

TribalNet: A Decade of Dedication at a Glance



Founded: 1999

Mission: Bringing technology and tribes together

Members: Comprised of IT leaders and decision makers from tribal organizations, casinos and enterprises and technology solution providers of this specific market.

Annual Conference Attendees: 200+ attendees, 60+ sponsors and exhibitors

Gaming Media Partner: Gaming & Leisure Magazine

Tribal Government, Health, Non-gaming Enterprise Media: TribalNet's Quarterly

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Services offered:

- **TribalNet Conference:** The 12th Annual TribalNet Conference is being held at the tribally owned Talking Stick Resort in Scottsdale, Arizona, Nov. 14-17, 2011
- **TribalNet Memberships:** Includes two types of memberships. A free Basic Membership and an All-Access Membership is available to both IT leaders and vendors.
- **IT Consulting:** Services include IT department creation and development, strategic planning and custom IT consulting
- **TribalNet's Quarterly:** A quarterly publication that gives readers a comprehensive look at the impact technology is having at tribal governments, tribal health facilities and non-gaming tribal enterprises.

2011 Advisory Boards

Michael Day Founder of TribalNet & Director of Advisory Boards
CIO and VP of IT, Cannery Casino Resorts – Las Vegas, Nevada

Shannon Bouschor Board Coordinator
TribalNet Director – Sault Ste. Marie, Michigan

Tribal Government, Health & Membership Services Board

- **Terry Honeycutt** MIS Director, Pueblo of Isleta Government Programs – New Mexico
- **Jon B. James** Group Leader, Information Systems, Cherokee Nation – Oklahoma
- **John Olson** Business Systems Analyst, Oneida Nation of Wisconsin – Wisconsin
- **Donnie Parish** Chief Information Officer, Cherokee Nation Health Services – Oklahoma
- **Charles Scharnagle** Chief Information Officer, Mohegan Indians of Connecticut – Connecticut
- **Kelly Skenandore** Health Information Systems Specialist, Oneida Nation of Wisconsin – Wisconsin
- **Patrick Tinklenberg** IT Director, Barona Band of Mission Indians – California

Native American Casino & Hospitality Board

- **Dan Garrow** CIO, Oneida Nation Enterprises – New York
- **Amy Gates** IT Director, Saginaw Chippewa Tribe and Casinos – Michigan
- **Robert Jacks, Jr.** Chief Information Officer, Chickasaw Nation Division of Commerce – Oklahoma
- **Bill Oliver** Chief Information Officer, Agua Caliente Band of Cahuilla Indians – California
- **Ram Patrachari** VP of Information Technology, Viejas Enterprises – California
- **Dwight Terrance** Chief Innovations Officer, Grand Casinos – Minnesota



TribalNet: What we do

Bringing Technology and Tribes Together

TribalNet is an industry resource for technology leaders at tribal organizations and casinos as well as vendors who supply products and services to the Native American technology market. Through year-round membership and consulting services and the annual conference, TribalNet has been able to focus on bringing technology and tribes together for over a decade!

Annual TribalNet Conference

The Annual TribalNet Conference is the premier networking and educational event for tribal government and gaming technology leaders. By attending the conference, attendees:

- Gain useful knowledge from experts and successful tribal IT leaders
- Learn about the latest products and technology from solution providers
- Network and share success stories with their peers throughout a unique market

"I benefited from networking with other tribes and comparing notes on what works and what doesn't." --TribalNet conference attendee

TribalNet Membership Services

TribalNet provides two levels of membership: basic and all-access for both IT leaders and vendors.

Basic Level Membership

The basic membership for **IT leaders** includes:

- A tribe, casino or company profile in the TribalNet directory
- Access to the vendor directory, includes contacts specific to the Native American market
- Alerts about **free** webinars and events in the industry
- Access to TribalNet's Quarterly online

The basic membership for **Vendors** includes:

- A profile featured in the online searchable directory

All-Access Membership

The All-Access **IT Leader** membership includes:

- All of the basic membership features
- Full access to the tribal and casino technology directory-- assisting IT leaders in system selection and networking with their peers
- Access to helpful industry resources; organizational charts, job descriptions from other successful tribal organizations, industry reports, news and links
- Various discounts: \$100 off the conference registration fee, 10% off TribalNet consulting services
- Being a part of a network that is recognized amongst your peers

