



## Chapter XV

# Jonathan Dove Worthington Industries

*We treat our customers, employees, investors, and suppliers as we would like to be treated.*

My name is **Jonathan Dove**. My most recent experience as a chief information officer was as Worthington Industries first CIO. I am also involved in volunteer work in the community. I am currently the president of the board of directors for Easter Seals of Central Ohio. Also, every year I participate in the Central Ohio CIO symposium. Along with Kay Nelson of Ohio State University and Angelo Mazzocco of The Dispatch Companies, we formed the CIO Symposium. I am the program chair this year. They are a great group of people. We learn a lot from each other.

## Personal History

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I was born in Pasadena, California.

Between the ages of five and eight, I was a child actor in Hollywood. I worked on television in *My Three Sons* and *Mannix*. I did commercials for *Kool-Aid* and *Milky Way*. I was also in a made for TV movie, "Wake Me When the War is Over." Even though I was very young, I think this experience has helped me to be comfortable speaking in front of people. I have always enjoyed being in front of a group of people.

When I was eight years old, we moved to a small farm in Missouri near a small town called Pocahontas. In my senior year of high school, I won a Rotary scholarship to be an exchange student in Denmark. This was an incredible experience and really opened my eyes up to different cultures.

When I returned from my exchange year in Denmark, I entered Coe College in Cedar Rapids, Iowa, in their premedicine program. In my junior year, I did a 1 month internship with a cardiologist. That 1 month experience made me realize I did not want to be a doctor.

I had been taking some computer science courses along with my medical courses. I had enjoyed the programming and had done well in the courses. So, I switched my degree to computer science.

When I graduated in 1985, my first job was with EDS at the Clark Street Cadillac plant in Detroit, Michigan. EDS has a very good training program and I was able to complete their systems engineering development program. I worked on the General Motors account in Detroit for 3 years. Then EDS assigned me to Portland, Oregon, to work for Bonneville Power for about 1½ years. I got my first taste of project management on the Bonneville Power account. Then, I was assigned to a General Motors account in Minneapolis, Minnesota, to help them build a regional support center. After 3½ years in Minnesota, I was assigned to manage an MCI account team in Colorado Springs, Colorado. We developed and managed a customer support system for trouble management. On all of these contracts, I was primarily a developer, getting the opportunity to develop into a leader.

Then, still with EDS, I transferred to Kansas City, Kansas, to manage on the Sprint account. While on the Sprint account, Sprint PCS was formed as part of a joint venture between Sprint and three cable providers. EDS had the contract to design the business processes, functionality, and organizational structure for this new business. I was given the opportunity to be the program director for this project. The project also included assisting Sprint build their call center and establishing a Program Office to manage all their projects, including the build out of their Wireless network. It was an enormous undertaking.

At the conclusion of this project, I was offered a senior vice president position at Alltel to help them build a professional services practice within one of their subsidiaries called Alltel Information Services. This company provides financial services systems mainly around banking and residential mortgages to the banking industry. I was in charge of the Strategic Technology Services Group in Little Rock, Arkansas. We specialized in project management, web system development, package implementations, and account support for our customers. This was a great opportunity for me to learn how to design and build my own consulting practice.

As it happened, Mr. John P. McConnell, CEO of Worthington Industries, was on the board of directors for Alltel. He had asked Alltel for help with his IT department. Through a series of phone calls, I was asked to offer assistance. At that time

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