

# TECHNOLOGY

More resume stuff for KEN BARLOW



## Software Development Experience

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- **Languages:** C, HTML, CSS, JavaScript and Python. I have extensive experience in using data analytics for MS Excel (pivot tables, VLOOKUP and INDEX MATCH functions, file reconciliations & automations. Also learned the inContact IVR scripting language.
- Believe it or not – I had my first programming class as a Senior in High School in the 1980’s. It was taught by an innovative teacher in our small town of Farmer City, IL – population 2200.
- After graduating college from one of the top Engineering schools in the country (U of I), I took a programming job with **IBM at Research Triangle Park** where I worked within a team at a highly structured development lab.
- We programmed in the C language (still one of the more sophisticated programming languages) and I gained an understanding of using advanced language structures like pointers and debugging machine level code.
- IBM gave me a great technological base and taught me invaluable lessons as I participated in the entire lifecycle of software development:

PLANNING	DESIGN	PRODUCT LEVEL DESIGN	COMPONENT LEVEL DESIGN	
CODING	UNIT TEST	FUNCTIONAL VERIF TEST	SYSTEM TEST	RELEASE

- At the end of 5.5 years, I applied for graduate school at Indiana University in Bloomington – at the time, the 6<sup>th</sup> ranked Graduate Business School in the country. My goal was to leverage my technology background in a more “solutions-based” environment where I could better utilize my marketing and presentation skills & interests.
- **I enjoy the challenge of programming.** In fact, during my last 3-4 months at IBM, I worked on an “extra” project to automate our area’s NCAA pool using an internal programming language called REXX. Coworkers could select their entries and the system automatically updated results (1994 - was I first? lol)

## Creating IndyGov.org

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- While at Indiana University for my MBA, I volunteered for political campaigns in Indianapolis and discovered an innovative mayor running for Governor - focused on using technology to streamline government operations and "to run government like a business."
- After I graduated, the City hired me on full-time as a Special Advisor for Technology Projects. While the mayor proceeded to unfortunately not win his election for Governor, I began setting the stage for the launch of the first official website for the City of Indianapolis & Marion County, **IndyGov.org**.
  - Was allotted IT resources to manage web servers, firewalls, etc.
  - Negotiated my way out of other responsibilities (1/2 time implementing PeopleSoft) so I could devote 100% of my time to the Internet initiative
  - Coined the term "EGOV" to describe our approach at delivering online services to citizens of Indianapolis/Marion County
- I had sole responsibility for creating the content, interactive applications, and the direction for the first website for the City of Indianapolis & Marion County ([www.IndyGov.org](http://www.IndyGov.org) - now Indy.Gov) - which launched in 1996. It was really the perfect match for my new career direction and skillset:
  - Worked with IT team to develop strategies for deploying interactive applications to the website - like online forms and interactive maps
  - Worked with a graduate-level intern to securely design the nation's first online parking ticket payment system
  - Worked with each City Department and Elected Official to prioritize the information that would promote their departments on the website
  - Gained an expertise in understanding how to obtain data and content from resources (like year-end annual reports) that could be massaged into relevant content for constituents
- From 1996 to 2000, I led the City/County initiative that became recognized as one of the best government website initiatives in the country. *See the Marketing document from my Resume Page for details on that.*

## Creating Government Software

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- In May 1999, the graduate-level intern (law school at IU) and I began planning **eGov Strategies** to leverage our IndyGov.org success to create a software business serving other municipalities and counties.

- We worked together to create our vision of a software platform – named the **eGov Manager** – that would enable local and state governments to manage their local government's website initiative. Some of my technological contributions to that effort include the following:
  - Co-architected the system that included dynamic HTML pages driven by a MySQL backend database.
  - Conceived the concept of “content windows” – SQL injections that (at the time) were hard-coded into web pages to pull links to content items (like documents or events) into a window within a web page.
  - Worked with my business partner (the SQL database designer) to organize the relational database so that multiple types of content could be associated and presented on the website in multiple ways – e.g. to a department, category, type of content, etc.
  - Coded and debugged home page, department page and category pages using SQL injections and later – JSON queries – to deliver dynamic content for city/county web pages.
  - Worked with government clients to identify their needs for presenting content and services online. Leveraged my understanding of the technical capabilities of our interactive applications and web page presentation capabilities to meet those specific needs.
  - For interactive applications that required customization, I developed and led our team’s **agile software development process** – working with our internal development team and serving as the project lead with our outside clients.
  - In 2016, when our IVR vendor began missing deadlines for roll out of a new IVR payment system (our first) for a strategic client (Hempstead NY), I asked for back-end access to the IVR scripting platform – and built the system myself. I remained lead IVR developer until I left in 2020.

Completing the effort in a timely manner was critical due to the fact I had lined up a feature article to be written about Agile Development with the leading government technology magazine, Government Technology:

**link:** <https://www.govtech.com/biz/agile-at-the-local-level-new-york-town-tries-a-new-approach-with-tax-software.html>

- To this day, the **eGov Manager** software is used by more than 700 cities and counties and for many years (10+) was used to power credit card payments for child support in 34 states. We sold the business in July 2020 to a Silicon Valley-based VC who merged us with 2 other government software companies. I left the company 20 months later.