The All-Access **vendor** membership includes:

- All of the basic membership features
- Full access to technology profiles for tribes, casinos and tribal enterprises
- 10% discount on TribalNet website banner ads
- A highlighted profile and priority listing in the vendor search directory
- Ability to submit partner offers for potential clients
- Being a part of a trusted and valued organization in this unique market

TribalNet's Quarterly Publication

TribalNet's Quarterly collaborates with IT leaders, tribal enterprises, federal and state agencies and beyond to create a publication that focuses on issues that are relevant to IT leaders, tribal organizations as well as non-technical executives. TribalNet's Quarterly provides information on what's happening at tribal organizations nationwide, best practices and trends in the industry. The publication features current hot topics at tribal organizations, interviews

with IT directors, management tips, vendor product spotlights and more. In the third quarter- fall 2011- TribalNet's Quarterly will be publishing a print version of the magazine and will continue to be available for easy-access online at www.tribalnetonline.com

TribalNet IT Consulting

This service meets the increased demands of IT leaders seeking assistance in creating positive change at their tribal organizations through the effective structure and use of technology. With the connection TribalNet has to the industry, its positioned to offer tribes across the U.S. the highest level of useful recommendations that can align tribal governments, casinos and businesses not only with the goals of their leaders, but with other successful tribal organizations nationwide.

TribalNet: The Word is Out

From an industry vendor's perspective...

"TribalNet is a show like no other, not only do you get to engage with IT leaders from the Tribal Nations but valuable information is shared and best practices are learned. It's a rare opportunity where a show brings together leaders and industry for what I believe is the most productive IT gathering of minds. This is the show that companies look forward to all year and where I believe I can prove my own return on investment can be counted exponentially."

- Mary Chapman – Federal Account Executive – Emtec Federal

*"TribalNet is **the** premier tribal IT conference. Any IT company looking to build a business around tribes and casinos needs to make attending TribalNet a priority."*

- Dan Rozzano – Territory Account Manager – VMWare

"TribalNet is one of Handel's favorite conferences as it provides great sessions about the current trends in technology in Indian Country and the opportunity to meet and network with knowledgeable IT professionals."

- Casey Bader – VP of Sales – Handel Information Technologies

IT Leaders and Attendees' point of view...

"I continue to find great value in TribalNet. The organization keeps me informed of technology applicable to our industry. It has also been a great way for me to establish relationships with people that experience the same opportunities and challenges within our market."

- Mary Steinhoff – IT Program Manager – Shakopee Mdewakanton Sioux Community/ Mystic Lake

"The trade show floor made a TribalNet believer out of me! Meeting and working with vendors, while discussing problems and solutions with my peers, was an awesome experience."

- Cass Miller – IT Systems Manager – Choctaw Nation of Oklahoma

"I enjoyed hearing about the success of IT projects at other tribes during the presentations."

"The interaction with others in similar situations is great."

"Real world examples made me enjoy and better understand the concept of the presentations."

TribalNet: Who we are



Both TribalNet advisory boards are comprised of well known leaders in the Tribal government and gaming technology industries. Board members participate on the advisory board that encompasses their specific area of expertise; the government, health and membership board or the casino and hospitality board.

“The advisory boards’ participation is the core that creates a solid foundation for the entire organization. They are the driving force behind TribalNet’s long-term dedication to positively impacting the Native American government and gaming technology industries.”

-Shannon Bouschor, TribalNet Director

Michael Day

Founder of TribalNet and Chairman of Advisory Boards

VP of IT and CIO

Cannery Casino Resorts, Las Vegas

Mike Day is a visionary and goal-oriented IT Executive with extensive experience in planning, developing and implementing information systems across a diverse variety of organizations.

Day’s experience including his current position as the CIO and VP of IT for Cannery Casino Resorts has taken him to accomplish many career achievements. Prior to his current position he was employed by the Sault Ste. Marie Tribe of Chippewa Indians as Director of Information Technology where he built one of the largest networks and systems in the State of Michigan for an organization that produced \$750 million in annual revenue.

