managers and other IT professionals across an integrated network of 10 medical centers in four states. Coordinated efforts to implement new VA medical information systems and integrate commercial products into the Hospital Information System. Successfully implemented: MUSE, MUMPS Audiocare, Optifill, Omnifill, Baker Cell, ImedConsent, and Document Storage Systems products. Directly increased medical record automation to support VA's ranking among the "most wired" medical systems in the country. Validated service level agreements and quality assurance measures related to medical record system performance at the Medical Centers to ensure customer expectations were met or exceeded as the technology platforms evolved.

#### Assistant Chief Information Officer

November 2000 - October 2004 (4 years)

Greater Chicago Area

Directly supervise, support and develop a staff of 18 computer programmers, network specialists and PC specialists in a large, urban Veterans Administration medical center with a multi-divisional consolidated clinical database. Manage and maintain the facility's mission critical mainframe Vista Hospital Information System.

Software Programmer

January 1999 - November 2000 (1 year 11 months)

West Palm Beach, Florida Area

Support, design and program software applications for the West Palm Beach VA Medical Center in Delphi (3 and 4) and M (Mumps).

Clinical Application Specialist

September 1997 - January 1999 (1 year 5 months)

West Palm Beach, Florida Area

Train clinical and administrative staff on the use of the electronic medical record. Develop training materials, in-service programs, and computer-based tools for use in staff training.

o National Clinical Applications Trainer

Clinical Application Specialist

September 1995 - September 1997 (2 years 1 month)

Greater Chicago Area

Train clinical and administrative staff on the use of the electronic medical record software.

o Developed computer-based training for the Computerized Patient Record System that was distributed nationally by the VA Employee Education Service  
o Received the Vice President's Silver Hammer award for reducing paperwork and improving process efficiency by automating the routing of Railroad Retirement Board compensation and pension exams between agencies

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## Education

Loyola University of Chicago

MA, English Literature · (1988 - 1995)

Ohio University

Bachelor of Arts (B.A.), English Language and Literature,  
General · (1985 - 1988)

