

CANDIDATE NO. 12815

EXECUTIVE SUMMARY

I have more than 20 years experience in the information technology and telecommunications (IT & T) industry. During my career, I have gained a broad experience in the IT & T industry.

As a Senior Business Analyst, I have developed Business, Functional and System Requirements Specifications for a variety of organisations. I have led JAD Workshops, gathering and documenting business processes - tending to 'best practice' - from internal and external stakeholders. . In recent roles, I have used hybrid data modelling/ process and data modelling methodologies such as UML and Entity Relationship Model to define System Requirements.

I have an extensive background in telecommunications and government based applications. I have developed requirements for TELCO based client billing, customer service and direct debit systems, whereas with Government I have worked extensively with a broad range of government departments analysing systems and developed specifications for various purpose built business systems that include client funding, audit application for a direct debit system, operational funding, a web based portal for accredited providers and to support legislation. I have implemented project management methodologies for a number of companies.

I have highly developed written, presentation, interpersonal and organisational skills; and am analytical and numerate. I am adept at gathering requirements from individuals and workshopping with groups from all levels within an organisation, obtaining consensus from stakeholders on the functionality to be delivered. My peers regard me as personable, with a high attention to detail and a tenacity to complete tasks within agreed timeframes.

EMPLOYMENT SUMMARY

2010	NSW Community Services	Business Analyst
2009-2010	Australian College of Applied Psychology	Sen Business Analyst
2008	Office of State Revenue	Sen Business Analyst
2007-2008	NSW Police Force	Sen Business Analyst
2006-2007	Department of Education, Science and Training	Sen Business Analyst
2006	Attorney-General's Department of NSW	Business Analyst
2006	NSW Department of Environment & Conservation	Sen Business Analyst
2005-2006	Cardlink Services Limited	Sen Business Analyst
2004-2005	Whitesmiths Pty. Limited	Business Analyst
2003-2004	Commonwealth Rehabilitation Service (CRS)	Business Analyst
2001-2002	Whitesmiths Pty. Limited	Business Analyst
1999-2000	NSW Department of Community Services	Sen Business Analyst
1998	Australian Water Technologies Pty Ltd	Sen Business Analyst
1996-1997	Pt. Satelit Palapa Indonesia	Sen Business Analyst
1994-1996	Optus Communications Pty Ltd	Business Systems Liaison Manager
1992-1994	Optus Prime Contracting Organisation (OPCO)	Business Analyst

EMPLOYMENT HISTORY

May 2010 – Sep 2010 NSW Community Services

Business Analyst (Contract)

Responsibilities

Community Services is the leading community service agency in NSW and the largest child protection agency in Australia. As Business Analyst, I reported to the Business Process Manager in a major change project in processes to support Child Protection, from the Helpline to the Case Management.

I was responsible for the following process streams:

- Work Requests
- Case Management

Achievements

In this role I:

- developed the Business Requirements Specifications (including business process flows) for the above areas of functionality,
- attended meetings with business representatives and facilitated several workshops to gather details of the functionality for these business areas,
- liaised with the Enterprise Architecture group to determine data structures for Work Requests and Case Plans, and
- prepared interface prototypes for Work Requests.

Aug 2009 – Apr 2010 Australian College of Applied Psychology

Senior Business Analyst (Contract)

Responsibilities

The Australian College of Applied Psychology is a division of Navitas Limited (a Perth based national and international education provider). As Senior Business Analyst, I reported to the Business Manager.

I was responsible for the development of business processes to provide students' with online access to the following functionality

- Course application
- Online enrolment (comprising over 90% of the project's timeline)
- Change of a student's contact details
- Online access to a student's academic record
- Application to graduate

Achievements

As Senior Business Analyst I:

- have developed the Business Requirements Specifications (including business process flows) for the above key areas of functionality, based on discussions with key stakeholders and the outcomes of a number of workshops,
- prepared the test cases for this functionality, and
- used Microsoft Project to track progress for the requirements gathering, development, testing and implementation phases of this project.

The project was completed mid-April this year, the timeline agreed with the business.

NSW Office of State Revenue (OSR)

Jul 2008 – Oct 2008

Senior Business Analyst (Contract)

Responsibilities

As Senior Business Analyst, I reported to the Applications Development Manager, Information Systems Division,

I was responsible for the following projects:

- Duties File Tracking

The system will track the location and status of a Duties Application when lodged at one OSR office and forwarded to another for assessment.

Requirements for a web interface for clients to monitor the status of their Duties Applications were also developed.

- Electronic Duties Returns (EDR) Audit.

The project provides for the enhancement of the RECOUPS system to support the business processes performed by Duties Officers in conducting EDR Audits.