Day is the founder of TribalNet and Chairman of the TribalNet Advisory Boards. His professional involvement extends not only to TribalNet, but also to Gaming & Leisure Magazine, where he serves as an Advisory Board Member.

Shannon Bouschor

Board Coordinator and Director of TribalNet, Michigan

Shannon Bouschor has been involved with the tribal government and gaming technology industries for the past nine years. In her current position as the Director of TribalNet she is responsible for leading the TribalNet team and coordinating with the advisory boards in order to create the most valuable and beneficial content and resources possible for the year-round membership services, annual conference event and quarterly publication.

Bouschor also is a regular contributing writer for Gaming & Leisure Magazine where her column highlights current trends, best practices and more that is specific to the Native American gaming technology industry.

Meet the Advisory Boards...

Tribal Government & Membership Services Board

Terry Honeycutt

Management Information Systems Director

Pueblo of Isleta Government Programs, New Mexico

Terry Honeycutt has 30 years experience in MIS, with 20 years in the private sector working for major telecommunications manufacturers and 10 years working with tribal government. During his years in the private sector he held positions from computer operator for a remote location, to MIS Director of a telecommunications

manufacturing company with facilities in multiple states and Mexico. This experience included IBM mainframe and mini and PC and server experience along with HP and Digital Equipment Corporation mini and mainframe size computer installations which supported all accounting, manufacturing, office automation, customer support, marketing and research and development functions with numerous configurations of LAN, WAN and telephone support networks.

His tribal government experience with the Pueblo of Isleta includes managing numerous Windows servers, applications and workstations to provide accounting, payroll, fixed assets, purchasing, human resources office automation, email, member management, records management, police dispatch, WIC, GIS, library, Intranet and POS and accounting support for all non-gaming tribal enterprises. This also includes networked telephone systems with LAN and WAN network configurations to support all of the above functions.

Jon B. James

*Group Leader, Information Systems
Cherokee Nation, Oklahoma*

Jon James has worked in the IT department for most of his over 16 years that he has been with the Cherokee Nation. James served the last few years as Group Leader of Information Systems (CIO). He has assisted with many projects from beginning to end. His strengths include: networking, routing, Microsoft Active Directory, Cisco VoIP, as well as database programming in various languages and applications.

James has a Computer Science Degree from Northeastern State University in Tahlequah, Oklahoma. Having served in the United States Air Force, he had his first exposure to mainframe computers in 1984 and has been working with computers and computer systems ever since.

The Cherokee Nation headquarters is located in Tahlequah, OK. The Tribal Jurisdictional area of the Cherokee Nation covers over 7,000 square miles and a total of 14 counties. The WAN strategically covers this area with support from over 65 staff in the Information Systems Group which also includes Health IT staff. These staff members support over 3000 employees with all of their telecommunications needs.

John Olson

*Business Systems Analyst
Oneida Nation of Wisconsin, Wisconsin*

John Olson is an IT professional and Business System Analyst for the Oneida Nation of Wisconsin's MIS division. His primary responsibility is the planning, selection and support for all computer systems utilized within the Oneida Comprehensive Health Division.

He has been employed in the information services profession for more than 30 years. Olson has experience in the insurance, health care, retail, benefit management and information technology industry. He has provided leadership roles in strategic information system planning, process re-design, voice and data communications, software product evaluation and selection, and vendor contract negotiation. Olson holds both the Chartered Property Casualty Underwriter and Certified Data Processor designations. Before joining the Oneida Nation, Olson served as Senior Systems Engineer for the health division of Wausau Insurance Co., a member of Boston based Liberty Mutual Group, Manager of Application Development for ProVantage, the health insurance and information technology company (now part of Merck/Medco), and as a senior manager in the information technology group of ShopKo Stores, Inc.

Donnie Parish

*Chief Information Officer
Cherokee Nation Health Services*

Donnie Parish, Chief Information Officer for Cherokee Nation Health Services, is responsible for all Health Information Technology initiatives within the Cherokee Nation, including Medical Records and Biomedical Engineering at W.W. Hastings Hospital. Currently, he is leading the effort in implementing Electronic Health Records to a network of eight ambulatory health centers, one hospital, one student/employee urgent care clinic in the tribe's

jurisdictional boundaries, serving more than 130,000 eligible patients.

