

**Summary**

I currently work for Transport for NSW (TfNSW) as a business solution architect. Have worked on a number of key projects as part of Transport's enterprise digital transformation process across the agency cluster. Engaged as technical lead and program management covering strategy, solution architecture, business service design and deployment of program initiatives.

My area of expertise is product agnostic but have operated as key technical and program lead for enterprise application optimization utilising cloud based technologies and current industry related service provisioning.

Current area of application covers implementation of business process automation (Robotics) utilizing cloud technologies in conjunction with on-premise business applications across TfNSW operational landscape.

**Specialty Areas**

- Provide strategic oversight and Architecture Program briefs to allow business and technological transformation using cloud based technologies and integration with on-premise systems.
- Provide cloud SME capability for the provision of managed services using cloud domain technologies and program management support to implement and deploy outcomes.
- Provision of cost and supporting detail to show TCO and ROI for on - off premise scenarios for cloud based solutions.
- Solution architecture experience across multiple technologies covering package solutions, information & data management systems, portal, and document management for off-site and hybrid cloud based deployment.
- Integration and management of e-Business environments using IT service vendors Tier 1 COTS application middle-ware systems in accordance with architectural frameworks and integration best practice.
- Define and create solution architecture and shared services model in accordance with enterprise frameworks using top down & bottom up techniques.
- Define strategy and vision to support business objectives utilising information & data management technology enablers within the cloud domain.
- Migration & management of data & business processes to future state systems in accordance with prescribed Enterprise Architecture roadmap and SOA strategy adopted.
- Provision of tactical and strategic solution architecture reference documents in accordance with enterprise architecture frameworks in relation to business application integration and management of information systems using off the shelf and in-house developed solutions in conjunction with cloud based deployments.

**Further Details**

The following information outlines my engagements to-date, key projects and related experience which support my application for the opportunity at hand. Pleased to provide any references as required. If you wish to speak to me directly please email me at [awjduncan@gmail.com](mailto:awjduncan@gmail.com) for contact details. Further detail can be found at [www.alexduncan.info](http://www.alexduncan.info)

**Availability**

Short Notice

## **Personal Attributes**

- Experienced in business transformation within the digital web / cloud landscape, strategic thinker, innovative, enjoys challenge.
- Can effectively translate business requirements into operational functional IT solutions across multiple business domains.
- Sound program management, resource planning and delivery skills across enterprise environments, locally & globally. Ability to actively participate in strategy, business development and pre / post sales processes.
- Persuasive, ability to influence key stakeholders across business, software vendor and IT domains including approach for the delivery of solutions and consult to CxO level.
- Across current digital communication technologies and user environments, understands how they are used and interact between end user and corporate operating environments.
- Build consensus and alignment between enterprise-wide architecture direction and business specific initiatives and business requirements to ensure Enterprise and Project alignment

## **Engagement Outline**

The following outlines my engagements to date with the organizations listed contracting through my professional services identity (Enterprise Architect Services)

**Period: Jul 2016 - Present, Role: Business Solution Architect**

Company: Enterprise Architect Services (Consulting) to TfNSW

Industry Sector: Government, Transportation

**Period: 2011 - 2016, Role: Solution Architect**

Company: Enterprise Architect Services (Consulting) Clients:

ATO Canberra, Sydney University, Melbourne IT, IAG,

Perceptive Software, Asparona, RedRock, Oracle Consulting

Industry sector: Corporate, Government

**Period: 2009 - 2010, Role: Information Architect**

Company: Oakton Pty Ltd (Technology Consulting)

Clients: ASIC, Sydney Water

Industry sector: Corporate, Government

**Period: 1999 - 2008, Role: Solution Architect**

Company: Alcatel Lucent (Telecommunications)

Industry sector: Corporate, Government, Retail

**Period: 1995 - 1998, Role: CTO - Business Partner** Company:

ScanPlus Services (Digital Imaging Services)

Industry sector: Corporate, Retail and Legal

**Period: 1990 - 1995, Role: Production Engineering Manager**

Company: AWA Communications (Telecommunications)

Industry sector: Corporate, Government

## Key Projects

The following outlines some of the key projects undertaken to date, contact me for further discussion on specifics for these and other work. I am currently contracted to Transport for NSW (TfNSW) since July 2016.