The enhancements include:

- Audit Selection
- Duties Re-assessments
- Audit Review
- Reporting
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Achievements

In this role I:

- developed Business Requirements Specifications (including business process flows) based on discussions with key stakeholders and the outcomes of a number of workshops,

- prepared and submitted the Business Proposals to the ICT Steering Committee for approval.

Environment

Project Management Methodology (SDLC): Developed in-house.

Infrastructure: Oracle, Oracle Forms.

Jun 2007 – Jul 2008 NSW Police Force

Senior Business Analyst (Contract)

Responsibilities

In this role I was responsible for the:

- collection and documentation of business process flows and requirements for a number of projects,
- developed Business Requirements Specifications (based on use case models) for these projects, and for one project - Recovered Assets Pool (ReAP) - gained signoff by senior management (i.e. several Steering Committee members reporting directly to the Commissioner of Police).

Achievements

- Recovered Assets Pool (ReAP)
 - I developed the Business Requirements Specification and test cases and scripts for Recovered Assets Pool (ReAP) project. I had this Business Requirements Specification approved by the Steering Committee (which comprised of a number of senior Police Officers).
- Extra-territorial Warrants
 - I developed the Functional Specification for the Extra-territorial Warrants project.
- Exhibits
 - I developed the Business Requirements Specification – which included Use Cases - for the Exhibits project.
- Accommodation and Facilities System
 - I developed the Business Requirements Specification – which included Use Cases - for the Accommodation and Facilities System project.
- Master Review Tool
 - I developed the Functional Specification for the Master Review Tool project.
- Local Management Issues
 - I developed the Business Requirements Specification – which included Use Cases - for the Local Management Issues project.

The PEATS project was a fixed priced development project (contracted to Fujitsu), with tight deadlines and high political visibility up to the NSW Minister for Police.

For this project I:

- developed the Business Requirements,
- provided the acceptance criteria (based on the Business Requirements) for the Purchase Order (i.e. tender document) with Fujitsu,
- developed UAT test scripts (based on the Business Requirements) for the Test Director test management system

The project was completed within budget and be on time. my efforts in ensuring project tasks ran to the schedule were greatly appreciated by the business.

For Warrants System I developed a new Business Process model that would enhance the management of General Duties Officers in their endeavours to issue warrants – a time consuming and often fruitless exercise.

I developed business process diagrams for the 'as is' and 'to be' processes for issuing warrants.

This solution defined:

- a phased approach for serving a Warrant
- detailed process flows for the following tasks
 - tasking
 - address handling
 - intelligence gathering

This is a solution to a major problem that NSW Police Force is experiencing, and the Executive Officer in charge of this Division accepted the proposed change to the procedures for issuing a warrant as innovative and effective.

Environment

Project Management Methodology (SDLC): Prince2, UML Use Cases

Infrastructure: SAP, NET and Java.

Sep 2006 – Jun 2007 Australian Government Department of Education, Science and Training (DEST)

Responsibilities

Senior Business Analyst (Contract)

ISL System Enhancements

In this role with the International Science Linkages, Science Branch at DEST in Canberra, I was engaged to develop a gap analysis and system requirements analysis for a much expanded International Science Linkages (ISL) System.

The ISL System includes:

- collection of details for proposed international collaborative research projects,
- assessment and selection of projects to be funded,

- preparation of an electronic contract and electronic endorsement of such contracts,
- automation of the payment process, and
- management reporting.

I completed for following tasks:

- verification of business processes previously documented,
- development of the Gap Analysis,
- completion of Functional Specifications for Releases 1 and 2 (including a payment interface to SAP),
- development of test plan and specifications, and
- preparation of the business case (including financial analysis) for funding.

I negotiated with several other institutions for their downloading of data to the ISL System.

TNE Project

Following the completion of the requirements specification for the ISL System, I was assigned to the Australian Transnational Education (TNE) project for the International Education Branch; DEST. The implementation of this project will allow prospective students, their parents, education providers, international governments and Australian providers to search and display information on Australian courses provided at offshore locations.

I developed TNE System Functional Specification for this project, including::

- additional search screens, including an interactive world map, to the existing 'Study in Australia' website,
- inclusion of additional fields in the PRISMS database,
- data entry and maintenance,
- billing through SAP,
- complaints and enquiries, and
- reporting and statistics.

I also developed the Test Plan and Specification for the TNE project.

Environment

Project Management Methodology (SDLC): Developed in-house.

Infrastructure: Java, SAP.

Jun 2006 – Aug 2006 Attorney-General's Department of NSW

Responsibilities

Business Analyst (Contract)

In this role with the Business Solutions Department, IT Directorate at the Attorney-General's Department of NSW, I developed the Functional Requirements for a system to support Community Justice Centres.

The basis of the Functional Requirements was a process and a data model of the business requirements for these Centres.

