

Friday, January, 2013  
Members Business Meeting from 9:00 to 9:30  
(Current members are encouraged to attend)  
Training Time from 9:30 to 12:00  
PARADEE Building Dover, Delaware  
COST: F R E E !!!

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Statewide  
Training  
Advisory  
Network of  
Delaware

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## DRIVING CHANGE THROUGH METRICS

### “DTI’s Performance Improvement”

Learn about a renewed focus on performance metrics, how to determine performance, and the use of accurate metrics to ensure improved performance.

#### Biography

William (Bill) Hickox is the Chief Operating Officer of the Delaware Department of Technology & Information. As the central IT agency for the state of Delaware, DTI is responsible for all technology initiatives and implementation throughout all three branches of State Government including support of K-12. Bill directly oversees the operations, infrastructure, telecommunications, systems engineering, systems administration, finance, and HR administration for DTI.

Bill’s career began in Delaware state government 17 years ago and spent the first 9 years at the statewide transit authority as Director of Operations. In 2005, he was selected as Chief Operating Officer of DTI. During his time at DTI, Bill has been able to reduce costs, while maintaining services through creative partnerships, targeted cost cutting and improving service delivery mechanisms.

In addition to his experience in IT and Transportation, Bill holds a Masters degree in Business Administration and is an Adjunct Professor of Finance and Economics at Wilmington University.