### **Solution Architect (CCTP Digital Transformation & Application Robotics – TfNSW Sydney)**

Provided solution architecture and program management services to support TfNSW digital transformation project. Covering Infrastructure, Application integration, process optimization for common operational framework utilising cloud services. PaaS solution (Azure) for Call Centre incident management. SaaS (AWS) for transport time table planning. PaaS (AWS) for robotics transport shared services

### **Cloud SME - Solution Architect (Service Transition & Planning – ATO Canberra)**

Provided Services Management Framework for the ATO to implement cloud based initiatives for multi tenanted, multi cloud initiatives using tier 1 cloud service providers. (AWS/ Azure etc.) Definition and integration of business support processes and managed service providers to support full cloud service stack. Application integration to cloud and management of Infrastructure to scale as associated with the benefits associated with cloud technologies. Provide knowledge base articles and principle documents to support architecture and design associated with using enterprise grade cloud solutions.

Integration of tooling and dependent onsite reporting systems for end to end provision of cloud services.

### **Cloud Application / System Integration - Solution Architect (Enterprise Services – Sydney University)**

Provided solution architecture support to University IT enterprise services group and key business stakeholders. Deliverables included provision of Architecture Briefs and Architecture Review Board approval for specific Application integrations using cloud based technology. Implementation of car fleet system using cloud management service. Definition and architectural design of cloud compatible Operational Data Store in conjunction with Data Warehousing and Metadata Management. Definition and design of application landscape framework for cloud adoption using cloud service providers AWS & Rackspace.

### **Cloud SME - Solution Architect (Managed Services - Melbourne IT)**

Provided solution architect support to existing and new clients for cloud adoption and application integration using cloud service providers and managed services. Defined and implemented cloud service operational requirements and managed services framework in line with client business objectives. As an SME provided oversight and updates using cloud based technologies. Provided capability and cost assessment scenarios to support digital transformation utilising cloud based technologies. Applied the above across a range of industry verticals using AWS & Azure cloud infrastructure for hybrid, private and public scenarios. Covered strategy and approach for data center migration to the cloud using industry based tool sets and custom requirements.

**Digital Transformation (Claims – Insurance - IAG) -** Delivered architectural solution for claims transformation program to implement transactional content management (TCM) system. Define and deliver proof of concept and operational framework for inbound, repository & outbound automation of claims systems. Implemented SOA design and specify security, web services, security and operational specification for current and future expansion. Provided recommendation for further optimisation (Data / Business rules / SEO) for future roll out across enterprise. Completed the implementation within budget and ambitious time line.

**Professional Services – Solution Architect / Pre Sales (Finance Sector) (Perceptive Software) -** Provided proof of concept, pre & post sales based on value based assessment for ECM service proposition to Australian Market (Finance Domain). Worked with marketing and sales to enhance opportunities for engagement across industry verticals and key customers. Providing professional services for engagement and implementation of ECM portfolio for intelligent document capture, document management, BPM integration and advanced information search discovery of their associated content and business processes using on-off premise (Cloud) application service delivery models.

**Web Portal (Oracle Consulting Services - Corporate) (OCS) -** Contracted by Oracle Consulting Services (OCS) to work on client's corporate portal. Responsible for system integration testing. Review unit and functional requirements, outline test strategy and implement test program in line with deployment practices.

**Application Integration (Service Utilities, Corporate) (Sydney Water) -** Completed solutions options paper to set up document management system using Oracle middle-ware ECM solution. Completed GAP analysis between current and future target states to determine legacy degree of fit. Outlined legacy migration approach from current to target state with options and scenarios. Plan and implementation of document management system with legacy migration strategy. Approach: Analysis, Solution Options, GAP, DM Functional.