

## **Resume: John F Myles**

## PERSONAL DETAILS

**NAME** John Francis Myles  
**ADDRESS** 11 Fawkner Gardens, HILLARYS WA 6025  
**DATE OF BIRTH** 24th August, 1958  
**MARITAL STATUS** Married (two adult children)  
**CITIZENSHIP** Australian  
**EDUCATION** **Tertiary**  
Doctorate 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  
**Secondary**  
Marist College, Tertiary Admissions Examination (1975)

## PROFESSIONAL ASSOCIATIONS

Member of Australian Computer Society (ACS) (PCP)  
Member of Institute of Electrical and Electronic Engineers (IEEE) Computer Society

## PUBLICATIONS

Myles, J.F (2008), Discovering critical success factors for implementing an automated performance measurement system: a case study approach, Thesis (D.B.A.), Edith Cowan University, Submitted to the Faculty of Business and Law, 2007.  
Dobson, P. Myles, J & Jackson, P.J (2006), "Making the Case for Critical Realism: Examining the Implementation of Automated Performance Management Systems", Information Resource Management Journal, Dec 2006.  
Myles, J & Jackson, P (2004), "Managing your Intellectual Capital through the Balanced Scorecard", 5th International We-B Conference, Fremantle, Nov 2004.  
Myles, J (2000), "IT Investment and Benefit Realisation in Australian Utilities", 7th European Conference on IT Evaluation (ECITE'7) Dublin Sept 2000.

## INTERESTS

Golf, boating and fishing.

## REFERENCES

Suitable personal and professional references will be provided upon request.

## PROFILE

John Myles has had over twenty-five years of practical experience in managing, designing and implementing information system and technology developments. He has been involved in many management roles, which have strategically placed the businesses he was involved with to take advantage of Information Systems and the associated technology.

He has been instrumental in involving the people in the decision making process and has introduced formal methods and quality standards in a simple and easily understood way. He has successfully managed large complex projects in open systems environments using the latest technology to achieve process change and business improvements. He has the ability to get difficult large scale corporate projects successfully implemented by involving all the necessary stakeholders of the business while working in a transparent, non threatening way to address the business process change and realised benefits.

His latest assignments have been to successfully manage programs delivering: the integration and implementation of end to end supply chain management systems; and the selection, design and implementation of enterprise information and knowledge management systems.

The business environments he has worked in have ranged from large corporate, global enterprise to all levels of government, in the areas of resources, public utilities, policing, transport and telecommunications.

John is a Doctor of Business Administration in Information Systems which supplements his Master of Science in Software Engineering and Computer Science undergraduate qualifications.

## **Mining**

### **Program Manager – Information Transformation**

July 2009 – June 2010

#### **Summary**

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**

All aspects for a successful delivery of the program, including change management, communication and associated Information Systems business processes to ensure existing technical solutions continue to function. The resulting win-win relationship assisted greater governance to make possible a step change in IS maturity. Information Technology and Systems focus shifted from “keeping the lights on” to “growing the business”.  
Included in the program was the establishment of unplanned “gap” activities that were to be provided by the Enterprise IS group. This included an upgrade and establishment of a single information management system for use in every aspect of business operations.

### **Program Manager – ERP Upgrade & Global Alignment**

Aug 2008 – Oct 2009

#### **Summary**

Co-ordinate all tasks required to be carried out by the 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 team of local site based and functional implementation co-ordinators to achieve this.

#### **Responsibilities**

All aspects for a successful delivery of the program, including communication and associated business processes to ensure existing technical solutions continue to function. Ensure minimal business impact and prepare the necessary budget and resource approvals. Facilitate the setting up of process owners to manage the implementation activities across all functional areas in a consistent manner.

### **Program Manager – Rapid Growth Project Systems**

Aug 2007 – March 2008

#### **Summary**

Manage all aspects of the requirements gathering for a new central production hub for a global mining company. Model proposed business processes and associated data to allow the identification of possible solution options and determine the impact on existing processes.

#### **Responsibilities**

All aspects for a successful delivery of this phase of the program, including communication and associated business processes. Establish a set of guiding principles to drive the business towards a simplified standard approach based upon an already established and partially functioning 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.

### **Program Manager – Information Management**

Oct 2005 – Dec 2006, Oct 2007 -

#### **Summary**

Manage the successful implementation of all aspects of revised 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.

**Responsibilities** All aspects for successful delivery of the program, including business policy, associated processes and technical solutions. The program was suspended at the Program Managers request in December 2006 until July 2007.

**Program Director – Supply Chain and Manufacturing**  
Dec 2006 – Sept 2007

**Summary** Manage the completion of outstanding work and resolve defects to enable the organisation to realise the benefits of a 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 June 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.

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**Policing**

**Project Manager – Invoice Processing System**  
July – Dec 2005

**Summary** Responsible for the selection of OCR software to enable automatic processing of Financials documents.

**Responsibilities** All aspects for successful delivery of the project.

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**Utility**

**Project Manager – Employee and Management Self Service**  
August 2004 – Sept 2005

**Summary** Responsible for the management of a new Web based Employee and Management Self Service Systems while implementing software components to support a new Enterprise Bargaining Agreement (EBA). The web based intranet system is the first in a corporate wide change management process, It’s objectives are to devolve employee functions and enable efficient recording of leave, overtime and allowances whilst providing management necessary human resource reporting. The system is based on the SAP ERP (4.6C ) utilising the SAP Portal (V6) utilising standard and customised Employee Self Service and Management Self Service modules. The SAP Web components run on both a SAP Web Application Server (WAS) and a Internet Transaction Server (ITS).