Environment

Project Management Methodology (SDLC): Developed in-house

Jan 2006 – Jun 2006 NSW Department of Environment & Conservation

Responsibilities

Senior Business Analyst (Contract)

As a member of the Information Management and Assessment Unit, I developed the User Requirement Specification for the New EPRD (Environment Protection & Regulatory Division) Licensing System. The User Requirement Specification documents the business processes that the Department follows to perform regulatory functions such as issuing as Licences, Permits, Consents or Certificates under the Acts:

- Protection of the Environment Operations Act,
- Threatened Species Conservation Act, and
- Aboriginal Cultural Heritage as defined within the National Parks and Wildlife Act

as well as the reporting obligations for the National Pollutant Inventory. Also within the scope of the User Requirements are Development Assessments and Determinations under the Environmental Planning and Assessments Act.

The business process flows that I documented for the New EPRD Licensing System are the basis for the development of a task-based system to manage, within the Department's regulatory environment, organisations or individuals that pollute the environment or develop or threaten the habitat of threatened species or areas that contain aboriginal cultural heritage.

To document business process flows for the Departments' requirements in supporting the complicated legislation that governs this area, I interviewed stakeholders and ran workshops for interested parties.

The User Requirement Specification also addresses:

- Electronic Submission of Client Data
- Project Management Task Based
- Electronic Document and Records Management Requirements
- Knowledge Repository for Regulatory Instruments
- Systems Integration
- Extensive and Flexible Reporting and Querying Capabilities
- Financial Component to Manage Fees and Fines
- Security & Administration Management

Achievements

The User Requirement Specification is complete and is approximately 100 pages in length. It contains many business process flow diagrams (developed in Visio) and data diagrams, and provides for a common data mapping for all the Regulatory Instruments and defines a common process to generate these Instruments.

The User Requirement Specification will be the base document for the forthcoming tendering process.

Aug 2005- Jan 2006 Cardlink Services Limited

Responsibilities

Business Analyst (Contract)

I implemented the Rational Unified Process (RUP) at Cardlink. Key activities for this implementation were:

- The review of the Business Case prior to it going to the Board and being approved,
- the customisation of the Rational Unified Process (RUP) to meet the needs of Cardlink,
- the preparation and approval by the business of processes and templates for all phases of the RUP lifecycle,
- the development and presentation of RUP training to technical and business staff, and
- mentoring RUP usage during a pilot project.

I reviewed the Use Cases and Activity Diagrams for payment processes as part of the pilot project for the Bpay payment processing system.

Achievements

All elements of this Change Program, under the auspices of the General Manager Customer Service, were successfully achieved.

Environment

Project Management Methodology (SDLC): RUP.

Jul 2004 – Aug 2005 Whitesmiths Pty. Ltd.

Responsibilities

Business Analyst (Contract)

RUP Implementation

I implemented the Rational Unified Process (RUP) at Whitesmiths. Key activities for this implementation were:

- the customisation of the Rational Unified Process (RUP) to meet the needs of Whitesmiths and its client base;
- the preparation and approval from section managers of templates for all phases of the RUP lifecycle, including the Vision statement, the Functional Specification, the Project and Quality Plan, the Test Plan and Specification, etc., and
- mentoring Project Managers and their teams in the use of these templates for all current projects e.g. Vodafone Prepaid Payments System.

To support this implementation, Bill initiated the following:

- RUP document naming conventions;
- a procedure to initialise a template prior to its development to allow automatic project reporting, and
- a common RUP project folder structure.

I developed and provided the necessary training and supporting documentation for this implementation.

Vodafone Prepaid Payments System

For this project I:

- designed the user interface and gained approval from the Manager of the Hobart Call Centre
- supervised UAT.

Environment

Project Management Methodology (SDLC): RUP, UML Use Cases.

Infrastructure: WebObjects.

Jul 2003 – Jan 2004 COMMONWEALTH REHABILITATION SERVICE (CRS)
Business Analyst

Responsibilities

Business Analyst (Contract)

As a Business Analyst in the Application Services group I evaluated Request for Information (RFI) responses for the Nexus Succession Project. The Nexus Succession Project will provide CRS with the solution - *best of breed* – to upgrade existing legacy systems for Case Management, Finance and Human Resources.

The evaluation, resulting from assessing respondents' offerings to replace the legacy systems, resulted in a short list of five (5) vendors from a total of 27 vendor responses.

Solutions proposed, included enterprise (ERP) solutions e.g. Oracle, SAP and Peoplesoft and discrete offerings for each area e.g. MS Axapta for Case Management, MS Great Plains for Finance, Document and Records Management e.g. TRIM, Filenet, etc.

Compatibility of proposals with CRS' current environment was assessed.

Achievements

I developed models and used these models to assess the fit to requirements for:

- functional requirements for Case Management, Finance and Human Resources;
- the ability of each solution to meet CRS' current and future system performance needs and its technology platform; and
- whole of life cost.

