

2017 FCCA National Conference Presenter Biographies

Troy Baas comes from Alabama Southern District. He is an Information Technology Administrator and has been with courts for 16 years. Troy is currently working with the National Active Directory (NAD) group at the Administrative Office of the U.S. Courts (AO) as a TDY\Exchange employee. The AO owns him 90% of the time, while Alabama Southern has him for 10%. Troy is 3rd tier help desk for NAD and works with courts all over the U.S. with migrating to National Active Directory. Troy is currently working with California Central District Court, California Northern Probation, New Jersey Bankruptcy and District, and the Fifth Circuit Court of Appeals with their court migrations. When not working, he loves attending Auburn football games, playing golf and working out.

Tanya Bankston has been a member of FCCA since her employment with US District Court Eastern District of Michigan in 2011. She attended her first FCCA conference in 2012, and she was captivated by her fellow clerks across the country with their loyalty, dedication, and professionalism. She has worked in both the state court and federal court for more than 22 years.

In addition to her coaching certification from the Universal Coach Institute, she also holds a Master's degree in Leadership, a Bachelor's degree in Community Development and Health Science, and a graduate certificate in Human Resources—all obtained from Central Michigan University. Tanya loves sharing her presentations on team building, diversity, leadership, and change management every chance she gets, where she always encourages participants to "Aim High, Take Flight & Come Soar to Greater Heights."

Lee Ann Bennett was recently appointed as the Deputy Director of the Administrative Office of the United States Courts. For the past 25 years, Lee Ann worked with the United States Bankruptcy Court for the Middle District of Florida, the past ten years as its Clerk of Court. Prior to her appointment as Clerk of Court, Lee Ann served as in several managerial capacities, including Acting Clerk, Chief Deputy Clerk, and Deputy-in-Charge. Before starting her career with the bankruptcy court, she was employed by a Chapter 7 panel trustee in Wilson, North Carolina, and later by a boutique bankruptcy law firm in Atlanta, Georgia.

Throughout Lee Ann's career with the bankruptcy court, she has been actively involved with national efforts to improve the Judiciary. She was appointed by the Administrative Office to numerous committees, councils and working groups within the court system. These include the Human Resources Advisory Council, the Budget and Finance Advisory Council's Voluntary Shared Services Subgroup, the Court Sizing Formula Working Group, and the Bankruptcy Clerks' Staffing Formula Steering Group.

From 2012 to 2016, Lee Ann served as the clerk representative to the Judicial Conference Committee on the Administration of the Bankruptcy System. She also served as the Chair of the Bankruptcy Clerks' Advisory Group from June 2015 to March 2017. Lee Ann is the immediate Past President of the National Conference of Bankruptcy Clerks, having served as its president for two years. Lee Ann has served on NCBC's Board since 2009. In 2015, Lee Ann received Administrative Office Director's Award for Outstanding Leadership, which "recognizes managerial-level employees who demonstrate exemplary stewardship of court resources, while advancing programs with a nationwide impact that improved service to the public." In 2016, the National Conference of Bankruptcy Judges named Lee Ann the recipient of the President's Award for her efforts with NCBJ's Legislative Committee.

Lee Ann is a graduate of Atlantic Christian College in Wilson, North Carolina; Meredith College in Raleigh, North Carolina; and the Crummer Graduate School of Business in Orlando, Florida.

Captain Douglas J. Bradt, U.S. Navy (Retired) is a member of the Speakers Bureau at the USS Midway Museum in San Diego, California. He received his Bachelor of Science degree in Business Administration from Ohio State University in 1965 and was commissioned an Ensign at Officer Candidate School in 1966. In 1968, he was designated a Naval Aviator and during the Vietnam Campaign from 1969-1970, he flew 110 combat mission. In 1971, he earned his Master of Science in Personnel Management from the U. S. Naval Postgraduate School.

