

EMA™ Biography



Charlie Betz

Research Director

Charles Betz has eighteen years of IT experience spanning IT support, network administration, IT consulting, technical architecture, software engineering, data management, application management, enterprise architecture, and IT portfolio management. He is author of *Architecture and Patterns for IT: Service Management, Resource Planning, and Governance (Making Shoes for the Cobbler's Children)*.¹

Prior to joining EMA, Charlie spent six years with Wells Fargo Bank as Senior Enterprise Architect and ultimately Vice President for IT Portfolio Management and Systems Management. In this role he guided IT portfolio management and IT service management efforts, as well as consulting broadly across the bank's \$6 billion IT operations regarding process, data, and systems for the "business of IT."

Previously, Charlie has held positions for Best Buy, Target, and Accenture, specializing in ERP systems architecture, enterprise application integration, data architecture and metadata systems, and configuration management. He also served as IT manager at the College of Pharmacy at the University of Minnesota, and has also worked in the nonprofit and healthcare sectors.

Charlie is one of the first IT industry analyst bloggers, founding the influential www.erp4it.com weblog in the fall of 2003, and has often been called on by vendors and venture capitalists to share his views on new products and industry directions.

Charlie is an active member of the professional community, belonging to the Association for Computing Machinery (ACM), the Institute of Electrical and Electronics Engineers (IEEE), the Data Management Association (DAMA), the IS Audit and Control Association (ISACA), and the IT Service Management Forum (ITSMF). He presents frequently both locally and nationally to professional associations and conferences.

Charlie lives in Minneapolis, Minnesota with his wife Sue (a Ph.D. hydrogeologist) and son Keane. His interests include writing, music, cooking, and enjoying Minnesota's great outdoors.

B.A. *summa cum laude* in Political Science, University of Minnesota, 1989
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¹ The second edition is in production (as of 4/2011) and will publish this summer, with a foreword by Rob Stroud of ISACA.