



Biography

Mr. Mark Holtermann

*Chief Information Officer and Information Management Director,
Idaho National Laboratory*

Mr. Mark Holtermann comes to Idaho National Laboratory with over 30 years of experience in information technology (IT), including the past 17 years within the energy and utilities industry. In his role at INL, he helps provide critical support to INL's research mission. INL relies on the Information Management directorate for the tools, systems and capabilities that enable the Lab's daily tasks, as well as facilitating and protecting the vast amounts of data and information that flow daily across INL's digital networks.


In his career, Mark has delivered business-driven, customer-focused digital solutions, most recently as vice president for information technology and digitization at NAES Corporation. NAES is the power generation industry's largest independent services provider, and the company operates and maintains more than 200 power generation facilities, spanning more than 96 gigawatts including 5 gigawatts of renewables.

Prior to NAES, Mark led IT at American Water, the largest water utility in North America. Prior to that, he was vice president of information technology and chief information officer at Central Hudson, a gas and electric utility in New York. Additionally, he has held various IT leadership roles with NextEra Energy and Florida Power and Light.

Earlier in his career, Mark held technology leadership roles across multiple industries including transportation, consumer products and consulting. He is a passionate and recognized leader in executing transformational IT and organizational change initiatives and building partnerships that deliver effective, secure and valuable solutions and experiences.

Mark is a strong team player who understands the importance of the IT user experience. His management style fosters transparency, respect,

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accountability, diversity, collaboration and excellence among business and technical stakeholders.

He has successfully led global teams coupled with budgets and portfolios summing over \$100 million. He is a strategic partner focused on building and delivering IT strategies and solutions aligned with business goals. He leverages his global leadership experience, process improvement mindset, project program/portfolio management, technology expertise and vision, proven enterprise solutions delivery, financial acumen, and mergers and acquisitions experience to deliver a positive impact to the bottom line. He is a recognized leader in executing transformational IT and organizational change initiatives.

Mark's leadership spans across all modern technologies and delivery models from cloud computing to software engineering with DevSecOps and infrastructure as code, to hyperautomation with robotic process automation and artificial intelligence/machine learning, to advanced analytics, to traditional waterfall and agile/iterative approaches. He is adept at implementing process change across organizations of all sizes to improve efficiency. He can manage through complexity on high-risk projects while delivering measurable results within budget and time constraints.

He has excellent problem-solving skills, effective communication style and passion for delivering customer-focused solutions across multiple industries and global organizations. He is a strong team player that embraces inclusion and diversity, while fostering transparency, respect, accountability, collaboration and excellence among business and technical stakeholders to ensure alignment of requirements to strategic direction. He has extensive experience with enterprise resource planning and large systems implementations and integrations across small, medium and large companies, including among Fortune 500 organizations.

He holds a bachelor's degree in business administration from the University of Memphis and a master's degree in international business administration from Nova Southeastern University.