From 1966 until his retirement from the U.S. Navy in 1994, Captain Bradt served eight (8) staff tours and four (4) command tours, listed below:

Staff Tours:

- 1966-1967, Communications Officer, Commander Fleet Air Wing 3
- 1972-1975, Company Officer, U.S. Naval Academy
- 1978-1979, Student, U.S. Naval Staff College
- 1983-1985, Air Officer, USS Independence (CVA-62)
- 1986, Senior Officer Topgun Course, NAS Miramar
- 1987-1989, Assistant Chief of Staff for Operations, Battle Force Seventh Fleet/Commander Joint Task Force Middle East
- 1991, Force Readiness Officer, Commander Naval Air Forces Pacific Fleet
- 1993-1994, Director of Education, Chief of Naval Education and Training

Four Command Tours:

- 1982-1983, Light Attack Squadron 83 (A-7)
- 1986-1987, Carrier Air Wing 30 (F-14, F/A-18, A-7, A-3, A-6, EA-6, E-2C)
- 1989-1991, USS New Orleans (LPH-11)
- 1991-1993, USS Belleau Wood (LHA-3)

After his retirement from the U.S. Navy, Captain Bradt was employed by DynCorp, an American global service provider, serving as Director of Aviation Maintenance at the Johnson Space Center, TX from 1994-2001, as Command Staff Advisor to the Commander of the Kuwait Air Force from 2002-2003, as VP of Business Development for DynCorp International Dubai in the United Arab Emirates (UAE) from 2004-2007, and as VP of Business Development for DynCorp International Abu Dhabi, also in the UAE, from 2011-2012.

Dana Chapman serves as the Director of Education for the Federal Judicial Center, located in the Thurgood Marshall Federal Judiciary Building, Washington, DC. The FJC provides education and training programs throughout the U.S. for judges and employees of the federal courts. He arrived at the FJC early in 2016 from the U.S. House of Representatives, where he was chief committee counsel to the House Select Committee on Benghazi. For the bulk of his professional career, Dana was a judge advocate on active duty with the U.S. Army, retiring as a Lieutenant General in 2013 after serving 4 years as the 38th Judge Advocate General of the Army, with duty at the Pentagon. In that position he led nearly 5,000 lawyers and a similar number of paralegals providing legal services to Soldiers and Army commands throughout the world. As a judge advocate, Dana commanded The Judge Advocate General's Legal Center and School (TJAGLCS) in Charlottesville, Virginia, and spent nearly 10 years as the senior legal advisor in operational assignments that included Delta Force, the Joint Special Operations Command, U.S. Special Operations Command, and U.S. Central Command. A graduate of West Point and Stanford Law, Dana earned an LL.M. in Military Law from TJAGLCS and a Masters in Strategic Studies from the U.S. Army War College, located in Carlisle, Pennsylvania.

Maurice L. Christopher, IT Projects Manager for the U.S. District Court, Northern District of New York has been with the court 15 years. Starting his career as an automation support specialist, Maurice has been involved with various local/national automation initiatives. Maurice is currently the lead programmer on the Judiciary Inventory Control System (JICS), an asset management system that works with the financial system.

Dr. Maureen E. Conner is a professor and director of the Judicial Administration Program and JERITT Project at Michigan State University (MSU) School of Criminal Justice. Dr. Conner joined MSU in 1991 where she was responsible for creating the foundational knowledge base for judicial branch education, which resulted in the publication of numerous monographs, multiple resource guides, and articles. She also launched, and continues to lead, the Master of Science degree and two certificate programs in judicial administration where she teaches students from across the globe. Dr. Conner consults frequently for courts and other judicial branch organizations within the United States and internationally. Most recently, she has been working in Ukraine.

Her research and technical assistance expertise is in mentoring and professional development; comprehensive curriculum, program, and faculty development; needs assessment and evaluation; institutional capacity building; visioning and strategic planning; and judicial branch leadership. Prior to her tenure at MSU, Dr. Conner was the education program manager for the Michigan Supreme Court's Judicial Institute and the director of education for the Supreme Court of Illinois, Administrative Office of the Courts. Dr. Conner holds a doctorate degree in sociology, a master's degree in public administration, and a bachelor's degree in criminal justice.

Laurie Corcoran is a prisoner-litigation staff attorney from the District of Utah. She has been there for seventeen years, after working for a judge on the Utah Court of Appeals. She is a graduate of Brigham Young University law school, class of 1994. Before that, she was a police fingerprint analyst and crime scene investigator in Orange County, California, for many years. In 1989, she graduated from California State University, Fullerton, with a B.S. in Human Services.

Kyle L. Crockett is currently on a one year temporary duty assignment with the Court Services Office, Case Management Branch, working on the development and implementation of NextGen CM/ECF. Kyle's home court is the Bankruptcy Court in the District of Utah where he has served the Judiciary for 18 years. Kyle, his wife, and three children are living in Northern Virginia during his temporary duty assignment.

