

RESUME

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Industries

Consulting

Mining

Policing

Utilities (Water and Gas)

IT & Telecommunications



Summary

A goal oriented professional with demonstrated experience in the planning, development, deployment and ongoing support of information systems and the supporting technical environment to address business opportunities. Specialised experienced in the development and implementation of SAP R3 systems and package based solutions as well as in house developed systems. Skilled in the initiation and enforcement of strict budget controls to address company needs, improved customer service and growth. Proficient at crisis management, troubleshooting, problem solving and negotiation. Reinforces positive company image through membership and active involvement with professional bodies and academia. Particular strengths in:

- Difficult large scale corporate projects successfully implemented by involving all the necessary stakeholders while working in a transparent, non threatening way to address the business process change and realise benefits.
- Cost and program management, budgeting, ERP, implementation of enterprise information and knowledge management systems as well as implementation of ITIL based service management contracts.
- Vendor management to deliver offshore outsourcing. Coordination and implementation of arrangements for both development and support (Tata, Accenture and CSC.) in India, Singapore and Malaysia.
- Managing multi-disciplined IT teams. Program and project management of projects ranging in size from in excess of one hundred project members to small dedicated teams of two to five members.
- Connecting business units and goals by way of technology.
- Business Process and organisation change management associated with application software implementation.
- Introducing formal methods and quality standards in a simple and easily understood way.

Doctor of Business Administration in Information Systems, Master of Science in Software Engineering and Computer Science undergraduate qualifications. Certified Professional (CP) as a senior member of the Australian Computer Society (ACS) and a former member of the IEEE Computer Society. He sees himself as a supplier of information systems to the business, not the manager of IT to the business.

Selected Achievements

ITIL V3 processes for Service Management functions, BHP Billiton Iron Ore, 2009-2010.

Information and Knowledge Management 5 Year Strategy, BHP Billiton Iron Ore, 2007.

SAP R3 based end to end supply chain management system implementation, BHPB Billiton Iron Ore, 2006.

Employee and Manager Web based Self Service, WA Police, 2003 & Water Corporation, 2005.

Best SAP Business Intelligence application implemented in Australia, 2003.

WAITTA infrastructure award, Alinta, 1999.

School of Management Consultative Committee, Edith Cowan University, 2010.

Employment Summary

Oct 2010 - present Consultant – various consulting assignments

Global Mining Company

Jul 2010 - Sep 2010 Program Manager - various

Oct 2007 - Sep 2010 Program Manager - Information & Knowledge Management

Jul 2009 - Jun 2010 Program Manager - Information Transformation

Aug 2008 - Oct 2009 Program Manager - ERP Upgrade & Global Alignment

Aug 2007 - Mar 2008 Program Manager - Rapid Growth Project Systems

Dec 2006 - Sep 2007 Program Director - Supply Chain and Manufacturing Project

Education Doctor of Business Administration (Information Systems) ECU 2008
Master of Science (Software Engineering) ECU 1999
Bachelor of Applied Science (Information Science) ECU 1994
Certificate in Software Quality Assurance and Management UWA 1992
Associate Diploma of Applied Science (Computer Studies) ECU 1990

Methodologies Catalyst
ASAP
PRISM
PRINCE2 – Currently undertaking formal certification February 2011
PMBOK
Customised Prince2 methodology with some PMBOK add-ins
PROSCI Change Management Methodology – ADKAR Model.

Professional Senior Member of Australian Computer Society: Certified Professional – MACS (Snr) CP

Interests Golf, sailing and fishing

Citizenship Australian

Referees Suitable referees provided on request.

Experience

Oct 2010 – present

Consultant – Various short term consulting assignments

Mining

Jul 2010 – Sep 2010

Program Manager – Various

Managed various projects including desktop lockdown and application packaging and deployment, access management and fatigue management as well as implementation of Documentum 6.5 through a company wide consolidation program. Most of these projects were in progress and problematic when taken over.

Responsibilities: Delivery of agreed business outcomes. Financial and Project Management.

Jul 2009 – Jun 2010

Program Manager – Information Transformation

Manage the program associated with the implementation of a new outsourced services contract enabling the organisations to transform their contractual relationship to a more strategic, responsive partnership. This will lead to alignment with a new operating model, comply with new enterprise level policies and to position the business for anticipated growth through the implementation of industry best practice service management processes and tools utilising ITIL V3.

Responsibilities: Information Systems organisational business and vendor management process change. Principle focus was on the internal project while providing governance over a large number of integrated vendor led projects. This tighter integrated relationship assisted in greater governance to make possible a step change in IS maturity for both parties. Information Technology and Systems focus shifted from “keeping the lights on” to being ahead of a “rapidly growing business”. Included in the program was the establishment of unplanned “gap” activities that were to be provided by the Enterprise IS group but were delayed. This included an upgrade and establishment of a single information management system for use in every aspect of business operations.