**Responsibilities** All aspects for successful delivery of the project.

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**Policing**

**Project Manager – Hardware upgrade and relocation**  
August 2004 – Nov 2004

**Summary** Responsible for the management of the transition to an new hardware infrastructure at a new location.

**Responsibilities** All aspects for successful delivery of the project.

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**Policing**

**Project Director – Rostering Project**  
March 2004 – July 2004

**Summary** Responsible for the management for the specification of a new Web based Rostering System. This system has an operational focus to allow the efficient

allocation and rostering of operational officers and staff. The project will have a significant impact affecting all officers in the organisation.

**Responsibilities** All aspects for successful delivery of the specification.

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## **Mining Company**

### **Technical Manager – *Automated Performance Measurement***

Feb 2003 – July 2004

**Summary** Managed the successful implementation and development of a SAP Business Warehouse and associated web development that allows end to end management of the critical operational aspects of the business. Actively involved in not only the development and delivery of the system but also the process change 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** All aspects for successful delivery of the project technical components. Project was delivered on-time and within client approved budget variances.

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## **Policing**

### **Project Director – *Framework Project***

Oct 2002 – Feb 2003

**Summary** Responsible for the management of a Intranet Web based Employee and Management Self Service Systems while implementing software components to support a new Enterprise Bargaining Agreement. The system had an operational focus to allow the efficient recording of leave and allowances whilst providing on-line financial management reporting. It also included employee on-line equipment ordering as well as data collection for employee payroll and allowances. The project had a significant impact affecting all officers in the organisation as all 7000 employees had to use the system daily. The system was a SAP ERP (4.6C ) utilising the SAP Portal (V5) and a customised Employee Self Service modules on the SAP Internet Transaction Service (ITS).

**Responsibilities** All aspects for successful delivery of the project.

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## **Utility**

### **Project Manager – *Data Warehousing***

June 2002 – Oct 2002

**Summary** Management of the requirements gathering and planning for the extension of SAP Business Warehouse. 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.

**Responsibilities** Production of a Business Area Architecture, revision and subsequent agreement of Corporate Definitions, Conceptual Design and draft project plan for implementation.

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## **Mining**

### **Technical Project Manager – *Data Warehousing***

May 2001 – May 2002

**Summary** Managed the successful implementation and development of a SAP Business Warehouse. This involved 22 Cubes, 132 queries and included a Web Portal utilising ITS and SAP BAPI's. In particular the scope was revisited to enhance the short term business benefits for the company.

**Responsibilities** Overall management for requirements gathering, design, construction and post implementation support. Project was delivered on-time and within client approved budget variances.

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## **Policing**

### **Project Director – SAP 4.6C Upgrade Project**

August 2001 – May 2002

#### **Summary**

Responsible for overall project management for a SAP 4.6C Upgrade in a highly secure environment (7500 users).

#### **Responsibilities**

Managing the SAP 4.6C Upgrade for Technical, Infrastructure, Functional (Financial/Costing, Treasury, Logistics (Material Management and Plant Maintenance), Project Systems, Treasury, Payroll and Human Resources (HR. Leave and Training)) as well as deploying [SAP@Web](#) and assisting with implementation.

<b>Date</b>	<b>Role</b>	<b>Summary</b>	<b>Responsibilities</b>
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. From the plan, 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 (BBP) product.	Technical project management.
1999-2000: Utility	Technical Project Manager – SAP Asset Condition Assessment Project	Design and Construction of a “custom” SAP module for Asset Condition Assessment.	Overall project management.
1999: Utility	Technical Project Manager - Business Warehousing and Data Archiving Projects	Implementation of SAP Business Warehouse tool (BW) and Data Archiving System.	Overall project management.
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 GIS.	Integration of Plant Maintenance Module of SAPR3 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 system. WAITTA infrastructure award (1999).	SAP Team lead for Plant Maintenance. Project managed GIS development and implementation of GIS.

<b>Date</b>	<b>Role</b>	<b>Summary</b>	<b>Responsibilities</b>
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. Review of Corporate and external policy for associated business processes.
1994, 1995, 1996: Utility	Consultant / Project Manager – SCADA	Feasibility study for 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	Management of a State Branch. Financial administration and Project management for responsible projects.. Investigate advances in technology and its utilisation for future developments. Procuring, recruiting, and or contracting the required resources.	Development and implementation of national computer systems on time and within budget. Streamlined business practices resulting in "Just in time" ordering method. Implementation of a formal commercial development methodology. Implementation and embedding Software Quality Procedures.
1988 - 1990: Telecommunications	National Consultant/Business Analyst	Business analysis for a large number of national projects.	Business requirements and stakeholder engagement.
1984- 1988: Telecommunications	State Implementation Manager	Oversaw and implemented all activities associated with the corporate Customer Record Management solution.	Implementation, Change and Learning Management.