James A. De La Torre, CRPC has over 27 years of experience counseling federal employees on financial matters and the intricacies of their federal benefits and retirement systems. Jim has conducted federal benefit and financial planning seminars in all 50 states and is an active presenter at federal conferences and professional associations in the area of financial/retirement planning and federal benefits. Jim has appeared on the radio show "Fed Talk" and is an active participant in the federal employee blog "Federal Soup." Jim graduated from the Hotel & Restaurant Management Program at the City College of San Francisco and is the president of his own firm, FedAdvantage. He holds a Charter Retirement Planning Counselor (CRPC) professional designation from the College for Financial Planning and is a member of the Financial Planning Association (FPA).

Lou Gil has been employed by the Systems Deployment and Support Office (SDSO) of the Administrative Office for 18 years. During his 36 year training career, he has worked as a training developer and presenter for several major financial and customer service oriented corporations and as an independent training consultant. Lou began his tenure with the SDSO training in the Judge's Automation training program. Since then, he has been the primary developer and trainer for the "Train-the-Trainer" program, has been a frequent speaker at national conferences, and has been involved in the development of various electronic learning modules offered by the SDSO.

Joe Haas is the Clerk of Court for the United States District Court for the District of South Dakota. He has been a member of the FCCA since 1980 and was the FCCA president from 1988 -1989 and again from 2001-2003. Mr. Haas holds a BA and MA in Economics from the University of Washington and a JD from the Seattle University School of Law. He is a member of the Washington State Bar Association and his list of interests outside of the court include coaching Club Volleyball and serving as a Ski Patrol Volunteer.

Cliff Harlan is the Assistant Circuit Executive for the Space and Facilities Unit in the Ninth Circuit's Office of the Circuit Executive. As the Assistant Circuit Executive, he manages staff providing support for space and facilities projects throughout the Ninth Circuit and coordinates the work of the Ninth Circuit Space and Security Committee. He administers several different programs related to space projects and has spearheaded the Ninth Circuit's space reduction efforts, which have led to annual rent savings of more than \$8 million across the circuit. Mr. Harlan has taken a leadership role in several national space programs, including the Service Validation Initiative with the General Services Administration (GSA), for which he received a Director's Award. Prior to becoming Assistant Circuit Executive in 2008, he was the circuit architect and worked on many projects throughout the Ninth Circuit, including new courthouses in San Diego, Eugene, and Great Falls, and major courthouse renovations in Portland and Seattle.

Mr. Harlan received his B.A. in architecture with honors from Princeton University. He is a licensed architect with more than 25 years of experience working on a variety of project types. Before joining the judiciary, Mr. Harlan worked at a large private sector firm on numerous projects in the San Francisco Bay Area and provided project management for international clients with projects in Latin America and China. Mr. Harlan has received several awards in his field including the California Preservation Foundation 2002 Preservation Design Award for his work on the renovation of the historic Fairmont Hotel.

Stephanie Hemmert has worked with the Federal Judicial Center since May 2006. As a current Senior Judicial Education Attorney in the Judicial and Legal Education team, her primary responsibility is developing curriculum, based on adult education principles, for federal judges and attorneys. Stephanie has also developed education programs on management and operational issues for clerks of court and staff of the federal circuit, district, and bankruptcy courts. Before joining the Federal Judicial Center, Stephanie, a graduate and current Adjunct Professor at George Mason University School of Law, practiced at a civil litigation firm in Alexandria, Virginia.

Prior to law school, Stephanie was in the Property and Casualty insurance industry, worked as a Learning Consultant at the world headquarters of Chubb & Son, consulting with senior business managers, assessing business unit needs, and providing web and classroom-based learning solutions in line with company strategies. She also worked as a Commercial Lines Underwriter and as a Training Specialist at Selective Insurance, a regional insurance company.

Stephanie graduated with honors and Phi Beta Kappa from Rutgers University in New Brunswick, New Jersey with a B.A. in Economics. Stephanie holds her Bronze Level Certification from Kirkpatrick Partners, is a Certified Association for Talent Development (ATD) Master Trainer, and has a Facilitating Synchronous Learning Certificate from ATD. She is also a member of the International Society for Performance Improvement (ISPI) and the National Association of State Judicial Educators.