Aug 2008 – Oct 2009

Program Manager – ERP Upgrade & Global Alignment

Co-ordinate all tasks required to be carried out by the local regional business (outside of the main overseas based Project team’s work plan but in co-ordination with it) to implement the agreed global deliverables for the pilot releases. Coordinate and mentor the local project and functional based co-ordinators. This is a multi-phased project and this initial phase was focussed on the supply change and associated logistic market focussed areas, although it impacted financials and joint venture accounting.

Responsibilities: Ensuring business as usual while the local business went through phases of rapid growth. Preparation of budget and resource approvals for future phases of the project. Facilitate the setting up of process owners to manage the implementation activities across all functional areas in a consistent manner. Principle corporate liaison point for implementation activities with the Singapore based corporate team.

Aug 2007 – Mar 2008

Program Manager – Rapid Growth Project Systems

Ensure all system and business process aspects of a new central production hub were collected and documented. Model proposed business processes and associated data to allow the identification of possible solution options and determine the impact on existing processes.

Responsibilities: Manage a number of projects while establishing a set of guiding principles to drive the business towards a simplified standard mining hub. Full stakeholders sign off of the requirements and ensure adequate funds were released for the remaining design, build and implementation phases of the project.

Oct 2005 – Dec 2006,

Oct 2007 – Sep 2010

Program Manager – Information & Knowledge Management

Manage the successful implementation of all aspects of the Corporate Information Management Policy. The primary objectives of the project are to manage regulatory and legal exposure in relation to the information created, stored, disseminated and deleted, and to improve productivity through more efficient management of information. This is being accomplished by raising awareness about information management and utilising such tools as wiki’s, document and record management (including drawings), email archiving software as well as enterprise search (based on

find-ability) while ensuring such solutions are secure and easy to use. Global lead for selection of a Drawing Management solution.

Responsibilities: Management of the associated projects in the program, including business policy, 5 year strategy, associated processes and technical solutions. The program was suspended at the Program Managers request in December 2006 until Jul 2007. It recommenced in October 2007 and will be complete in December 2010.

Dec 2006 – Sep 2007

Program Director – Supply Chain and Manufacturing

Manage the completion of outstanding work and resolve defects to enable the organisation to realise the benefits of an end to end supply chain application suite and transition to a new support environment. The project was time boxed and the project had four distinct work streams, Reporting/Business Intelligence, Manufacturing, Technical Integration and SAP.

Responsibilities: Critical success factors for the project included successful completion within the budget (24% under estimates) and as scheduled (end Jun 2007). Costs savings were achieved by reducing the size of the project team while minimising staff turnover to ensure the intrinsic “knowledge” remained until it was transitioned to various support organisations.

Policing

Jul 2005 – Dec 2005

Project Manager – Invoice Processing System

Selection of Optical Character Recognition (OCR) software and technology to enable automatic processing of invoices and integrate with the existing ERP system.

Responsibilities: All aspects for successful delivery of the project.

Utility

Aug 2004 – Sep 2005

Project Manager – Employee and Management Self Service

SAP Web based Employee and Management Self Service Systems. The intranet system was the first in a corporate wide efficiency program. The objectives were to devolve employee functions to enable efficient recording of leave, overtime and allowances whilst providing management necessary human resource reporting.

Responsibilities: All aspects for successful delivery of the project.

Policing

Aug 2004 – Nov 2004

Project Manager – Hardware upgrade and relocation

Transition to a new hardware infrastructure at a new location.

Responsibilities: All aspects of the project.

Mar 2004 – Jul 2004

Project Director – Rostering Project

Web based Rostering System to allow the efficient allocation and rostering of operational officers and staff.

Responsibilities: Successful delivery of the specification and associated business case. Project was suspended due to budget pressure.

Mining

Feb 2003 – Jul 2004

Technical Project Manager – Automated Performance Measurement

Implementation and development of a SAP Business Warehouse and associated web development to provide end to end oversight of the critical operational aspects of the business. Business process and organisation change management required for such an implementation. This project won the award for the best SAP Business Intelligence application implemented in Australia in 2003.

Responsibilities: Successful delivery of the project technical components.

Policing

Oct 2002 – Feb 2003

Project Director – Framework Project

Responsible for the management of an Employee and Management Self Service Portal implementing software components to support a new Enterprise Bargaining Agreement. The system allowed the efficient recording of leave and allowances whilst providing on-line financial management reporting. It also provided for self-service on-line equipment and uniform ordering as well as data collection for employee payroll and allowances. The project had a significant impact affecting the 7000 plus users while operating in a highly secure 24x7 operational environment. The system was a customised SAP Portal based on a SAP ERP (4.6C).

