

John Bordeaux, Ph.D.



Profile

Dr. Bordeaux provides research and advisory services for in the areas of knowledge management, technology strategies, information integration and governance. Research methods include organizational network analysis and knowledge audit methodologies derived from cognitive science, complexity theory, information science, and cultural studies.

Focus areas include strategic planning, technology strategy, organizational decision-making, and risk analysis/assessment.

Previous work highlights: For IBM, John provided KM SME support for global clients (Royal Dutch Shell, State Farm, Jones Lang LaSalle, Socialist Republic of Vietnam's Ministry of Information and Communications, etc.) and public policy SME support for the Hong Kong office of the CIO; the mayors of Paris, France and Gdansk, Poland; and the CIO of Rome, Italy. For SRA International, created knowledge management practice (22 FTE), supporting clients including U.S. Air Force Knowledge Now; U.S. Department of Health and Human Services; Defense Intelligence Agency; Missile Defense Agency; Veterans Administration; U.S. Navy/Naval Personnel Development Command; and Department of Defense's Assistant Secretary of Defense for Networks & Information Integration - instrumental in developing the Department's Information Sharing Strategy.

In 2008, served as Leader, Knowledge Management Working Group for the Center for the Study of the Presidency's Project for National Security Reform (PNSR). (Materials available at www.pnsr.org)

Former member of the U.S. Federal KM Working Group, senior advisor to the O'Reilly Gov 2.0 Summit and Expo series, peer review for the Journal of Knowledge Management (Emerald Publishing), and an accredited practitioner in the Cognitive Edge methods.

Presentations, including public talks, located at <http://www.slideshare.net/johnbordeaux>

Experience

The RAND Corporation - March 2016 - Present

(RAND Adjunct May 2015-March 2016)

Senior Management Scientist

Research includes

- * Principal Investigator helping to define the office of the DHS Chief Data Officer. (2020)
- * Principal Investigator to advise DHS on organizational design and governance for its first HQ Chief Data Officer (2019)
- * Research records management strategy for the Information Governance and Privacy Office for DHS Immigration and Customs Enforcement (2018/9)
- * Principal Investigator to advise on the next steps for the Department of Homeland Security's Data Framework initiative (2018)
- * Team Lead to scope and plan support for ESF2, Communications and Information Technology, for HSOAC's support to FEMA and the Governor of Puerto Rico's Recovery Plan. (2018)



- * Principal Investigator to develop common adjudicative criteria from risk categories for the Office of Personnel Management's Performance Accountability Council. (2017/8)
- * Co-Principal Investigator for change management support to the National Protection and Programs Directorate's Office of Infrastructure Protection (2017/8)
- * Co-Principal Investigator to develop research portfolio metrics for the Department of Defense Center of Excellence for Psychiatric Health and Traumatic Brain Injury. (2017)
- * Developed metrics for the Social Media Task Force for the Department of Homeland Security (2017)
- * Technical analysis studying multi-factor authentication methods for the Library of Congress (2017)
- * Principal Investigator for review and analysis of the information architecture for the Transportation Safety Administration (2017/8)

(RAND Adjunct May 2015-March 2016)

- * Co-Principal Investigator for Review of U.S. Army's Suitability Fitness and Homeland Security Personnel Directive-12 Screening Programs (2016/7)

IBM Global Business Services - June 2012 - December 2015

Associate Partner

Social Knowledge Management / Social Business / Open Government subject matter expert and thought leader for the Talent & Change Center of Competence, a global resource center for IBM clients and partners

Client work included:

- Knowledge Management SME for a European bank, assisting in development of KM strategy.
 - Assessed risk (and developed mitigation initiatives) for KM strategy success given loosely-coupled management regime with few accountability mechanisms in the area of information governance.
- Executive KM Consultant for global electronics manufacturer, led development of enterprise KM strategy
 - Led workshops and visioning sessions to develop cross-organizational approach to enterprise KM.
- Knowledge Management SME for a U.S. insurance firm, assisting in the review of their KM strategy
 - Reviewed ongoing work, advised an adjustment in focus from content-first strategy to include social networks, communities of practice, and expertise management.
- Knowledge Management SME for a global petrochemical firm's Projects & Technology Division;
 - Introduced concepts from social knowledge management: 'working out loud,' enabling ad-hoc discovery, "getting to right conversation as important as right content."
- Public Policy SME for the development of the Hong Kong Office of the CIO's Digital Strategy;
 - Contributed to client workshops with global examples of open government and open data initiatives - analyzed risk to city vision for status quo, and emphasized need to adopt "government as platform" to accelerate targeted industries (software development, etc.).
- Social Business SME for a financial services firm, helping to develop the vision for their 'employee digital experience.'
 - Developed overall vision for the project, conducted technology assessment regarding existing and planned procurements

- Social Knowledge Management SME for a global real estate brokerage, developing their enterprise KM strategy.
 - Led project to develop vision, roadmap, initiatives - analyzed risk posed to the success of this vision, given global growth strategies.