Judge William Terrell Hodges received his B.S.B.A. and J.D. degrees from the University of Florida, where he was Executive Editor of the University of Florida Law Review, and entered private practice in Tampa in 1958. After thirteen years as a litigator with the same firm, having served on several committees on the Florida Bar and the local Bar Association, he was appointed in 1971, at age 37, as United States District Judge for the Middle District of Florida. He assumed Senior Status in 1999, but continues to maintain a full case load, as well as active participation in the committee structure of the Judicial Conference of the United States and other activities relating to judicial governance and judicial education. His judicial experience in that respect includes:

- Chief Judge of the Middle District of Florida (1982-1989).
- Chair, Committee on Pattern Jury Instructions, Fifth Circuit (1977-1981), Eleventh Circuit (1981-2005).
- President, District Judges Association of the Eleventh Circuit (1981-1982).
- Member, Circuit Council of the Eleventh Circuit (1981-1986)
- Member, Judicial Conference Committee on the Operation of the Jury System (1982-1987).
- Member, Federal Judicial Center Subcommittee on Pattern Jury Instructions (1982-1987).
- Chair, Federal Judicial Center Bench Book Committee (1987-1993).
- President, Tampa Chapter, American Inns of Court (Ferguson-White Inn) (1987-1989).
- Chair, Judicial Conference Advisory Committee on the Federal Rules of Criminal Procedure (1990-1993).
- Federal Judicial Center, frequent lecturer on the management of protracted civil and multi-defendant criminal trials (1982-1995).
- Member, Judicial Conference ad hoc Committee on Habeas Corpus Reform (Justice Lewis F. Powell, Jr., Chair, report made by statute to Congress) (1995).
- President, Jacksonville Chapter, American Inns of Court (Chester Bedell Inn) (1996).
- Member, District Judges Advisory Group, United States Sentencing Commission (1996).
- Member, Judicial Conference of the United States, District Judge Representative of the Eleventh Circuit (1993-1999).
- Chair, District Judge Representatives on the Judicial Conference (1997).
- Member and Chair, Executive Committee of the Judicial Conference (Member, 1994-1999) (Chair, 1996-1999).
- Chair, United States Judicial Panel on Multidistrict Litigation (28 U.S.C. §1407) (2000-2007).
- Member and Chair, Judicial Conference Committee on Court Administration and Case Management (CACM) (Member, 2010-2014; Chair, 2014-present).

Honors and Awards:

- Outstanding Jurist of the Year, Tampa-Hillsborough County Bar Association (1981).
- Honorary Doctor of Laws, University of Florida (1999).
- The Florida Bar, William M. Hoeveler Judicial Professionalism Award (2003).
- Edward J. Devitt Distinguished Service to Justice Award (the Devitt Award), American Judicature Society (2003).
- The American Inns of Court Foundation, Professionalism Award, Eleventh Circuit (2007).

William "PJ" Isbell is a programmer analyst in the U.S. District Court for the Southern District of Alabama and has been with the court for 13 years. PJ was the original developer for, and helped the Administrative Office (AO) with creation of, the Offender Payment Enhanced Report Access (OPERA) system for Probation Offices around the country. OPERA was developed to provide Probation with access to report data for criminal debt payments. In 2009, the AO released OPERA nationally for Probation Offices around the country. In 2010, PJ and the OPERA team were awarded the Director's Award for Excellence in Court Operations. PJ has been on a Temporary Duty Assignment (TDY) for the AO since 2010 and has had a hand in creating many enhancements to OPERA. Most recently, he helped to bring OPERA access to the Department of Justice Financial Litigation Unit to assist them in auditing criminal debt payments. OPERA aids Probation and the DOJ in tracking billions of dollars of fine and restitution criminal debts.

In addition to OPERA, PJ served as the IT Committee Chair for the FCCA from 2012-2016. He is the custodial officer for his court and serves as a board member for the Judiciary Inventory Control System (JICS) and has recently begun collaborating on a new Judiciary Dashboard for judges and CUE's that is being developed by the Connecticut District Court. Apart from nerd stuff, PJ enjoys time with his wife and their four kids, the outdoors, and just about anything and everything creative. He is especially fond of ice cream making and wood working.

Marlin Jackson has been with U.S. District Court for the Southern District of Alabama for 18 years. He graduated from Remington College in Electronic Engineering/CIS and is a current Michigan State University (MSU) student. He joined the court as a systems analyst and he now serves as the Assistant I.T. Manager responsible for the network infrastructure. Marlin recently finished a TDY for the AO on the National Active Directory Team, where his job was to assist and lead new courts into the NAD infrastructure so that single sign-on can be achieved with national applications. Currently, Marlin is a member of the Ambassadors Program for the Implementation of the Office 365 project. Marlin enjoys working for the courts, and is willing to do any task to strengthen the judiciary's technical future.