Donnie began working in tribal healthcare in 2004, holding various information technology management positions along the way. Prior to working with the Cherokee Nation, Mr. Parish has worked in other industry sectors such as Telecommunications and Manufacturing with an emphasis in developing information systems architecture, managing project implementations, and leading dynamic teams.

Donnie has a Bachelors of Business Administration from Northeastern State University and is a Certified Professional in Healthcare Information and Management Systems (CPHIMS).

Charles Scharnagle

Chief Information Office

Mohegan Indians of Connecticut

Charles Scharnagle is the CIO for the government of the Mohegan Indians of Connecticut based in Uncasville, CT., that serves the interests of over 1,800 tribal members throughout the U.S. He has spent the past 20 years in the high-tech, manufacturing and government environments including the headquarters for Black & Decker, Fruit of the Loom, EMC, Pegasystems and International Power America. Scharnagle has extensive experience implementing disaster recovery systems, redesigning computer centers and managing international support organizations.

Chuck holds a B.S. degree in Information Systems Management from the University of Maryland, Baltimore County and a Masters in Management from Loyola College in Baltimore, Maryland.

Kelly Skenandore

Health Information Systems Specialist

Oneida Nation of Wisconsin, Wisconsin

Kelly Skenandore is a Health Information Systems (HIS) Specialist that has been employed with the Oneida Nation Tribe of Indians of WI for 18 years. She has held various roles within the Oneida Community Health Center for the last 17 years. She's currently a Team Leader within the Health Information Systems Department and works closely with the Tribe's Management Information Systems (MIS) Department in a variety of capacities.

Since 2000, she has worked with MIS on numerous health-related initiatives. The first major project was an implementation of a new practice management and appointment scheduler program of which Skenandore has become an application expert. Her job also entails managing and assisting MIS with the implementation of other new systems and programs within the comprehensive health division. She ensures that all aspects of interfaces including the health center's patient management, dental, optical, lab and pharmacy packages are in working order.

Skenandore is currently a team member in the implementation of a new patient management system, with the EMR to follow shortly thereafter. She has been instrumental in the development of the Oneida Nation's computerized IHS Contract Health Services program, which is also interfaced to the Tribe's accounting department to ensure speedy payment to their referral associates. Skenandore is currently attending Concordia College to finish her Bachelor's in Business Management relating directly to health information management.

Patrick Tinklenberg

IT Director

Barona Band of Mission Indians

Patrick Tinklenberg has been IT Director for the Barona Band of Mission Indians for the past five years. He is responsible for defining the technology direction and overseeing the IT operations at all tribal government service facilities, government-supported enterprises, and the Barona Gaming Commission. A veteran of the IT industry for over 15 years, he has worked with companies in transportation, medicine, real estate, government, manufacturing, and retail to align business objectives with technology.

Since joining the Tribal Government in 2005, he has facilitated projects across all areas of government and casino operations including reservation-wide wireless broadband, GIS mapping, electronic document management, unified communications, the conversion to digital video surveillance, server-based gaming, casino promotional systems, RFID, and card and game recognition systems.

Native American Casino & Hospitality Board

Dan Garrow

Chief Information Officer

Oneida Nation Enterprises, New York

Dan Garrow's career spans 37 years of systems development, analysis and management. Graduating in 1971 with a degree in Computer Science, he initially developed mainframe applications prior to the development of interactive applications on mid-range systems. Employment opportunities in warehousing, textiles, aluminum, consulting, tribal systems and the casino/hotel industries provide a base for a broad range of experience. Garrow has served in management capacities since the early 80's. Garrow served as the Senior Vice President of Information Systems and Chief Information Officer at Mohegan Sun in Connecticut and is now the Chief Information Officer at Oneida Nation Enterprises in Verona, NY. He was nominated and ultimately recognized by Computerworld Magazine as a Premier 100 Information Technology Leader for 2003 and he currently serves as an advisory board member for Gaming & Leisure magazine.