The evaluation was completed on time, within budget and received management approval.

Jan 2001-Aug 2002 WHITESMITHS PTY. LIMITED
Business Analyst

Business Analyst (Contract)

Responsibilities

As Business Analyst developing requirements for the Dealer Front End for the Mobile Number Portability Project (MNP) for SingTel Optus, I:

- performed gap analysis of the Dealer Front End Functional Specifications with the baseline MNP Business Requirements Specification (BRS) developed by IBM;
- developed Functional Specifications for Web based interfaces of the Dealer Front End to backend systems, and
- performed the Program Office function of monitoring and reporting on the Testing Phase – based on ISO 9001 - (which was completed a week early) of this project.

Achievements

The project was completed a week early, accruing a bonus rather than a hefty penalty.

1999-2000

NSW DEPARTMENT OF COMMUNITY SERVICES
Senior Business Analyst

Senior Business Analyst (Contract)

Responsibilities

I was appointed to lead the Community Partners System Project team in gathering business requirements and developing the prototype design. I:

- facilitated the JAD workshops, participants being Departmental Officers and representatives of external agencies, to develop business processes;
- led the team to prepare the Systems Requirements Specification (to the IEEE standard and over 600 pages of content), which included process flows (over 20 pages of business processes presented in Visio), specifications for each functional area, an integrated data entity relationship model for the Client/Community Partners System and the overall project plan for the implementation of Community Partners System;
- presented the content and progress of the Community Partners System project at the Department's Annual Conference;
- developed an understanding and acceptance with senior management of the Department's contracted service providers (i.e. the General Managers of Barnados, Salvation Army, etc.) of the Department's plans to simplify access to its systems through Web-enabled interfaces; and
- achieved sign-off of the Community Partners System Requirements Specification by the business owner (Director, Community Services) and key business stakeholders.

I worked on the development of the Request for Proposal (RFP) for the Client/Community Partners Systems and assessed compliance in the evaluation of responses for the RFP for the development and implementation of these systems. I was a member of the contract negotiation team for development and implementation services of value of more than \$10.0M.

I was responsible for the quality assurance of the detailed design specifications, prepared by the contractor, for the Web browser-based application being developed for the TeleService Centre facility.

Achievements

The Systems Requirements Specification for the Community Partners System was completed a month ahead of schedule, exceeding expectations for completeness. This project was a major change management initiative for the Department.

1998

AUSTRALIAN WATER TECHNOLOGIES PTY LTD
Senior Project Manager

Senior Business Analyst (Contract)

I was responsible for the selection and implementation of the project management life cycle development methodology – I-CASE Rapid Development Methodology (RDM) – for the Breakthrough Program in the Utilities Business of Sydney Water.

1996-1997

PT. SATELIT PALAPA INDONESIA
Project Manager

Senior Business Analyst (Contract)

Responsibilities

Bill implemented the System Development Life Cycle (SDLC) process, which included:

- the development of the implementation strategy,
- the preparation of reference manuals, and
- the presentation of the implementation strategy, with reference to supporting processes and methodology, to executive management.

1994 - 1996

OPTUS COMMUNICATIONS PTY LTD
Business Systems Liaison Manager

Business Systems Liaison Manager

Responsibilities

In this role, I:

- was responsible for the acceptance and delivery of four (4) releases of the Customer Service System (including Customer Relationship Management – CRM) to 1,000 Customer Service Operators in Sydney and Melbourne. and training.
- developed the businesses processes for the Business Process Re-Engineering (BPR) project and assisted in the preparation of the associated Business Case for the new customer service interface - Single Point of Contact - "SPOC".

1992 - 1994

OPTUS PRIME CONTRACTING ORGANISATION (OPCO)
Business Analyst

Business Analyst (Contract)

Responsibilities

I developed the Systems Development Life Cycle methodology, established the structure of the team for project development, approval and implementation phases, and provided a structured review process for the status of any project.

I developed requirements for a range of projects in the Mobile Department including:

- billing,
- voice mail,
- international roaming, and
- Telecom interfacing.

TECHNICAL SKILLS

- Microsoft Windows XP: Word, Excel, PowerPoint, Outlook, Project, Visio & Access
- WebObjects
- System & Product Development Life Cycles
- Testing Methodologies
- Risk Management
- Workshop Facilitation
- Business Process Re-Engineering, Business Case Development
- Specification Development
- I-CASE Rapid Development Methodology (RDM)
- User Interface Design
- Communications: Data, Voice, Mobile etc
- Statistics II, Pure Mathematics III and Operations Research I

EDUCATION

Master of Science (Metallurgy)

University of NSW

Bachelor of Science (Metallurgy)

University of NSW

PROFESSIONAL ORGANISATIONS

Member, Australian Computer Society
(and also the ACS Project Management Special Interest Group)

Member, Australian Society for Operations Research, Inc.