Duncan Unwin

**General Overview**

Duncan is an experienced IT executive, architect, program and project manager with expertise in complex systems integration, ICT business case development and ICT transformation across the following industries:

* State and federal government
* Banking
* Insurance
* Health
* Manufacturing & Supply Chain

**Consulting – ICT and Supply Chain**

Duncan is a highly experienced consultant with expertise in IS and IT strategy, Supply Chain Management, Information Governance and ICT management. He is also an experienced program and project manager.

Duncan’s experience includes the performing of strategic assessments and development of IT Strategies for QTC, PSBA, DSITIA, RACQ and QTC. Recent engagements include an entire portfolio review of all business information systems within PSBA. He also has conducted operational audits of key systems such as the Computer Aided Despatch system used by Fire and Ambulance. Duncan has deep domain knowledge and experience in security architecture.

He has twenty seven years’ experience in information systems project and programme management. This includes implementing ERP systems across 18 manufacturing and distribution sites for a listed food company, implementing a complete supply chain-reengineering project of an automotive components manufacturer. He also consulted widely on supply chain integration and automation in the Asia Pacific region with companies such as Goodman Fielder, CASE, Raychem, Compal Electronics, and Dell computers.

He led the project scoping, requirements definition and customer engagement programme for an 8000 person/day software development project for American Express. He also led the design of a new trade finance platform for HSBC across five countries in Asia.

**Education and Memberships**

* Masters in Information Systems (Hons), Griffith University
* Certificate in Bank Card Management (Distinction), VISA business school (UK)
* Diploma in Government, ADF
* Diploma in Telecommunications Management, ADF
* Prince2 Foundations
* Lead Auditor in ISO27001

**Supply Chain Specific Project Highlights**

* Dell Computers Asia
  + Development of B2B and B2C payments processing sub-systems for the Dell supply chain across the APAC region including integration of receipting of payments into SAP. Role: Chief Architect.
* American Express
  + Development of the American Express global B2B e-commerce gateway (17 countries, 7 languages). This system integrated B2B payment with automated distribution of electronic orders and invoices over the American Express payment network. Primary customer was the Eurofighter project which processed all the parts purchasing via this system. Total trade volume of $US3B p.a.. Role: Project Director.
* Balfours Pies - Trade ordering and route trade automation project. Role: Chief Architect.
* Golden Circle - Warehouse Automation project. Role: Design assurance.
* Flour Mills of Fiji - ERP implementation project. Role: Project Director.
* Trade finance automation pilot project - HSBC Asia. Scope included the development of electronic trade finance contracts, gross and net inter-country settlement and integration with import/export agents. Role: Chief Architect.
* Integration of debit and credit card payments into the Ariba APAC portal. Role: Architect
* Implementation of Payments interface into SAP R3. Role: Project Manager.
* Senior Consultant, QAD Japan.
  + ERP Implementation at Raychem Japan - Electronics
  + Training in MFG/PRO to local QAD Japan team
  + APAC lead in Advanced Supply Chain Optimisation practice
  + Training in i2 and Paragon SCM tools
  + Supply Chain optimisation project - COMPAL electronics - Taiwan
* ERP Reimplementation - CASE Corporation (Complex equipment). Application consultant.
* Kleenmaid (White goods, global supply chain) - ERP Implementation. Project Manager
* Harvest Fresh Cuts (Salad) - ERP Implementation. Project Manager.
* ERP implementation - PAFCO - Fiji - Fish Cannery. Project Manager.
* Manager, Information Technology
  + ERP&MES implementation and Factory redesign of EGR Automotive and EGR Display divisions. 30% increase in company revenue directly attributable to project. Employed TOC and Lean concepts in a MRPII implementation. Project Director.
  + LEAN Training - TPS - Toyota Japan.
* ERP implementation in Defiance Mills Limited (Milling and baking group) - 27 sites across Australian and NZ. Modules: GL,AP, AR, Purchasing, EDI, Inv, SO, QA, Scada integration. Role: Project Manager.
* Divisional IT Manager - Defiance Milling Co.
  + Whole of supply chain, warehousing and inventory project. Advisor at CFO level for Finance Policy and ERP implementation

