

## JOHN PATRICK ALLEN

### Resume

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John is an IT Professional with an outstanding record of achievement in running his specialist consulting group for 10 years and over 20 years experience in Business Analysis, Project and Program Management. He brings a strong understanding of business, strategy and technology implementation, is an adept Project/Program Manager in sectors as diverse as banking, manufacturing and government. To all he brings focus, leadership and mentoring of others, intelligent analysis, good planning, negotiation and account management. That strong experience in Project and Program Office (CBA, Westpac Pegasystems & BHP), manufacturing & ERP (Veolia & BHP), retail banking (Gateway CU & CBA), wholesale banking and wealth management [BT, PTA] change management and technology implementation could well serve the mooted role in Project Management.

John would contribute an intelligent, pragmatic viewpoint, credibility, a facility for balancing stakeholders' interests and the requisite skills and experience across business and/or technology structures.

He is available for immediate employment and can supply further reference on request.

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#### PERSONAL DETAILS

Date of Birth - 9 February 1964.

Place of Birth - Sydney.

Marital Status - Married with three boys at high school.

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#### PROFESSIONAL OVERVIEW

##### **Project & Program Management.**

Demonstrated ability to project and program manage extensive programs of transformation from initial Business Case through to Implementation and post-Implementation Review, including the management of several vendors in a systems integration context. [refer Gateway CU, CBA]

##### **Business Analysis and IT Strategy.**

Focused on the big picture and "working out what the question is before focusing on any potential solutions".

John has worked with several organisations that have struggled to comprehend the issues confronting the business model, has facilitated a greater understanding of the fundamental business model and aided the analysis of alternative solutions [refer NSW Businesslink, Valuer Generals, ASX, Collex, Gateway CU, CBA]

##### **Organisational Change Management**

Demonstrated key skills in Organisational Change Management – e.g. Change Readiness Review [Fitness First, CBA], Training Strategy [Veolia, CBA] Communications Strategy [Veolia, Fitness First, CBA, VGs].

##### **Leadership - accepting responsibility and providing firm leadership.**

John has extensive line management and large project management [refer BT, BHP, CBA, Collex]. He is adept at analysing project, business, financial and technical risk to ensure appropriate mitigation strategies are implemented. He has built cohesive teams from disparate groups. People like working with John, he has won repeat business from clients over more than 15 years [refer – Perpetual, VGs, Veolia]. John has held several senior roles within the non-profit sector for organizations such as St Vincent de Paul Society, Mission Australia and the Old Ignatians' Union. Recently, he has devised and implemented an accredited Mentor program for Indigenous Students enrolled at St Ignatius' College, Riverview.

##### **Manages complexity**

Ability to simply explain complex concepts. John enjoys presenting, teaching and mentoring and has consistently applied these skills during his career. [refer Gateway CU, ASX, ITSRR, CBA]

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#### SKILL SUMMARY

Strategy  
Project and Program Management  
Commercial negotiation  
Service delivery  
Business process design  
Organisational change and change management  
Re-engineering  
Data analysis & Database design  
Accounting/Auditing

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## EDUCATION

### **Macquarie University**

Master of Arts [Modern History] 2003

### **Securities Institute of Australia**

Graduate Diploma of Applied Finance & Investment 1996

### **University of New South Wales**

Master of Commerce - Info Systems 1988

### **University of Technology**

Bachelor of Business, 1984 Major in Accounting. Co-majors in Computing and Finance.

**St. Ignatius College, Riverview.** HSC 1981

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## PROFESSIONAL & PERSONAL ACHIEVEMENTS/INTERESTS

### **ITIL Foundation V3 Certification**

**Australian Institute of Project Management (MAIPM)** Member

**Financial Services Institute of Australasia (F Fin)** Fellow

### **President of the Old Ignatians' Union**

Currently President of the alumni association of St Ignatius' College, Riverview. This involves leading the membership of the organisation (over 10,000) in such initiatives as Indigenous student mentoring, community service activities and Career mentoring.

### **International rugby referee**

1st Grade rugby referee for the NSW Rugby Union for 5 years in the 1990s. International Panel 1993/4..

### **Mission Australia**

Former member of the funding committee

### **Johnson & Johnson New Leaders Forum**

Four-day management forum, member of organising committee for subsequent forums.

