

Joanna C. Young Appointed Associate Vice President and Chief Information Officer at the University of New Hampshire

Durham, N.H. -- Joanna C. Young has been named Associate Vice President and Chief Information Officer at the University New Hampshire effective May 2009.

Young will be responsible for developing, providing and enhancing academic, administrative, financial, and strategic information technology (IT) services across the UNH campus. She will oversee a \$30 million annual budget and a 170-member staff.

Young's appointment follows a successful career at Liberty Mutual Group, where she most recently served as Senior Vice President and CIO for Corporate Systems and Shared Services. In this role, she was responsible for an annual budget of \$60 million and a staff of 300.

During her more than 30 years at Liberty Mutual, Young's IT portfolio spanned all corporate functions (legal, financial, compliance, and human resources), shared services including business-to-business, content and document development, and enterprise systems (domestic and international). She continually focused on improvement initiatives, developing metrics and measures to evaluate efficiency and outcomes.

A graduate of UNH, Young first joined Liberty Mutual in 1988 as a Technical Writer/Human Factors Analyst/Project Manager. In her first major IT assignment, she managed an enterprise-wide Windows 95 training rollout program involving 20,000 people in more than 600 offices. In a later executive role, as Vice President and Manager for Customer Support Services, Young was responsible for two departments within IT: professional services for the infrastructure department and end-user computing environment for a large PC fleet and servers in more than 600 locations.

An occasional lecturer at UNH's business school, Young lives near the university with her family.