

TECHNOLOGY, SECURITY & BUSINESS LEADER

Entrepreneurial principal who quickly delivers business value by identifying business and technology & security opportunities and implementing innovative strategies with practical solutions. Extensive experience in technology & security leadership, consulting, governance, and administration. Forges partnerships and builds high-performing teams by communicating a clear vision, expectations, and adapting to change. Collaborates and influences at all levels to maximize technologic impact, business value, and organizational consensus.

- **IT Architecture, Design & Security**
- **Data Systems & Process Management**
- **Technology Risk, Controls & Governance**
- **Relationship Management & Negotiation**
- **Critical Engineering Support**
- **Financial Planning, Forecasting & Controls**

PROFESSIONAL EXPERIENCE

The MITRE Corporation

2021 – present

Information Security Customer Engagement Manager

Innovative, customer-focused, information security leader managing a team of six engineers and analysts on the Information Security (InfoSec) Customer Engagement (CE) team. Motivate individuals to facilitate bringing the MITRE Security Program to the employees of the company through MITRE's federally-funded research and development centers. Provide oversight to the continuous monitoring program, security training & education program, phishing training and awareness, and general information security program Tier 1 support.

Responsibilities include:

- Maintain Secret Security Clearance (Department of Defense)
- InfoSec Service Requests – CE is the primary interface for the companywide collaboration across InfoSec to ask questions, investigate compliance and gain appropriate risk approvals. The CE team is responsible for handling initial requests and facilitating routing to the appropriate parties within InfoSec.
- Education & Awareness – The team manages MITRE InfoSec's internal web presence, online training & education materials on cybersecurity topics, and handles the annual security training program. CE identifies required training topics, developing & leveraging material, and executing on the program to improve cyber awareness around the company.
- Security Initiative Oversight – The team provides valuable assistance to the InfoSec organization in tracking various internal initiatives and keeping them on schedule and is accountable for delivery as expected.
- Compliance Support – The team supports aspects of the corporate compliance program, in such areas as overseeing the execution of our continuous monitoring program as well as working collaboratively with business & other enterprise stakeholders to ensure systems maintain compliance with patching & configuration requirements.
- Optimize InfoSec department workflows through persuasion and influence of people, rigorous evaluation of processes, and optimizing tools like RSA Archer, KnowBe4, Workday, and various user and asset inventory security tracking.

COMMONWEALTH OF VIRGINIA, Richmond, Virginia

2018 – 2021

Information Security Officer – Department of Behavioral Health & Developmental Services

Implemented and managed the Enterprise Information Security Program providing support for the department serving over 7000 users with an overall budget of \$1B. Provided guidance on security and privacy issues to all levels of agency staff and senior leadership. Managed security activities in risk management, resource provisioning, disaster planning and recovery, application security, incident management and data preservation, user training, and physical security. Collaborated with state department staff to ensure the confidentiality, integrity, and availability of department resources and information.

- VITA Information Security Council: Nominated and served on reconstituted ISO Council through VITA. CO-chair for Security Awareness & Ransomware subcommittees; Developed state-wide policy and reporting for information security issues related to General Assembly legislation and resolutions and Executive Orders; Review policy and guidance for executive and non-executive branch technology and security administration. Led and participated in bi-weekly meetings and discussions to support VITA's response to 20-21 legislation deliverables including a comprehensive state-wide ransomware preparedness survey of executive branch, independent, local, and K-16 educational institutions. This resulted in the timely creation of drafts for review and planned completion of all reporting by December 2020. Full report here: <https://rga.lis.virginia.gov/Published/2021/HD4>
- Lead and Influence Applicable Security Standards & Policy:
 - Hospital Patient Payment and Billing Application Cloud Migration: diligent participation and collaboration on internal and external technology and security matters to include consistent messages about prior risk and issue identification and communication with internal and external parties for consistent security posture and deployment speed. Rigorous attention to detail and active participation in internal and external discussions and checkpoints to ensure well-managed expectations and timely awareness of risks and issues. Built a test lab for demonstrating vendor connectivity/authentication issues to ensure SEC501 compliance and preclude the creation of a security exception or additional cost to the agency.
 - Electronic Health Records Cloud Migration: diligent participation and collaboration on internal and external technology and security matters to include consistent messages about prior risk and issue identification and communication with internal and external parties for consistent security posture and deployment speed. Rigorous attention to detail and active participation in internal and external discussions and checkpoints to ensure well-managed expectations and timely awareness of risks and issues. This resulted in an on-time (from the perspective of ISO and IT dependencies) roll-out of the first agency-wide EHR system.
- Security Audit Response:
 - Revamped audit finding remediation deliverables and process for proactive assessment of application and Business Impact Analysis for agency inventory of applications; adopted pilot VITA Risk Assessment process for documenting security posture of applications
 - Led review and maintenance documentation of all IT systems and applications for all 13 facilities to include multiple cross-departmental meetings and discussions to develop the agency's first comprehensive list of IT systems. Created a strategic matrix of those systems to aid IT with the ability to plan for consolidation and rationalization of all systems through IT's concurrently developed IT investment board. These efforts led to the documented retirement of ~200 systems as well as the discovery of ~100 systems (dozens of which were Microsoft Access) that strengthened IS&T security by beginning an accurate and comprehensive risk assessment of all agency applications for strategic security and investment execution.

