

A DRIVING FORCE

President Tom Hoenig led the Kansas City Reserve Bank in advancing technology

Technology is at the forefront of the Federal Reserve Bank of Kansas City.

During his 20 years at the helm, President Tom Hoenig oversaw technological advancements at the Kansas City Fed as it became a technology leader in the Federal Reserve System.

Hoenig was instrumental in advancing technology early on. Prior to becoming president, he raised eyebrows when he sent large personal computers and printers with bank examiners to financial institution examinations. It was an important introduction to technology and a transformation of the examination process—productivity and efficiency increased as a result. Now, technology supports examiners' analysis and the Kansas City Fed shares with other Reserve Banks an examination platform called the CBO INSite Banking System, which gives automated tools for calculating data and allows examiners to focus exam results.

As president, Hoenig was the first of the 12 regional Reserve Bank leaders to direct broad initiatives, serving as the head of the System's Information Technology Oversight Committee (ITOC) at its inception in 1998. ITOC sets the strategic direction and policy for Reserve Banks' activities necessary to

support their business lines.

Under Hoenig's leadership, the Kansas City Fed adapted its business from operational and clerical procedures to technology-driven practices at its own organization as well as at the System level. As a result of this technological shift over the past two decades, the Reserve Bank's workforce changed dramatically. Professional staff at the Kansas City Fed increased to 73 percent of its workforce in 2011 from 46 percent in 1991.

Today, the Kansas City Fed's Information Technology (IT) supports business areas at the Reserve Bank and the System through innovative information technology solutions and leadership for the National Service Desk, Internal Network Services, the Server Management Transition Project, Application Delivery Services and Treasury Services.

Additionally, it is responsible for providing a substantial portion of the technical support for the Federal Reserve System's paper and electronic check processing systems. The Reserve Bank also leads the Payment Director Project for the System's Retail Payments Office, which will provide a more efficient electronic check processing system.



1991

Operational/Support Staff



Professional Staff



2011

Operational/Support Staff



Professional Staff