**Expertise**

* Supply chain design and optimisation
* Change Program Design
* ICT Strategy
* IT-enabled Business Change
* Enterprise Architecture
* Information Governance
* Information Security
* Technology Adoption
* Complex Systems Engineering
* Program management of large information systems implementation project
* Agile project management
* Recognised industry expert in Cloud governance

**Strengths**

* Experience is leading ICT Change
* Deep knowledge of Application and Information Technology
* Strong analytical skills
* Advanced skills in business and stakeholder analysis
* Real world major project leadership experience (RBSG, HSBC, MasterCard, American Express, Australian Government, Raychem, Case, Dell)

Kim Elms

**Overview**

Kim has extensive experience in technology start-ups as both CTO and CEO and an extensive network of high-level contacts in the technology sector globally. His knowledge of technology trends is encyclopaedic and has time and time demonstrated the ability to distil complex business problems into sophisticated technology solutions.

Kim has more than fifteen years of technology research and development industry experience – both domestically in research and industry companies, as well as internationally through EU-FP6 large integrated projects and multi-national collaboration projects. He has previously held the position of Research Program Manager with SAP Research, the global research division of SAP AG, the German-based enterprise software computer company with such international clients as Nestlé, Lufthansa, Pepsi and Coca Cola. In this position he built a research program – Enterprise Services and Semantics – from three researchers into a program this involved three sites and twelve researchers, while progressing many technologies and initiatives from research projects through to prototype development and then through to commercialization into sections of the SAP product.

**Key Competencies/Skills**

* Project Management and Supervision (in areas of technical leadership towards gaining business understanding and acceptance)
* Business Analysis (mapping technical solutions to business requirements)
* Systems Analysis and Design (technical requirements, database design, and business and process modelling)
* Solution Architecture
* Technical Architecture and writing of detailed Development Plans
* Technical Planning and Consulting
* Database Design and Administration
* Structured Development, Management and Strategic Deployment (Requirements Analysis, Programming, Testing, Implementation and Maintenance)
* Research and advanced product development
* Patent development and analysis with legal representatives
* Academic and conference reviews
* Partnership development and external liaison
* Commercial Concept Prototyping and Product Development
* Technical and Business Documentation
* Technical and Training Presentations

**Example Roles / Assignments**

* CEO, Inno-Vision Pty Ltd, 2012 to present. Projects include Telefonica (Brasil) migration for Microsoft Outlook on Android. Kim produced project requirements and technical documentation, liaised with Telefonica and Microsoft throughout the development and deployment processes. The project also allowed our client to update the mobile application UI to represent Microsoft’s new Outlook.com service as well as expanding the features offered such as calendar synchronisation and Skydrive caching.
* Solutions Architect, RACQ, 2014. Streamlined the Emergency Home Assistance product, Club Membership Offer to new vehicle customers, Ticketmates/Kiosk Integration, and designed Life insurance product to be marketed internally to members and operated by an external partner.
* CEO, GCP Australia, 2007 to 2012. Developed the core product and the surrounding company documentation, as well as representation of the company to lawyers, accountants and investors. Development of the Business Model, Information Memorandum & Financial Projections; and Representation of the project to key executives.
* Research Program Manager, SAP Research, 2001 to 2005. Developed the Interactive Applications and Technology Research (IATR) as the Research Program Manager. The IATR was evolved into a new program positioned squarely around “Enterprise Services and Semantics” (ESS). Elements of this position included Research Vision and maintaining leadership, Acquisition of External Project Funding, Acquisition of Customer Pilots, Engagement with Academic Partners, and Patent Development.