IBM Global Business Services - October 2010 - June 2012

Associate Partner

Led enterprise data and collaboration services family of offerings for public sector Strategy & Innovation practice

Participated and led workshops for Innovation Discovery Workshops for the Office of the Mayors for Gdansk and Paris, as well as for the CIO of Rome.

Client work included: Knowledge Strategist for Veterans Administration's Human Resources Knowledge Management initiative – developed overall HR taxonomy, content catalog, and approach to information architecture

Bordeaux & Associates. Lorton, VA - January 2009 - Present

Founder and Principal Consultant

Offering consulting services and workshops in the areas of knowledge management, knowledge and social media strategy, managing complex organizational systems.

Provide KM subject matter expertise for Bloomberg Philanthropies' 'What Works Cities' initiative - (April 2015 to March 2017)

Past clients include U.S. Air Force Financial Management Command (developed next-generation strategy for Air Force Knowledge Now); Knowledge and Innovation strategy for private operating foundation.

Stupski Foundation. San Francisco, CA. March 2009 - June 2010

Director, Knowledge Innovation.

Co-designed, developed and managed all of the foundation's learning, knowledge management and performance measurement protocols and systems.

Transitioned internal Information Technology program from enterprise computing model to cloud-based services. Designed Knowledge Platform strategy for transformation initiative: research base, online community, and tools to scale change. Developed operating plan and high-level architecture, along with operating principles to reflect open platform design. Advised on research design; described and advanced emerging methods based on complexity principles for evaluating innovations in education.

SRA International. October 2007 - January 2009

Chief Knowledge Officer.

Responsible for internal knowledge management for SRA.

Developed vision, guidance, tracking metrics and critical success factors. Coordinates with lines of business, HR, IT, and Strategy to assist in development and execution of corporate strategy. Successfully advocated for upgrades to “information management and collaboration dial tone” by securing resources for enterprise portal – intranet and extranet – and oversaw implementation.



Leader, Knowledge Management Working Group of the Project on National Security Reform. Project's charter was to craft the National Security Act of 2008 for consideration by the new Administration and Congress. Responsible for the findings of the KM Working Group, along with recommendations for addressing these challenges.

SRA International. October 2000 - September 2007

Director, Knowledge Management.

Responsible for the development of a practice focused on leveraging technologies, partnerships, and methodologies in support of customer engagements.

Managed KM practice staff of over twenty analysts and engineers. The Center had revenues of over \$17M per year. Team included mid-level and senior software engineers, information analysts, human factors engineer; and process and data modelers. Heavily involved in business development support; providing presentations and material for early client contact, speaking at local conferences, etc. At the request of the clients, presented briefings to numerous federal agencies regarding knowledge management theory and enabling technologies.

Direct support to DoD/CIO, Naval Personnel Development Command, U.S. Navy HQ, National Military Command Center, American State and Territorial Health Officials, Missile Defense Agency, Department of Health and Human Services.

Modeling and Simulation (M&S) Information Analysis Center (MSIAC) 1998-2000

Knowledge Manager.

Created business development area, offering enterprise integration, process management, and technology infusion consulting to MSIAC customer base.

Responsible for M&S Group development staff, coordinating database design and implementation, Web application development, and graphic and visualization technologies.

The RAND Corporation, Washington DC. 1990-1998

Senior Programmer Analyst

Performed quantitative analyses regarding the size and structure of US military forces.

Researched future security environments, defense strategies and future military requirements; developed operational assessment frameworks and decision support systems to study optimal force mixes for U.S. national defense.

U.S. Air Force (480RTG, 6906ESS)

Intelligence Operations Specialist and All-Source Analyst. 1982-1990

Education

2003 - George Mason University, Fairfax, VA. Ph.D., Public Policy / Organizational Informatics

Dissertation: "Self-Organized Air Tasking: Examining a Non-Hierarchical Model for Joint Air Operations"

1998 - George Mason University, Fairfax, VA. M.S. in Information Systems

1989 - Christopher Newport University, Newport News, VA. B.S. in Governmental Administration

1988 - Community College of the Air Force, Montgomery, AL, A.A.S. in Intelligence and Imagery Analysis



Publication and Papers

2019 - Blumenthal, Marjory S., Jirka Taylor, Erin N. Leidy, Brent Anderson, Diana Carew, John Bordeaux, and Michael G. Shanley. "Evolving the Practice of Evaluating Research Portfolios." Santa Monica, CA: The RAND Corporation, 2019.

2019 - Porche, Isaac, Philip S. Anton, John Bordeaux, Henry Hargrove, Alex S. Lin, Amado Cordova, Katherina Ley Best, *et al.* "Multifactor Authentication Options for the Legislative Branch." Santa Monica, CA: The RAND Corporation, 2019.

2008 – “Annotated Bibliography for Knowledge Management,” “Knowledge Management Literature Review,” and “Complexity Annotated Bibliography” Project on National Security Reform. Available: http://www.pnsr.org/?page_id=122

2008 - "Don't Connect the Dots, Watch the Noise." Inside Knowledge Magazine 10 September 2008

2004 - “Self-Organized Air Tasking: Examining a Non-Hierarchical Model for Joint Air Operations.” - Proceedings of the 2004 International Command and Control Research and Technology Symposium. Diss. School of Public Policy, George Mason University, 2002. Copenhagen, Denmark: 2004. 2004 International Command and Control Research and Technology Symposium.