### **Matthew Talbot Hostel for Homeless Men, Woolloomooloo**

Permanent volunteer Vice-President [1987-1989] Treasurer [1985-1987]

Night Director Tuesdays [1982-1989]. Responsible for an annual budget of \$2+ million, staff of 80, 350 men a night.

### **Rendu Youth Crisis Centre, Rozelle** [1989 - 1992]

President of Management Committee. Responsible for an annual budget of \$100,000, staff of three.

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## CAREER HISTORY

### **JONITI CONSULTING SERVICES PTY LTD**

July 1998 to present

#### **Consultant & Director**

*John has contracted to provide IT strategy, program/project management, information management, BPR requirements analysis and design, strategic consulting and change management. Relevant assignments over the past decade include:*

#### **Businesslink Pty Ltd**

Business Process Analyst & Designer. Practice Lead for all BA's in the organisation

Businesslink is a NSW Government Agency responsible for the delivery of backoffice services for the 3 largest NSW Government Agencies, DoCS, Dept of Housing and DADHC. Currently responsible for the requirements specification for the implementation of Electronic Records and Document Management (ERDM) within the organisation. (2008- current)

#### **TV1**

Strategic Consultant. TV1 is a pay TV company that runs 2 of the major channels in the Australian market. John was engaged to perform a strategic "Health Check" Review of the IT infrastructure of the organisation. This resulted in a major organisational change program that has resulted in a Restricted RFP to choose a Support Partner. John is Project Manager and Consultant for the entire program of work (2008- current).

#### **Collex Pty Ltd** (now known as *Veolia Environmental Services Pty Ltd*)

John worked closely with the Program Director, Waste Management Services, as both consultant and mentor on a major SAP implementation- value \$10m. This necessitated a major organisational change program with John overseeing the project charter, project management plan, change management plan and training and testing strategies [2006-2008].

Project Manager & Lead Consultant for **Collex Pty Ltd**. Collex requested John Allen to perform a Strategic Review of all technology in the Waste Services Division. [2006].

**Macquarie University**

Project Manager/BA.

Was responsible for re-formulating the Content Management Strategy for over 360 internally and externally focussed Web Sites for the University. (2008).

**NSW Land & Property Information**

Business Process Re-engineering/Change Management Consultant for Valuation Services (LPI).

John is re-designing the Land Value objection business process for NSW and is completing a review of the Spatial Data Architecture of the Dept of Lands. (2007- current).

**NSW Police**

Business Process & Designer for the Corporate Performance Measurement (CPM) application

The CPM Solution delivers a series of Key Performance Indicators (KPIs) to all Local Area Commanders in NSW Police on the first business day of each month, measuring such key operational measures as Overtime, financial variance to budget and overtime taken per employee. John was responsible for the business process design, system specification and organisational change activities across the 70+ Local Area Commands in NSW. (2006-2007).

**Gateway Credit Union**

Responsible for overseeing selection and implementation of the Phoenix Banking System – a comprehensive banking package that consisted of a full architectural and business process replacement of all banking solutions within the Credit Union. John reported to the CEO directly and was tasked; post selection, with vendor and client management, supervision of the project managers charged with implementation of the various modules and liaison with the business on the necessary change and training requirements. This was viewed by the CU Board as a most successful project [2006-2008].

**Westpac**

Project Management Consultant for Corporate Core Transformation Program within Westpac. Corporate Core was a \$500m program designed to transform Westpac's core banking platforms and business solutions. John was responsible for reviewing the project management competency and toolset within the Bank and recommend a roadmap for its improvement. This included a combination of Project & Portfolio Management techniques and tools, improved IT Governance mechanisms and methodology support. (2006)

**Commonwealth Bank of Australia [CBA]**

*Program Manager & Lead Business Analyst for Enterprise Portfolio Management Systems [EPMS].*

An essential component of the Bank's *Which* new Bank reform program within the Office of the CEO. The EPMS is designed to provide a framework for the improved control and reporting of all projects and programs for all Business Units. John was responsible for the specification of business requirements, project and vendor management of the entire program. [2004-2005]

**NSW Independent Transport Safety & Reliability Regulator [ITSRR]**

Consultant and mentor to the CIO of in the compilation of its IM&T Strategy for the 2006-2008 triennium. John was responsible for planning the assignment, facilitating sessions, interviews with stakeholders and the majority of drafting of the IM&T Strategic Plan. [2006].