Robert Janzen has been with the District of Utah in the IT Department for 22 years. He provides Informix database, perl and web programming support. He holds Bachelor of Science and Masters of Public Administration degrees from Brigham Young University.

Leigh Kinzer is the Operations Administrator for the United States District Court for the District of Kansas in the Kansas City, Kansas office. Leigh has worked for the Clerk's Office since 1990 and has held several positions in the court. She has been involved in the NextGen CM/ECF project since 2009. She was co-chair of the Clerk's Office Functional Requirements Group, spent two years on an assignment in DC working on that project, and is currently leading the District of Kansas' effort in implementing the system as a pilot court.

Thaddeus Krawczyk Jr. is a PC Systems Administrator in the Systems Department for the US District Court for the Northern District of Illinois. He has been with the court for almost three years. Thaddeus designs and conducts the annual and new hire IT Security Training for the entire court. He also writes a monthly newsletter for the court that provides IT security tips and advice. Outside of work, he is currently pursuing a Master's of Science degree in Software Engineering from Loyola University at Chicago.

Stephanie Lawley is a Management Analyst for the District of Alaska. She was a Judicial Assistant to the Honorable Timothy M. Burgess, Chief Judge for the District of Alaska for ten years. Prior to her employment with the U.S. District Court, she worked for the Alaska State Courts, the Alaska Judicial Council and for the President of the Alaska State Senate. Stephanie received her B.A. in Criminal Justice from Stephen F. Austin State University in Nacogdoches, Texas and her Master's Degree in Public Administration from the University of Alaska Anchorage. She completed the Michigan State University's Judicial Administration Certificate and was a 2016 graduate of the Federal Court Leadership Program. Stephanie served as President of the Federal Judicial Assistant's Association for three years. She also completed a Temporary Duty Assignment at the AO's Office of Long Range Planning working on the *Strategic Plan for the Judiciary*.

Sheryl Loesch is the recently appointed Clerk of the United States Bankruptcy Court for the Middle District of Florida. For the previous 18 years, Ms. Loesch served as the Clerk of the District Court for the Middle District of Florida. Prior to that appointment, she served as the Chief Deputy Clerk for the District of Kansas for three years. Ms. Loesch began her career in the federal judiciary serving as the Deputy in Charge of the Jacksonville Division of the United States District Court for the Middle District of Florida from 1989-1996.

Ms. Loesch currently serves as Clerk liaison on behalf of the Federal Court Clerks Association to the International Judicial Relations Committee and is currently the Chief Administrative Officer of the International Association for Court Administration. She is a Past President of the Federal Court Clerks Association and has served on a court management review team and as a faculty member for the Federal Judicial Center.

Ms. Loesch has served as a consultant to international courts, traveling to Egypt, Montenegro, Slovenia, Serbia, Bulgaria, Namibia and Mali to work on court reform projects, judicial management seminars, and court enhancement projects. She holds a Master's Degree in Public Administration from the University of South Florida.

Dr. Richard Marshall is a Senior Education Specialist in the Education Division, Management and Professional Development Education branch of the Federal Judicial Center. At the FJC, he has managed programs such as the Federal Court Leadership Program, the National Educational Conference for Clerks, Executives, and Chief Deputies of the U.S. District Courts, and the Juror Management and Utilization Workshop. He teaches professional development courses on topics such as customer service, project management, memory skills, education, training & development, presentation skills, and managing former peers. Prior to joining the FJC in 2008, Dr. Marshall was the Executive Director of the Pound Civil Justice Institute, a legal think tank in Washington, DC. He has been a Visiting Assistant Professor at the University of Illinois and a visiting instructor and pre-law advisor at Eastern Illinois University. Dr. Marshall received his B.A. in Political Science and English from the University of Delaware and a Masters and Ph.D. in Political Science from the University of Illinois at Urbana-Champaign.

Margaret Sheehan McCaleb is the NextGen CM/ECF Project Director at the Administrative Office of the U.S. Courts, where she has worked since 1990. Ms. McCaleb previously served for 10 years as the Project Manager for the appellate version of the CM/ECF software and before that, as an analyst for the bankruptcy version of CM/ECF, in its pilot phase. Prior to joining the AO, she worked as the system administrator for a law firm in Washington, D.C., and before that, she co-authored a book, Over the Wire and On TV, about the media coverage of the 1980 presidential campaign.

