



Craig Keating
Senior Technical Advisor

Craig is a proven technology expert with more than 30 years of experience directing and leading Enterprise Architecture, Enterprise Solutions, Development and Engineering in all software product life cycle phases from concept to end-life. Craig is a top performing leader with a passion for operational efficiency, creating and directing diverse, local, and globally dispersed teams among the US, India, China, and Taiwan. Craig spent 30 years in all areas of software development and quality assurance, from the platform BIOS and firmware, to operating systems and the full network stack, to enterprise applications. Most recently, he was the sole software architect for an enterprise case management system primarily responsible for design, architecture, performance as well as key resource involved in 30 successful implementations, on time and on budget, for the State Departments of Vocational Rehabilitation literally from Alaska and Hawaii to Maine and Florida. As a successful innovator, he holds a US patent in multiprocessor technology. Craig has a bachelor's degree in Computer Science from California Polytechnic University, Agile certified and, in 2019, Microsoft certified in Azure Administration.

Since joining ISG, Craig migrated the WA State DOC IT organization to Microsoft Azure DevOps as a common, modernized set of tools for requirements, source control, continuous integration and continuous deployment providing end-to-end traceability. Role modeled the Product Architect role during outages or performance degradations to establish a course of action, communicate to affected users, discover root cause, and derive subsequent corrective actions as well as role modeled best practices by gathering performance test data and live production performance metrics providing visualizations using Tableau to inform leadership on release criteria and performance analysis. Worked with WA State Department of Health to perform a detailed Agile Assessment for a Salesforce licensing implementation where he discovered the root causes for the lack of progress and the source for the high number of defects occurring after sprint deployments.

Craig, along with his wife, have been in the marriage ministry for over 15 years mentoring and walking alongside couples guiding them down the road to restoration.