Chapter XVIII

Angelo Mazzocco
The Dispatch Companies

The number one source of information in Ohio and Indianapolis.

My name is **Angelo Mazzocco**. I am currently vice president and chief information officer at the Dispatch Printing Company and Affiliates.

Personal History

I was born and raised in New Castle, Pennsylvania, just 50 miles northwest of Pittsburgh.

I obtained a Bachelor of Science (Magna Cum Laude) in mathematics and computer science from Indiana University of Pennsylvania in 1979, and an MBA (marketing and information systems) from the University of Dayton in 1981.

Before joining The Dispatch Companies, I gained valuable experience working for the following companies. My first job was at National Cash Register (NCR) in 1979. I was a programmer/analyst assigned to develop a number of systems, including an order/billing system. I was also responsible for production support. At the same time I was working on my MBA at the University of Dayton. Most nights I was either

fixing production problems or working on my courses. NCR introduced me to my profession and I will always be grateful for that. It was a great place to learn how to work hard and get rewarded for your results. Management had no problem with involving the newer employees with very significant assignments and projects.

After NCR, I joined Nationwide Insurance in 1982 as a systems manager. Here, I was responsible for information technology support for all departments and related businesses within the Nationwide Life Insurance companies. I lead the team that converted the Group Life and Health business to a new technology platform. At this time, I was also instrumental in the development of strategy and systems for the first Health Maintenance Organization (HMO) and Preferred Provider Organization (PPO) health insurance systems at Nationwide. Subsequently, we established partnerships with five other insurance companies for PPO processing. I also participated in the conversion team responsible for the integration of seven other insurance companies into the Nationwide Insurance group of companies. Nationwide taught me how to be an entrepreneur. You may ask how this could be since Nationwide is such a large company. I worked in the Group Life and Health lines of business and we operated like our own little company. This afforded me the opportunity to see the business as a whole from a customer service, sales, actuarial, legal, underwriting, medical systems, human resource, and financial point of view.

Then I moved to Andersen Consulting (now Accenture) as a consulting manager, in 1988. I was generally responsible for the financial performance of a number of Financial Services projects in the Ohio region. I was also involved in many large systems development consulting projects. These projects included new metering systems for American Electric Power, new credit card applications for Bank One, new workflows for Nationwide Insurance, and a new workers' compensation system for the state of Ohio. The opportunity to work at Andersen was extremely valuable. Not only were you taught about designing and developing new systems and technology, but you were also shown how to serve clients and create profits.

In 1991, while I was still working for Andersen Consulting, I was given the opportunity to teach in the MBA program at the Ohio State University as part of the adjunct faculty. Although what started out to be a favor to the department head of the Accounting and Information Systems department, eventually became my second career. I was so excited about the opportunity that at my first class, I brought my "personal computer," which was an IBM AT that weighed about 20 pounds, an overhead projector, and VGA Board, which allowed one to connect to the computer and show presentations via the overhead projector. The only problem was that buildings were not equipped to handle all of that output, so needless to say, the electricity in the business building shut down as a result of the overload. I seemed to do everything wrong that quarter, so I was so sure that this would be my first and last quarter teaching. However, much to my surprise, 2 weeks after the end of the quarter the department head called me to ask which classes I would be willing to teach in the subsequent quarter! I have taught at the graduate school level ever since.

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