Responsibilities: All aspects for successful delivery of the project.

Date	Role	Summary	Responsibilities
2002: Utility	Project Manager – Data Warehousing	The scope was specifically to provide Executive and external Reporting. This project was cancelled at the end of the definition phase as the business could not commit the resources required	Production of a Business Area Architecture and draft project plan for implementation.
2001:2002: Mining	Project Manager – Data Warehousing	Managed the successful implementation and development of a data Warehouse on SAP BW.	Overall management for requirements gathering, design, construction and post implementation support. Project was delivered on-time and within client approved budget variances.
2001-2002: Policing	Project Director – SAP 4.6C Upgrade Project	Responsible for overall project management for a SAP 4.6C Upgrade in a highly secure environment (7500 users).	Overall financial, technical and functional responsibility, Deployment of new self service portal to all officers and employee across the state.
2001: Mining	Technology Consultant – Technology Plan	Compile and publish a Technology Plan to identify options for the use of IT in the business at an architectural level. Propose a set of technology directions which would assist the business in achieving the goals set out in its strategies, both short (12 months) and long term (3 to 5 years).	Production of the Technology Plan.
2001: Utility	Program Manager – ERP Implementation	Developed a three year program of work which provided a management framework, project management and delivery resources to enable business improvements facilitated by SAP 4.6C and the corporate data warehouse	Identification, assessment and compilation of a Program of work based on cost effectiveness and an emphasis on realisation of overall business benefits.
2001: Utility	Consultant – Contract Management System	Analysis and recommendations for improvements for the Contract Management process.	Production and presentation of the reports findings and recommendations.
2001: Legal	Project Manager – Communications & Broadband	Project Management and technical advice to provide broadband services for a legal firm.	Overall project management.
2001: Utility	Technical Project Manager – SAP 4.6C Upgrade Project	SAP ERP Version 3.1H upgrade to 4.6C (2000 users).	Technical project management.
2000: Utility	Technical Project Manager – B2B e-Commerce Project	Conducted implementation and evaluation of SAP Business to Business Procurement.	Technical project management.
1999-2000: Utility	Technical Project Manager: <ul style="list-style-type: none"> ○ Asset Condition Assessment Project ○ Business Warehousing & Data Archiving Projects 	Design and Construction of a “custom” SAP module for Asset Condition Assessment. Implementation of SAP Business Warehouse tool (BW) and Data Archiving System	Overall project management.

Date	Role	Summary	Responsibilities
1999: Legal	Project Manager - Y2K Replacement Project	Library software project.	Overall project management.
1999: Utility	Consultant/ Technical Project Manager	Replacement of mainframe systems. Implement and integrated SAP R3 and Smallworld Geographic Information System (GIS).	Integration of Plant Maintenance Module of SAP R3 with the Smallworld GIS. Project managed development and implementation of end user browser.
1996, 1997, 1998, 1999: Energy	Consultant/Project Manager	Replacement of mainframe systems. Implement and integrated SAP R3 and ESRI GIS system. WAITTA infrastructure award (1999).	Lead for SAP Maintenance for Gas network and interfaces to Customer Services System. Project managed development and implementation of GIS for Gas network.
1999: Government	Consultant	Quality Assurance Review of GIS Redevelopment Project. The Client moved from ARC systems to ESRI's Arc-Info.	Quality Assurance.
1995, 1996, 1997: Land Development	Project Manager / Consultant	New business processes developed and a computer system implemented.	Project managed development and implementation. Business process review of Corporate & external agencies.
1994, 1995, 1996: Utility	Consultant / Project Manager – SCADA	Specify, design, build and implement an Operational Data Storage System.	Manage and report on all aspects of user requirements and subsequent software development.
1994, 1995: Transport	Consultant - Contract Management System	Determine requirements. Provide expert advice on Engineering Project Management.	Facilitation of user workshops. Tender document and evaluation.
1990 – 1994: Telecommunications	State Branch Manager/National Project Development Manager	Financial administration and Project management. Procuring, recruiting, and or contracting the required resources.	Development and implementation of national computer systems. Streamlined business processes resulting in "Just in time" logistics. Implementation of Software Quality Procedures.
1988 - 1990: Telecommunications	National Consultant/Business Analyst	Business analysis for a large number of national projects specifically around enterprise resource planning and material management for engineering construction planning, execution and support.	Business requirements and stakeholder engagement.
1984- 1988: Telecommunications	State Implementation Manager	Oversaw and implemented all activities associated with the corporate Customer Information Management & billing solution.	Implementation, Change and Learning Management.