Jared "Jay" McConathy is the CM/ECF Analyst for the U.S. District Court in the Eastern District of Texas. Jay has been with the courts for 16 years, starting with U.S. Bankruptcy Court for the Eastern District of Texas, where he brought the court from Bancap to the "New" CM/ECF. In that process, it was determined that a system to quality control the docketing of attorneys was needed. For that purpose, he wrote the precursor to QCS, QAX, which was solely for bankruptcy courts and is still being used by a few courts today. During this time QAX was modified to work with the district courts data and re-named QCS. After seven years, Jay moved to Texas Eastern's Probation Office, where he worked for three years as the PACTS Administrator. Jay then made the transition to his present court, and resumed ownership of QCS. It has grown a bit since QAX but is essentially the same program with the purpose of making QC easier for the court. He lives in Tyler, Texas with his wife and three kids.

William M. McCool was appointed District Court Executive/Clerk of Court for the U.S. District Court for the Western District of Washington in September 2010. Bill was the Clerk of Court for the U.S. District Court for the Northern District of Florida from June 2002 until August 2010 and the Chief Deputy Clerk in Tucson, Arizona, for the District of Arizona from January 1996 until June 2002. Bill grew up in Eugene, Oregon, and received his Bachelor of Arts Degree from the University of Oregon (Let's Go Ducks!) and his Master of Science Degree in Judicial Administration from the University of Denver's College of Law. Bill was president of the Federal Court Clerks Association from 2007 -2009, chair of the District Clerk's Advisory Group from 2008-2009, and a member of the Budget and Finance Advisory Council from 2007 - 2010. Bill is currently the clerk advisor to the Judicial Conference Committee on Court Administration and Case Management and a member of the Financial Managers Working Group. He lives in Snoqualmie, Washington, with wife Chris and daughter Madison.

Eric McElvenny graduated from the United States Naval Academy in 2006 and was commissioned an officer in the United States Marine Corps. He served seven years as an infantry officer while supporting missions worldwide. Eric looks forward to sharing his story of the journey from the military, to the finish line in the Ironman World Championships in Kona, Hawaii. When not competing or sharing inspiration, Eric can be found in San Diego, California with his wife and three children.

Brett Moseley joined the Administrative Office of the U.S. Courts in 2014 as the Deputy Chief Information Security Officer. His role is to ensure the confidentiality, integrity, and availability of systems, networks, and data through the effective management of the Judiciary's National Information Technology Security Program. Prior to joining the Judiciary, Mr. Moseley managed the network and security services for a variety of organizations including the National Institutes of Health (NIH), PricewaterhouseCoopers and General Electric.

Julie Owens works for the U.S. District Court in the Eastern District of Michigan as a Case Manager Generalist/Case Coordinator. She actively works on developing and maintaining constructive relationships, being cooperative with others and attempting to resolve conflicts in a positive and courteous manner. Starting in the Public Service Department in 1997, Julie was promoted to the position of Case Manager in 2000. She has trained new case managers and acts as a mentor to her colleagues.

Julie is a member of Federally Employed Women (FEW), Motor City Chapter and serves as chapter Vice President. She also volunteers for Winning Futures as a mentor for high school students. A lifetime member of the Federal Court Clerks Association, Julie serves as the 6th Circuit Representative on the Deputy Clerk's Council. Her other achievements include three nominations for the U.S. District Court Chief's Award, recipient of the 2014 Chief's Award, 2016 Winning Futures Mentor of the Year Award and certifications as a ProLiteracy Tutor, Life Skills and Career Readiness Coach and Microsoft Access Developer.

Andrea Redmon is the Chief Deputy Clerk for the U. S. Bankruptcy Court for the Northern District of Oklahoma. She has worked for several courts during her 26 years in the federal judiciary including: the Bankruptcy and District Courts for the Northern District of Georgia, the Eastern District of Virginia Bankruptcy Court, and the Eastern and Western Districts of Arkansas Bankruptcy Court. Andrea is currently serving on a Temporary Duty Assignment (TDY) assignment with the Administrative Office (AO), working for the Technology Solutions Office on Business Transformation. In that assignment, she is responsible analyzing business processes that are consistent across the courts and identifying technology that may assist courts in being more efficient. In that effort, she is currently supporting the new Best Practices Working Groups formed in 2016.