**Atos Origin Australia [now the consulting arm of Fujitsu Australia]**

Management Consultant & Lead Pre-Sales Consultant for. Atos Origin a Systems Integrator with clients including Airservices Australia, Basell International, RTA, NSW Ministry of Transport and Rabobank.

John was engaged on a part-time contractual basis as the most senior member of its pre- and post-sales consulting team. John acted as Bid Manager on several large tenders won by Atos Origin. These included Airservices Australia and RTA. He project managed several large systems integration assignments and acted as senior pre-sales consultant on several sales campaigns. [2001-2004].

**Fitness First Australia [FFA].**

Business Process Re-engineering/Change Management Consultant for FFA- the largest provider health and fitness club manager in Australia, with more than 35 clubs nationally. John reviewed its business support model and re-engineered it to better serve clients in a cost-effective manner. [2004].

**Australian Stock Exchange [ASX].** Project Manager & Lead Consultant for Joniti Consulting reviewed its Core Applications environment and presented a revised strategy that recommended "Service Oriented Architecture" based upon Web Services. [2004].

**NSW Land & Property Information – Valuation Services**

Project Manager & Lead Consultant for. Developed business case for spatial enablement of Valuation Services using a Geospatial Portal technology. [2004].

**Airservices Australia**

Project Manager & Lead BPR Consultant.

Airservices planned a new Business Process Automation solution to manage all RFCs for standard operating procedures for airports and air-traffic management functions nationally. John facilitated the Business Process Re-engineering review of all relevant business processes and project managed the entire solution delivered via the eiStream Keyflow workflow architecture. [2004].

**Change Management Consultant**

Airservices had implemented SAP R/3 across all business functions with John reviewing the business functions where the impact of the business process changes was greatest. Interviewed, conducted workshops with key stakeholders to engage them in the business process changes, formally documented projects and job-costing business processes to enable formal training. [2003].

**Commonwealth Bank of Australia [CBA]**

Consultant & Trainer for CBA & EDS for Business Analysis [2 day course] and Business Requirements Training [1 day course]. [2003-2005]. John delivered more than 20 days training to these groups.

**Australian Securities and Investments Commission**

Lead Consultant in the formulation of the Tender Specification/Tender Evaluation for the outsourcing of key infrastructure technologies for the [ASIC]. The scope of services being outsourced included all midrange servers, NT & UNIX, all WAN infrastructures and administration of firewall technology [2002].

**NSW Board of Studies**

Consultant involved in the drafting of the IM&T Strategic Plan for the for the three year period from 2002 to 2004.

**Rabobank Australia & New Zealand**

Drafted the Customer Information strategy for [Rabobank is the leading rural industry lending institution, trades under various names including PIBA]. [2002].

**Basell International**

Team Leader for the eCommerce integration for Basell is a JV between **Shell** and **BASF** involved in the manufacture and trading of polyfins, the component products for plastics manufacture. They utilise the SAP R/3 application for the sales and distribution, procurement and production planning business processes across several continents [2002].

**Valuer-General's Office of NSW**

Lead Business Analyst for the development of the core property information business application called VALNETII. Produced Business Requirements Analysis, Logical Data Model, Physical Data Model [both using Oracle Designer 2000]

Data Conversion and the Detailed Technical Specification. Analysed requirements for the data integration of several partners in the Land Information area of Government, including LPI, OSR, DLWC Sydney Water, over 175 Local Government Areas in NSW, the RLPBs and the various County Councils. Lead a team of 4 analysts/developers. [2000 to 2001].

**NSW Department of Information Technology and Management [DITM]**

Successfully drafted the IT Strategic Plan [ITSP] for the Information Management & Technology [IM&T] section for Financial Year 2001/2002.

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## PREVIOUS EMPLOYMENT

### PEGASYSTEMS PTY LTD

January 1997 to July 1998

#### Group Manager, Asia Pacific

*Pegasystems is a leading vendor in CRM and e-commerce solutions to largely finance industry customers worldwide.*

John was responsible for the all aspects of pre-sales and delivery for Pegasystems Asia Pacific operation.

Customers for which John designed and implemented a total CRM/e-commerce solution included:

NAB [cheque dis-honouring solution]

GE Finance [Total call centre solution for their Coles Myer credit card area]

Community First Credit Union [CRM solution for loans processing]

Project Manager for the loans processing CRM solution for OCBC Bank in Singapore.

