



# KEN BARLOW

DIGITAL GOVERNMENT & AI INNOVATION LEADER

ONLINE RESUME & AI CHATBOT



## DUGGER DIGITAL

- Founded **Dugger Digital** to explore ways that local governments can leverage AI to drive the delivery of government services and content
- Built and tested GovFetchr and GovAI Chat using Python and LLM APIs – optimizing prompts, fine-tuning results
- Built digital dashboards for project planning and tracking best practices using low-code development tools

## EGOV STRATEGIES & CORE

- Co-founded **eGov Strategies** and co-architected the **eGov Manager**, one of the first digital government platforms (aka CMS) for cities and counties.
- Directed **product strategy** and market development for the SaaS platform supporting hundreds of local governments.
- Worked closely with local government clients to convert requirements into **JIRA super epics** and managed Agile delivery and product backlogs.
- Led **implementation processes** using both waterfall and Agile project management processes.
- Developed **eGov Roadmaps** helping cities and counties plan and prioritize online services, content strategy, and citizen engagement tools.
- Served as **lead financial analyst** for eGov's Enterprise Payments business

## CITY OF INDIANAPOLIS, IN

- Under direction of the mayor, guided City/County leaders, staff & IT team efforts to create first official website
- Website received international acclaim

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So back when I was Mayor of Indianapolis, I think we were really the first city to put transactions online. Eventually became eGov. That was viewed as pretty radical at the time.

- STEPHEN GOLDSMITH  
HARVARD UNIVERSITY  
DATA SMART CITY POD (DEC 2025)



## GOVTECH CAREER

- 2025** • **Principal, Dugger Digital**  
Independent Civic AI Prototyping  
• Developed GovFetchr, GovAI Chat, and GovTrakr concepts  
• For AI summaries, chat, dashboards
- 2023** • **Independent Study in Data**  
IBM Data Science Professional Cert  
• Data Visualization w/ Tableau  
• Python Programming, ML, R, SQL  
• **Research:** *Top 20 Data-Driven Cities*
- 2020** • **Chief Solutions Officer, eGov**  
Acquired by Banneker VC in 2020  
Merged into CORE BT + 2 companies  
• Directed product integration strategy across merged platforms  
• Departed in 2022 after integration
- 2009** • **Enterprise Payments Launch**  
Served as Lead Financial Analyst  
• Directed product strategy  
• Adopted by 650+ governments  
• Processed more than \$1.5bn per yr in integrated utility billing, tax, etc.
- 2001** • **eGov Manager Digital Launch**  
Early civic technology platform  
More than 250 clients nationwide  
Ultimately More than 20+ modules  
• Page Content, Templates & Search  
• 311 Service Request w/ Workflow  
• Responsive Design & Mobile Apps  
• Services, Events, Agenda Center
- 1999** • **Co-Founder, eGov Strategies**  
Built civic technology consulting & software company from startup  
• Profiled in Gov Tech (2017) for our early adoption of Agile
- 1996** • **Project Director, IndyGov**  
City of Indianapolis/Marion County  
• 1<sup>st</sup> - online parking ticket payments

## PRIOR EXPERIENCE:

**IBM - Research Triangle Park, NC**  
Started my career developing software in a highly structured SDLC environment (left for MBA)

## EDUCATION

- B.S. Computer Science Engineering**  
University of Illinois / Urbana-Champaign
- MBA, Public Policy/Marketing**  
Indiana University (Kelley), Bloomington

## SUMMARY

**Digital government and innovation leader with experience building and driving emerging technologies inside City Hall and across hundreds of cities and counties nationwide.**

I helped shape some of the early digital platforms used by local governments and have been part of their evolution into the more dynamic, service-driven websites in place today.

From data analytics to smart cities to AI, I take a best practices approach to effectively translate department opportunities into practical solutions.

## SKILLS

- **AI & Data Analytics:** Gen AI and Natural Language expertise, including LLMs, RAG, vector search, refactoring, Tableau, advanced Excel and ETL.
- **Programming:** Python, OpenAI API, other APIs, SQL, HTML, CSS, PHP, JavaScript, JSON, Replit
- **Web Content Strategy and Governance:** Gov CMS and ADA compliance expert, responsive design, Adobe products and WordPress
- **SDLC (30y), Agile (10y), EOS (4y)**

## CONTACT INFO

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Open to Relocation (my expense)

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