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- Security Scanning: Evaluated and developed agency-specific and COV/VITA security systems, processes, and tools to surveil and investigate technology infrastructure security posture and deficiencies. Reviewed and monitor Security Center for High and Critical vulnerabilities, focused on Firefox remediation. Led the development of a COV-wide Firefox security profile for AD Group Policy deployment to agency systems for proxy certificate and auto-update settings to remediate out-of-date software. Continuous monitoring of Security Center vulnerability reductions from Firefox. Reduced overall critical and high vulnerabilities (~5000) by 50%.
- Service Desk: ServiceNow lead for DBHDS IS&T to adopt and develop agency-specific VITA service desk ticket processing to meet agency and policy needs. Consistently monitor the ISO and overall agency queue of service tickets for approval and routing to ensure timely risk and issue identification of ticket processing and underlying technology and network changes resulting in ticket processing consistently within three days with full approvals from business, IT, and ISO.
- Enhanced Security Awareness Training: Developed agency-specific enhanced security awareness training for privileged and administrative users to be delivered in person and annually for compliance and policy needs.

KAPPA NETWORKS, Inc., Richmond, Virginia

1999 – 2018

Owner and Principal Consultant – Technology Consulting, Engineering, Administration

Maintain a respected consulting business serving multiple regional, national, and international organizations. Provide expertise in strategy, tactical consulting, engineering, troubleshooting, and problem-solving. Manage diverse client and vendor teams to build consensus.

- Dynamic Technology Consultant: Recognized and retained by clients for ability to quickly analyze issues and produce tailored, highly cost-effective solutions, which saved time and money
- Systems and Infrastructure Management and Change: Specialize in transitional and conversion activities for a wide range of organizations' technology infrastructure needs, which resulted in best fit for time, scope, and budget
- Business Administration: Direct budgeting, bookkeeping, accounting, tax preparation, marketing, business development, colleague and community relationship building

VIRGINIA COMMONWEALTH UNIVERSITY Richmond, Virginia

2015 – 2018

Graduate Teaching Assistant & Senior IT Auditor

Office of Student Success – Graduate Teaching Assistant supporting the Wilder School's mission for experiential learning in Govt & Public Affairs. Assist coordination of Fellowship and Internship programs, services, and outreach, support Undergrad and Grad students for pre-professional planning, serve on the Wilder Fellowship and Virginia Capital Semester Planning Committees.

Senior internal auditor of information technology and security for university units. Develop and implement risk-based technology infrastructure audits of IT department strategic planning, operations, and security management. Partner with and build relationships across the university to include central technology services, information security, and administrative areas to understand the environment and assist clients with IT management.

CAPITAL ONE FINANCIAL, Richmond, Virginia

2011 – 2015

Senior Delivery Lead Manager & Systems Integrator

Senior Delivery Lead of complex, multi-year workstreams for a national data center build-out, consolidation, and migration program including external Cloud strategy and delivery. Partner with lines of business (LoBs) and enterprise vendors for enterprise technology assessment, migration, and logistics management and compatibility for Cloud infrastructure. Directly manage and consult teams providing IT infrastructure strategy, design, risk assessment, and planning.

- Legacy vs. Bleeding Edge Strategic Planning: Technical Lead for external Cloud infrastructure initiative balancing business drivers and requirements with legacy and new platform processes, performance characteristics, and expectations to build consensus on architecture, design, and implementation
- Integrated Technology Design & Consolidation: Maximized cost-effectiveness through an in-depth technology management review of acquired and legacy application systems for upgrade, migration, and/or decommission
- Cross-enterprise Relationship Building: Partnered with internal and external resources at all levels for requirements vetting, integration, design, and implementation to broker consensus on platform performance

COUNTY of POWHATAN BOARD OF SUPERVISORS

2008 – 2011

Member and Chairman

Excelled as an elected representative in the central Virginia region. Active member of regional public service boards and commissions succeeding with individual and collaborative efforts to guide policy and regulation formation. Held well-attended quarterly meetings with constituents and stakeholders to communicate activities and seek guidance, ideas, and consensus on matters of broad public concern.