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### BHP INFORMATION TECHNOLOGY

May 1995 to January 1997

#### Product Development Manager/System Integration Services

John was responsible for Systems Integration Services for Newcastle with a staff of 45 IT professionals and a budgeted cost-base of more than \$3.5million.

#### Major Projects Manager - Systems Integration Services

May 1995 - July 1996

Responsible for all major projects for Systems Integration in BHP IT Newcastle. Projects included implementing SAP for Cairns Port Authority, Coal Loading System for Hay Point Coal Loader in Mackay, Qld. Centralised Despatch System for BHP Newcastle and the State Rail Authority Train Signalling System. In this role, John led a development team of more than 50 people involved in application development and systems integration.

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### BANKER'S TRUST AUSTRALIA LTD

March 1993 - May 1995

#### Project Leader, Funds Management Division

Project Leader for the Funds Management Division Trade Entry and Settlement System that accepted trades for all security types [equity, fixed interest, futures, options, foreign exchange and cash]. It priced holdings, settled transactions and interfaced with SWIFT. The system used GUI Client/Server technology including PowerBuilder programming language and Sybase database management system. In addition to managing the Trade Entry and Settlements system, John was responsible for development and maintenance of the Cash Management/Forecasting application, the Foreign Investment Funds Tax Reporting Application and the Credit Analysis/Compliance application.

In a previous role, John was Project Leader for the Investment Management Central Database funds management system - the principle portfolio accounting system for the Wholesale Funds Management Division of the bank.

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### PERPETUAL TRUSTEES AUSTRALIA LTD

June 1991 - March 1993

#### Senior Systems Designer/Project Leader

Project Leader, Program Designer and Database Analyst responsible for maintaining Perpetual's unitholder administration system [PUMA], corporate trustee system [PICS], portfolio management system [Hi Portfolio] and the Client Information

Facility. PUMA was a VMS Cobol/FMS/Rdb system with over 60,000 clients and 300 brokers. PICS was a PowerHouse/Rdb system with a database over 2.5 gigabytes.

Analyst, Designer and Project Leader of Perpetual's Client Information Facility [CIF]. This integrated all Perpetual's systems into a single database to provide users with a single repository of strategic client information.

Analyst, Designer and Project Leader of Perpetual's Personal Trust System. John completed a Detailed Requirements Specification that had been accepted by users in all states. The Requirements Specification entailed interviewing users throughout the country, following rigorous data and process modelling techniques.

**TANGENT COMPUTER SERVICES**

May 1989 - June 1991

**Senior Consultant - CASE, Methodologies and Design**

Senior Consultant to the Commonwealth Bank of Australia in the Application Development Environment group. Provide support to application development teams in the areas of data analysis, process modelling, systems design and architectural issues, facilitation techniques and the use of CASE technology.

Acted as project leader/facilitator for the Organisation Unit Financial Accountability system. Designed the database structure to be implemented in DB2. All financial and geographical reporting within the Bank will be based on organisation units as the unit of measure. Acted as project leader/facilitator on the Domain Validation System. Designed the database structure to be implemented in DB2. The aim of this system is to validate data from all applications via a common system facility. Provide technical impetus and training for all members of the ADE group in all facets of the systems development life cycle; specifically data and process requirements analysis and system design. Instrumental in the formulation of the Bank's CICS modular architected design methodology.

Methodology consultant to the following CBA project developments over the past year - Electronic Data Interchange, Corporate Centres, Staff Development System, Generic Lending, Assist Strategic [the Bank's Customer Information Facility], and CBA Repository. Also involved as a principal user in the specification & implementation of the Bank's Repository Information System. This is a fully integrated repository using Arthur Anderson's tool set, coupled with DB2. It holds all information relating to the full development methodology used by the Bank.

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**ERNST & YOUNG**

1985 - 1988

**Accounting, Auditing and Computer Audit**

Joined Computer Audit Division in January 1986 and progressed to be a Senior. Responsible for the computer audit engagements for Pepsico Australia, McDonalds, Avco Finances, Koppers Logs, Mercantile Mutual and Coal & Allied. Developed Computer Assisted Audit Techniques, general control reviews, application control reviews and security/contingency plan reviews and assisted in the automation of the audit procedures by the use of PC and Macintosh software.

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**UNIVERSITY OF TECHNOLOGY, SYDNEY**

1988

**Lecturer**

A part-time lecturer in auditing, John developed the course for the Bachelor of Business degree.

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