Andrea has worked on many national projects and boards, such as the FJC Advisory Board, BMAP, and the NextGen requirements group. She is also a trainer for the FJC Code of Conduct Program. Andrea is a graduate of the Federal Court Leadership Program and has served on the Board of Governors for the National Conference of Bankruptcy Clerks (NCBC).

Jennifer L. Richter is an Education and Multimedia Specialist who began her work with the Federal Judicial Center in 2014. Ms. Richter's work at the Center includes designing and leading the *Management Development Pilot Program* (2015), co-organizing the National Court Unit Executive Conference (2016), producing a variety of FJC-based video productions (2014 – present), and her current task of designing a video-based tool kit for the New Chief Judges' Program.

Ms. Richter has over 15 years of experience designing, developing and enhancing training programs and curriculums for online, blended and classroom delivery. Her previous work as a Senior Instructional Designer at the Windwalker Corporation focused on designing cutting-edge, interactive, multimedia training programs and products with a special emphasis on video production. Her clients included the U.S. Army, U.S. Postal Inspection Service, U.S. Office of Inspector General, Veteran Affairs Administration, and Amtrak.

Ms. Richter has written and produced over 32 brief video segments, 46 animated segments, and five documentary-style videos of at least 30 minutes for program with visibility of over 1.5 million viewers. Her diverse training portfolio of programs and products includes videos, animations, interactivities, web-comics, and audio and visual presentations.

Ms. Richter also brings to the table over 16 years of experience in event planning and program management, which she puts to use regularly volunteering for The Keegan Theatre, where she is a company member and actor, and the Burning Man global leadership community, where she was recently cited among the Global Leadership Conference's "Women Leaders You Should Know."

Kenneth Russo is currently the Director of Software Development for the United States Court of Appeals for the Fifth Circuit. Ken has been solving problems for the judiciary for over 25 years. He was originally hired by the Circuit Executive's Office as a programmer in 1990 where he wrote a number of programs for the court, including BudMan, a financial management application that was employed by over 150 court units in the mid-1990s. He later became the Systems Manager and Data Network Administrator for the court, during which time he created the .dcn domain name and connected the DCN to the Internet, for which he was recognized with the Director's Award for Outstanding Leadership in 1998. He joined the Clerk's Office in 1999, once again developing software for the court. For the last three years he has been a part-time Temporary Duty Assignment (TDY) with the Case Management Systems Office, where he works with their staff to incorporate CiteLink and Mobile Briefcase into NextGen CM/ECF. In his personal life he has been married to his lovely, and patient, wife Leslie for over 25 years with whom he has two daughters.

Dr. Michael Eric Siegel is a Senior Training Specialist in the Division of Education of the Federal Judicial Center in Washington, D.C. He organizes, conducts, and evaluates education and training programs for federal judges and court unit executives in change management, negotiation and conflict management skills, and leadership development. He and two colleagues received the Center's 1994 Director's award for their work in leadership development for probation and pretrial services officers and managers. In August 2001, he received an Achievement Award from The National Conference of Bankruptcy Clerks for his leadership in educating court personnel.

Dr. Siegel received his Ph. D. in political science from Tufts University and served as an Eli Lilly Endowment postdoctoral teaching fellow at Purdue University. Dr. Siegel teaches as an adjunct professor of government at The American University and Johns Hopkins University. He received the 1993 American University Faculty Award for Outstanding Teaching-Adjunct Appointment.

Dr. Siegel is the author of *The President as Leader* (Routledge, 2015) and has published over 15 articles on political science, leadership and criminal justice in professional journals. He has served as a consultant on judicial reform and rule of law issues in The Czech Republic, Serbia, Argentina, Algeria, and the Republic of Georgia. From June 2001 through July 2003, he served as chairman of the Juvenile Justice Commission in Montgomery County, Maryland.

Todd Steiner has served as the Chief Deputy Clerk in the U.S. District Court for the Northern District of Indiana since October 2013. Before that he was the Director of Information Services in the same court for 21 years. He began his federal career as a Systems Administrator in the Bankruptcy Court in Northern Indiana. From 2012-2013, Todd spent one year at the Administrative Office in Washington, D.C. as a resident in the Director's Leadership Program, focusing on implementing a Judiciary Cloud. He is a graduate of the FJC's Federal Court Leadership Program. Most recently, he has been active in conducting training for the FJC's Management Development Program.