- Fiscal Management Excellence: Responsible for an annual budget of \$20M and Capital Program of \$52M which was thoroughly researched and tailored to meet current and future growth needs. Upon assuming office the Great Recession was underway and the annual budget processes required deep cuts coupled with sensitivity to the public's needs. Executed this as Chairman and a key stakeholder
- Protected the County's Future Growth: Judiciously guided stakeholder and community meetings obtaining guidance, collaboration, and consensus on county-wide planning and development initiatives. Personally took charge of a first-ever Historic Byway Corridor Plan for the northeast corridor of the County. Negotiated with regional and state partners for a \$21M Governor's bond Fund allocation to complete a major roadway improvement. Led the negotiations with community stakeholders for the first Wal-mart commercial development in the county – a combined fiscal impact of over \$68M in economic development
- Building Relationships: Selected by peers for unique opportunities and assignments based on collaboration and strong relationships across the state of Virginia to create a High-Speed Internet/Broadband development plan for the county to guide its growth in future decades
- Legislative Experience:
 - 2011 – Research and legwork, attendance at several floor sessions, committee meetings for State Agency Notification bill, bill passed GA and signed by Governor (RL Ware, HB2408); lobbying and legislative affairs support for transportation projects in the CTB SYIP and Governor's bond package
 - 2010 – Research and legwork, attendance at several floor sessions, committee meetings for a Local Governing Body Vacancy bill(s) (RL Ware, HB450; Athey, HB1014), successfully added issue to Richmond Regional Planning District Commission Legislative Agenda, both bills passed GA and signed by Governor
 - 2009 – Attendance at several floor sessions, committee meetings and testifying on behalf of Scenic Byways legislation (RL Ware, HB1648)
 - 2008 – Attendance at floor sessions and committee meetings

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- 2007 – Attendance at several floor sessions, committee meetings and testifying on behalf of Anti-SLAPP legislation (Herring, SB1250) and attendance at bill signing

QUALITY CONTROL SERVICES, LLC, Richmond, Virginia

1996 – 2000

Network Manager

Developed Management Information Systems for a regional organization at an emergent time of modern MIS. Planned, selected, implemented, and supported all aspects of telecomm/datacomm needs and technology infrastructure for a user community that was highly resistant to new technology.

- Application & Network Infrastructure Design: Designed, implemented, and managed the infrastructure for a regional technology company serving six offices and 100+ employees, using leading-edge and evolving technology
- Telecommunications Design and Installation: Recognized as an expert in designing and implementing regional telephone carrier systems in central office and wire center locations

EDUCATION & PROFESSIONAL DEVELOPMENT

Ph.D. – Virginia Commonwealth University – L. Douglas Wilder School of Govt & Public Affairs

Public Policy and Administration Doctoral Program – Research interests: bitcoin, cryptocurrency, blockchain, socio-economic value & exchange, information technology, trust, control, semiotics, behavioral sciences, decision-making; Degree awarded, May 2020

M.P.A. – Virginia Commonwealth University – L. Douglas Wilder School of Govt & Public Affairs

Concentration in Executive Leadership – Degree awarded, May 2015

B.S. – Virginia Commonwealth University – College of Humanities and Science

Science Major | Physics Minor – Degree awarded, December 2009

Fellow - Thomas C. Sorensen Institute – University of Virginia

Political Leaders Program – 2008 Alumnus – www.sorenseninstitute.org

Year-long immersive experience in Virginia public policy and politics

Skills

Public and Private Cloud Transition and Deployment
Information Assurance and 3rd Party Management
Perimeter Security (Internet, VPN, physical, human)
Business Continuity Planning and Testing
Network Security and Traffic Management
Infrastructure Design and Architecture

Vendor Management and Cost Negotiation
Data Systems & Process Management
LAN/WAN Switching, Routing, Wireless
Datacenter Design, Connectivity, and
Decommissioning

Select Professional & Leadership Accomplishments:

Technical:

CISSP, ISC² | ITIL v2011 Foundations | CCNP, Cisco Systems | MCSE, Microsoft Corporation

Leadership:

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Former Chairman, Board of Supervisors – County of Powhatan, Virginia

President – 5th Wall Theatre

Government Blockchain Association – Richmond Chapter Vice-president, Blockchain working group lead

Sorensen Institute Political Leaders Program – 2008

Style Weekly Top 40 Under 40 – 2008

Eagle Scout – Boy Scouts of America

Notary Public – Registration # 7895405, commission expires: June 30, 2024