

**Ernest Chrappah** is an agent of change in the District of Columbia Government. He joined Child and Family Services Agency (CFSA) as the Deputy Chief Information Officer in October 2013. In this role he is responsible for mobile strategy, project governance, and executing bigger & bolder IT investments to improve outcomes for children and families.

Prior to CFSA, Ernest served as the Chief of Operations for the Taxicab Commission where he architected and implemented several modernization initiatives including mobile app and credit card payment programs in taxis, a uniform color scheme, LED dome lights, and information systems to improve driver and customer service delivery.

Previously, Ernest worked as the Budget Director for the Special Education Transportation Division (OSSE-DOT) overseeing a \$95 million operating and capital budget. Before OSSE-DOT, he was appointed to the position of a Program Analyst in the Office of the City Administrator within the Executive Office of the Mayor (EOM).

Earlier, he served as a Program Manager with the Office of the Chief Technology Officer (OCTO) overseeing IT initiatives for multiple agencies. At OCTO he was part of the team that won the NASCIO 2008 award for innovation in IT project management category.

Ernest holds a Masters in Business Administration from the University of Maryland Robert H. Smith School of Business and took to public service after several years in the private sector.