2004 - “Knowledge Management and the DoD,” M&S Journal, Defense Modeling and Simulation Office. Internet. Available: <http://www.msiac.dmsomil/journal/know13.html>

1997 - Bordeaux, John, and William Rosenau. "Alternative Future Security Environments." Santa Monica, CA: The RAND Corporation, 1997.

1996 - Kent, Glenn A., John Bordeaux, and David Thaler. "A Tool for Modernization." Santa Monica, CA: The RAND Corporation, 1996.

1996 - Vick, Alan, John Bordeaux, David T. Orletsky, and David A. Shlapak. "Enhancing Airpower's Contribution against Light Infantry Targets." Santa Monica, CA: The RAND Corporation, 1996.

1996 - Niblack, Preston, Thomas S. Szayna, and John Bordeaux. "Increasing the Availability and Effectiveness of Non-U.S. Forces for Peace Operations." Santa Monica, CA: The RAND Corporation, 1996.

1994 - Fox, Daniel B., and John Bordeaux. "Global 92 Analysis of Prospective Conflicts in Central Europe in 2002." Santa Monica, CA: The RAND Corporation, 1994.

1994 - “In eigener Regie.” c’t Magazine Für Computer Technik

1993 - Ochmanek, David A., and John Bordeaux. "Comparing Airpower Assets for Power Projection." Santa Monica, CA: The RAND Corporation, 1993.

Certifications

2007 - Certified practitioner within the Cognitive Edge Network

Other

2010 – 2013. Featured Knowledge Management blogger on GovLoop.com

2010 - Sr. Advisor, O'Reilly Gov 2.0 Summit

2009 - 2014. Peer reviewer for the Journal of Knowledge Management



Teaching Experience

2015 - Present. Royal Roads University, British Columbia, Canada

Thesis advisor and chair

2008 - Present. Walsh College, Troy MI - Master of Business Administration

Adjunct Assistant Professor - "Strategic Management" [Online] [Co-developed overall course structure, administers all grades]

Adjunct Assistant Professor - "Ethics in a 21st Century Complex World" [Online] [Developed syllabus and overall course structure, and administers all grades]

2001-2003. George Mason University, Fairfax, VA - School of Information Technology and Engineering, Graduate Programs

Adjunct Professor - "Electronic Commerce." [Developed syllabus and overall course structure, and administered all grades]

Select Presentations

2017 - 4th Life Sciences Knowledge Management Summit. Presenter: "Active Content - Context, Metrics, and the Future"

2017 - SRG Global (workshop keynote). Presenter: "Knowledge Management for SRG Global."

2015 - 2nd Life Sciences Knowledge Management Summit. Presenter: "Knowledge Strategy Workshop."

2014 - 1st Life Sciences Knowledge Management Summit. Presenter: "KM - Getting Past First Base."

2011 - U.S. Coast Guard Innovation Expo. Presenter/Panel Moderator: "Journey to Resilience."

2011 - Transportation Research Board. Presenter/Panelist: "The Internet of Things: Here Comes Everything"

2011 - Shenandoah University Annual Business Symposium. 10 March 2011 Panelist, "The Promise and Perils of Social Networking."

2010-2015 - NSTI Excellence in Security Management Seminars (biannual). Presenter: "Think Differently."



2010 - IgniteDC talk, Washington DC. 18 February 2010

Presenter: “The Year Redesign of the U.S. Education System Begins.

2008 - Braintrust Knowledge Management Conference, Orlando, Florida. Presenter: “Knowledge Management and the National Security Act of 2009.”

2005 - Knowledge Management & Intranets, San Jose, California Presenter: “Organizational Culture – Get Over It.”

2004 - Command and Control Research Technology Symposium, San Diego, California Presenter: “Self-Organized Air Tasking.”

2004 - International Command and Control Research Technology Symposium, Copenhagen, Denmark
Presenter: “Self-Organized Air Tasking.”

2004 - Food and Drug Administration Portal Symposium, Rockville, Maryland Presenter: “Community – A Critical Success Factor for Portal Initiatives.”

2004 - Knowledge Management Roundtable, Falls Church, Virginia Presenter: “Knowledge Maps.”

2004 - USMC Enterprise Portal Summit, Quantico, Virginia Presenter: “Observations and Feedback.”

2002 - E-Gov Knowledge Management Conference, Washington, DC Presenter: “Intelligent Search and Taxonomy Tools.”

2001 - National Institutes of Health Office of Administration Offsite, Hagerstown, Maryland Presenter: “Knowledge Management and Enabling Technologies.”

Global Travel

In addition to extensive travel within the US, international business travel since 2010 has included: Paris, Rome, Gdansk, Amsterdam, Den Haag, Hong Kong SAR, Macau SAR, Beijing, Mumbai, Bangalore, Sydney, London, Rijswijk, Hanoi, Hamburg, Stuttgart, Frankfurt, and Malta.