Donna Stienstra is a senior researcher at the Federal Judicial Center. Her work focuses on issues related to court administration and case management. She has published extensively on court-related subjects, including studies of appellate procedures, trial court case management practices, and alternative dispute resolution procedures. She established a Program for Consultations in Dispute Resolution, which provided on-site consultations for U.S. federal courts that wished to establish alternative dispute resolution programs. She is currently conducting a study of the use and effectiveness of alternative dispute resolution in eight federal district courts. Ms. Stienstra regularly consults with court systems in other countries, focusing on dispute resolution, case management, and court administration, and speaks frequently to bar groups, law schools, and judges from the U.S. and other countries.

Robin Trevillian has been the point of contact on the *Guide to Judiciary Policy*, Volume 11 since shortly after she joined the Administrative Office (AO) in 2009. She is also the point of contact for judiciary delegations and assists in resolving allegations of fraud, waste, and abuse. Prior to joining the AO, Robin was a consultant assisting federal agencies with strategic planning and program evaluations.

She started her federal career at the Department of Justice with positions in the Justice Management Division and served as a Deputy Executive Officer for the Criminal Division. In 1997, Robin was selected as the Assistant Director for Administration for the National Drug Intelligence Center. She also served as the Executive Officer for the U.S. Agency for International Development's Mission to Sofia, Bulgaria.

Hanna Umanskiy is an Education Specialist at the Federal Judicial Center where she develops interactive education programs and videos for federal judges and court staff. Before joining the Center, Hanna used her skills and knowledge to support US Special Operations Command language training missions as well as DEA Academy education programs. In particular, she created instructor-led and web-based courses, self-paced trainings, tutorials, simulators, scenarios, games, animated courses and videos for legal, forensics, financial, and tactical sections of the agencies. Hanna holds an M.A. in Adult Education from Kherson State University, *magna cum laude*, an M.P.S. in Journalism and Media Studies from the University of Warsaw, and a B.A with a double major in Applied Linguistics and Education from Kherson State University, *magna cum laude*. Ms. Umanskiy is a member of e-Learning Guild and National Language Service Corps.

Kelly Van Dyke is the CM/ECF Administrator for the Western District of Michigan. She has been with the court for 30+ years, starting as a docket clerk, and advancing through numerous positions. As Operations Manager, she led court operations through the major transitions from paper docketing to ICMS, and again to CM/ECF. Since 2004, Kelly has focused on CM/ECF, innovations, and court-wide projects, and is always seeking efficiencies for court processes. Kelly is married and has four sons who keep her busy. When she's not attending to them or glued to a computer, she enjoys gardening, boating, landscape and interior design.

Don Vincent is the Assistant Circuit Executive for Information Technology in the Office of the Circuit Executive for the Ninth Circuit. He has a Bachelor of Science Degree in Information Systems from the University of San Francisco. As Assistant Circuit Executive, Don provides proof of concept policy leadership to region-wide judges, administrators and systems managers on emerging information and telecommunications technologies and their applications to the courts and trial process. He participates in the formation of national policy for the federal courts, represents the Ninth Circuit on information and telecommunications technology issues, coordinates Ninth Circuit IT Committee meetings and serves as liaison between the Administrative Office of the U.S. Courts (AO) and the region. Don and his team are in charge of organizing the Ninth Circuit's annual court Technology Users Group (TUG) conference, which promotes court funded technologies.

April K. Wiggs is the Division Chief of Enterprise Project Services Division at the Administrative Office of the United States Courts (AO). Previously, she was the Assistant Vice President of Program Management for Government Services, a data intelligence company. She has federal government and private industry experience in Information Technology, Finance, Operations and Marketing. Ms. Wiggs holds a Chief Information Officer (CIO) Institute Executive Program Certification from Carnegie Mellon University, a Master's of Science in Management of Information Technology from the University of Virginia, and a Bachelor degree in Business Administration in Finance from Howard University in Washington, D.C. She is an Advisory Board Member for the McIntire School of Commerce at University of Virginia (2008 – Present) and is a Certified Project Management Professional (PMP), Certified Scrum Master (CSM), and is ITIL v3 Certified.

Katherine Zogas is the career law clerk to U.S. Magistrate Judge Jonathan E. Hawley in the Central District of Illinois, and she is currently on a one year temporary duty assignment (TDY) with the Judicial Services Office at the Administrative Office of the U.S. Courts (AO), where she is assisting with the development and implementation of NexGen CM/ECF. Katherine previously served as a pro se law clerk and as a term clerk for Senior U.S. District Judge Michael M. Mihm in the Central District of Illinois.