**Education, Qualifications and Memberships**

* Doctor of Philosophy, Computer Science, Queensland University of Technology
* Master of Science, Computer Science, Bond University
* Bachelor of Business, University of Southern Queensland

John Radford

**Overview**

John is an executive-facing Enterprise Architect with over 20 years of professional project delivery and governance experience for multiple private sector and government clients in Australia and the UK.

Formal qualifications in enterprise architecture (TOGAF9) and project management (PRINCE2) augment this experience, and provide the foundations for a balanced and analytical approach to establishing and managing strategic change over extended timeframes.

He is a specialist in the definition and capture of architectures across the full business, data, application and technology domains. He is passionate about establishing traceability between strategic business motivators, services, processes, and the people and technologies who support them.

**Key Competencies/Skills**

* Structuring and capturing Enterprise Architecture knowledge
* Selecting and delivering Enterprise Architecture tooling
* Establishing and providing Project architectural templates and governance
* Establishing mechanisms for the Governance and Management of Enterprise IT
* Systems Integration capability establishment

**Recent Highlights**

* Provided structured assessment and recommendation of EA tooling and initiated procurement and establishment of the capability (Powerlink Queensland);
* Established Enterprise Architecture standards (metamodel, catalogues, diagram templates, etc.) to provide consistent capture of enterprise knowledge across the Business, Data, Application and Technology domains (Powerlink Queensland, RACQ, Unitywater, NEHTA);
* Provided project templates to ensure consistency and timely delivery of architectural artefacts throughout the delivery. Established gates in the project lifecycle where artefacts should be at a certain quality to proceed (Powerlink Queensland, RACQ, Unitywater);
* Established a continuous improvement process to uplift the maturity of the Governance and Management of Enterprise IT in an incremental manner and aligned to Enterprise Goals (Unitywater).
* Ran procurement process for (Unitywater), and provided governance over the delivery of a centralised integration capability - people, process, technology. (Unitywater, RACQ)

**Education, Qualifications and Memberships**

* BA(Hons) Computing and Information Systems, Brighton, UK (1997)
* TOGAF9 certified (2010)
* PRINCE2 practitioner (2009)
* ISACA

**Strengths**

* Cross-domain Enterprise Architecture: linking business motivators, services and processes to IT assets;
* Technology-savvy strategic advisor;
* 20 years’ consulting experience in IT Project delivery, from Governance down to programming team leadership.

Tony Ketteringham

**Overview**

Tony specialises in developing technology architectures and technical solutions for organisations. Tony joins the knowledge gap between the business and technology areas in an organisation.

Tony is an expert in business analysis, technical architecture, project management, management of medium to large teams with a technical focus, management of the complete software development life cycle and IT operations. He has experience in leading and using agile development and project management methodologies and contemporary software development practices.

Tony has worked in a range of roles including IT manager, development team lead, business analyst, product manager, systems administrator and managing and delivering product support. He has worked in small and large public and private organisations up to the executive level of management, and has experience working directly with large internal and external customers.

**Key Competencies/Skills**

* Project management
* Management of software development life cycle
* Software architecture design and implementation
* Hardware architecture design and implementation
* Software analysis and development
* Team management
* Managing and providing product support
* Systems administration

**Example Roles / Assignments**

* Senior Consultant, Integral Technology Solutions, 2013 to 2015
* Consultant, Business Aspect, 2010 to 2013
* Solution Architect, Flight Centre, 2013
* Enterprise Architect, Clean Energy Regulator, 2012 to 2013
* Solutions Architect, Department of Education & Training (QLD), 2010 to 2011
* Project Manager, Jeppesen, 2008 to 2010
* Enterprise Architect, Minol Australia, 2006 to 2008
* Director, Depth of Field, 2003 to 2006
* Chief Technology Officer, ReTech Global, 2002 to 2003

**Education, Qualifications and Memberships**

* Bachelor of Science, Computer Science (Honours), University of Queensland
* PRINCE2 Project Management Practitioner Course
* PRINCE2 Project Management Foundation Course
* ISACA Member