

Nancy Brack Herlocher

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EXPERIENCE

University of Michigan, Ann Arbor, MI

February 1997 - PRESENT

Artificial Intelligence and Automation Center of Excellence Specialist

Coordinate and implement AI projects focused on administrative applications ensuring initiatives are well understood and organizational impacts are addressed. Partner with business process improvement teams and work closely with colleagues across LSA to identify opportunities for automating routine tasks and optimizing administrative workflows. Serve as the go-to consultant and mentor for staff, fostering a culture of innovation and continuous learning. Drive initiatives that use AI to improve community engagement and collaboration.

Information Technology Services Research Technology Operations Manager

Developed research technology strategies and plans, in collaboration with ARC management, U-M research and academic staff. Collaborated and provided transparency to service owners, managers, and other ITS leaders to ensure research initiatives are well understood and organizational impacts are addressed.

LSA Technology Services Senior Project Manager

Acting as project manager on a variety of projects simultaneously. Act as the service catalog manager for LSA Technology Services.

LSA Technology Services Lead of Unit Engagement

Acting as team lead of Advocacy and PM on the LSA Duo Student roll out. Develop and implement faculty and student research projects. Produce interim tools for administrative needs not able to be met in short timeframes. Examples include: Implement Zoho CRM for Dual Career program, a scheduling tool for HSSP, managing a 3D tool for Museums 301, etc. Developed the LSA IT Advocacy Pilot.

LSA Technology Services Research Consultant

Acted as team lead of Advocacy and PM on the LSA Duo faculty roll out. Developed and implemented faculty and student research projects.

SKILLS

Project Management
Conference Management
Data Security
IRB and Data Use Agreements
Construction Management
Research Equipment Support
Econometrics and Budgeting

CERTIFICATIONS

PMP 3259571
ITIL Foundations
MOR Leadership
Google Apps for Education
RYT500

EDUCATION

The Pennsylvania State University, University Park, PA — BS, Economics MA work in Economics

June 1985 - May 1989 (BS) August 1992-April 1993 (MA work)

MA level econometrics as my undergraduate electives and worked as a TA.

Completed the PhD Econometrics as my masters coursework.

Produced interim tools for administrative needs not able to be met in short timeframes.

Economics (Technical Research Support & Grants Admin)

Supported faculty and graduate research from acquiring data via UFA or collection to publication and distribution. Additionally provided pre-award grants administration, budgeting and data management creation.

The Gerald R Ford School of Public Policy (Director of IT)

Worked with Ford School to develop an IT team, create services for various Dean's cabinet initiatives and act as the primary technical lead on the construction of Weill Hall.

Population Studies Center (Systems Admin/Statistical Analysis)

Joined PSC after previously reviewing the P30 center. Provided unix and statistical analysis support to various researchers.

Other positions: Statistics (Sys Admin), Mathematics (Sys Admin), Linguistics (Sys Admin) Support of research computing.

Crosby Benefit Systems, Newton, MA — Database Designer/Technical Sales

July 1995 - December 1996

Acted as technical sales lead in database design for clients. Developed technical database structure, interfaces and services to clients. Worked with customers to gather their needs and objectives then produce the required product on schedule.

Population Research Institute, University Park, PA — Manager Information Technology

August 1993 - June 1995

Provided technical support, operation support of Apple and Sun systems, networking and desktop computing for this NIH research institute including external reviews of other centers across the United States.

Central Vermont Public Service, Rutland, VT — Capital Budget Analyst

April 1990 - August 1992

Forecasted revenue using SAS and Fortran. Performed cost/benefit analysis for capital expenditures. Assisted in implementing upgrades and enhancements to the general ledger system.

COMPUTER LANGUAGES & SOFTWARE

Languages: Fortran, SAS, Stata, SPSS, Perl, Python, R

Operating systems: Unix, Linux, Mac OS, Windows

References

Brian Jacob

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Mark Montague

TITLE: Manager, Web Hosting and Information Systems

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Merlis Nolan

TITLE: Senior Manager LSA Units

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CURRENT PROJECT PORTFOLIO

Develop the LSA Artificial Intelligence and Automation Center of Excellence — *Improve and create opportunities to apply AI to administrative processes*

Goal of creating a framework for intake, application and operation of artificial intelligence and automation improvements for the college of LSA.

PAST PROJECTS

ARC-ITS Web Update Project — *Transition from old site platform to a set of ITS provisioned services.*

LSA Technology Services Component of ITS Google File Storage Limits — Develop and implement a set of recommendations for file storage locations based on type of work and impact to LSA budgets.

LSA Technology Services Project Management and Task Management Tool Acquisition — Vet requirements and conduct RFP.

LSA Technology Services Implementation of UMRCP — *Create early project plan for execution.*

LSA Technology Services Project Management Service and Tool — *Develop and implement an approach to project management for the organizational prioritization of projects, lifecycle framework, training and portfolio visibility including common language, process and metrics for the organization to make data and resource driven decisions.*

LSA Technology Services Project for Chemistry Applications — *Secure and upgrade outdated applications*

LSA Technology Services Technology Services Website Fall 23 Content Refresh — *Update for new services/focus.*

LSA Technology Services Component of ITS Zoom Phone Project — *PM Services and Unit Ambassador for the college.*

LSA Administrative Leadership COVID-19 Communications — *Developed a joint communication tool for LSA operations.*

LSA TeamDynamix — *Developed a training program, service catalog and project management framework.*

LSA Liaison Pilot — *Developed a program for business relationship management across the College of Literature Science and the Arts for 53 of 111 units.*

LSA Duo@Weblogin for LSA Faculty, Staff, Student Employees — *Collaborated with ITS with the implementation of Duo for Weblogin across the College of LSA for over 10,000 people in 4 months.*

LSA Hardware and Software Support Policy — *Developed and gained the formal policy approval for procurement and support for Hardware and operating systems across the College of Literature Science and the Arts.*

Michigan IT Symposium — *Produce the program and reusable project plan for the University of Michigan wide training symposium for all IT Staff.*

Advocacy Program — *Develop a pilot for concierge information technology support for the College of Literature Science and the Arts then expand to a full service offering.*

Getting Started Guide — *Develop a print and electronic format for helping onboard new faculty to LSA.*

NMR Billing Program — *Develop billing system for our NMR devices.*

Technology Infrastructure of Weill Hall — *Provided the technical project management for the networking, lab and classrooms of Weill Hall for the Gerald R. Ford School of Public Policy.*