Amy Gates

Director of Information Technology

Saginaw Chippewa Tribe and Casinos, Michigan

Amy Gates has been the Director of Information Technology for the Saginaw Chippewa Indian Tribe for over three years. She has coordinated the advancement of technology for the Tribal Government and Soaring Eagle Casino and Resort for 10 years, the last two as Chair of the IT Steering Committee. Amy led the technology implementation for the opening of Soaring Eagle Casino in 1996, Soaring Eagle Resort in 1998 and most recently the Zibiwing Culture Society and Residential Treatment Center.

Gates directs a staff of over 50 IT professionals encompassing telecommunications, network/systems, applications, support services, training, project management, and web and multimedia development. The IT Department is responsible for all the technological needs of the Tribal Government and Soaring Eagle Casino and Resort. Over the last year Amy has coordinated and implemented the restructure of the IT Department and incorporated the ITIL philosophies to align the department with the growing needs of the Saginaw Chippewa Indian Tribe.

Gates has a Bachelor of Science Degree from Central Michigan University in Computer Science. She has been a TribalNet Advisory Board Member for the past three years.

Robert Jacks, Jr.

Chief Information Officer

Chickasaw Nation Division of Commerce

Robert Jacks has been the Chief Information Officer for The Chickasaw Nation Division of Commerce (CNDC) for the past five years. He has 25 years of Information Technology leadership experience. Jacks has led large complex IT implementations for corporations such as Jim Walters Home, Inc., Cracker Barrel Old Country Store, Inc., Mandalay Bay Resorts (formally CCIE) and USA Mobility.

Jacks' undergraduate degree is from the University of Montevallo and his MBA is from Samford University. He was selected by Computerworld Magazine as a Top 100 Premier IT leader for 2009.

Bill Oliver

Chief Information Officer

Agua Caliente Band of Cahuilla Indians

Bill Oliver, Chief Information Officer (IT), oversees both the integration and administration of Information Technology for the Agua Caliente Band of Cahuilla Indians, which includes all Tribal Businesses and Tribal Government. As the only multi-casino Tribe in the State of California, Oliver's leadership has created an IT environment which addresses not only the current needs of the business, but has set the stage for future growth and development. Under his direction, the Tribe now has one fluid network created from the consolidation of various IT systems including Voice-over-IP, disaster recovery, redundant network failover and many more.

Oliver began his IT career in Las Vegas, Nevada, in 1999 with Harrah's Entertainment. Over the next seven years, Bill held a variety of positions within that organization, ultimately securing the position of Property IT Manager at the Rio. From there, he moved to the Rancho Mirage, California area and joined the Agua Caliente Band of Cahuilla Indians as the Director of IT for their Agua Caliente Casino property. Jacks skill set and leadership abilities were soon noticed, and he was then promoted into his current position, where he remains highly integral part of the Tribal organization as a whole.

Ram Patrachari

VP of Information Technology

Viejas Enterprises

Ram Patrachari has more than 25 years of experience in IT and has worked at premier companies such as Bell Labs, Compaq, Exodus Communications and AT&T wireless. Patrachari is a forward-looking IT entrepreneur with extensive experience in implementing and managing highly scalable information systems across a diverse portfolio. Prior to joining Viejas, Ram managed the enterprise device development group at AT&T wireless. His responsibilities included rolling out state-of-the-art wireless devices to the enterprise wireless segment.

In 2010, he was the recipient of the Informational Technology Executive of the Year award sponsored by the San Diego Business Journal. Also, in 2010 the Viejas Information Technology team won the Third Annual Tribal Technology Leadership award sponsored by TribalNet.

Ram holds a MBA degree from Monmouth University and a Master Degree in Electrical Engineering from Stevens Institute of Technology. He is a certified PMP and CISSP.

Dwight Terrance

Chief Innovations Officer

Grand Casino, Minnesota

Dwight Terrance is a graduate of the University of Buffalo and has over 20 years of progressive experience, most in the Information Technology field, including spending the last sixteen years in the Gaming industry. He has held such positions as the Director of Computer Operations at Foxwoods Resort Casino, the Director of Information Technology at Akwesasne Mohawk Casino and the Director of Business Operations at the Mohegan Sun Casino. Included in his many years of experience Terrance has also taught computer science courses at the graduate and undergraduate levels.