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Melbourne
AUSTRALIA

richard lewis

As at April 2011

Qualifications Bachelor of Commerce and Administration Degree (BCA) Victoria

Richard has over ten years experience planning and delivering technology solutions for airlines, telecommunications business and several government agencies.



Aug 2007-Nov 2011

Telstra, Australia

Infrastructure Lifecycle Program lead

- Role: Manage the disposal and replacement of legacy systems within the Infrastructure Lifecycle Program.
- Responsible to: Delivery Centre Management.
- Planning and management of technology refresh projects within the enterprise transformation program.
- Managed the development and implementation of off-site enterprise backup and recovery project.
- Background: Telstra have completed a five-year IT infrastructure transformation program to improve services to internal and external customers. Consolidating, virtualising and refreshing most business critical systems have achieved this.
- These systems are up and running in production so the focus has shifted to running them more efficiently.
- We are now concentrating on four areas for improvement, IT architecture and business alignment, right-sourcing, delivery speed and the budget.
- In addition, government regulatory requirements and the National Broadband Network require additional resources to deliver large infrastructure changes very quickly.
- On-going business process improvement is focussed on getting projects to deliver business value earlier using AGILE and LEAN methods.
- Outcomes: I have contributed to over 70 projects across three portfolios for both Telstra Shared Infrastructure and BigPond Internet Service Provider (ISP) infrastructure programs of work using the Telstra Technology Delivery Process (TDP).
- Delivered more than twenty IT projects ranging from simple core-switch deployments (\$AU30,000) to multi-petabyte storage deployments (\$AU3,000,000+).



Mar 2005-May 2007

Novell Consulting, New Zealand

Novell at NZ Ministry of Justice

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- Role: Infrastructure Upgrade Vendor Delivery Partner
 - Responsible to: Infrastructure Upgrade Programme Manager
 - Size: Program value \$NZ1,000,000+ managing a team that grew to 30 specialists refreshing 4800 PCs, 300 servers and 100 mid-range hosts in 100 locations around the country
 - Background: New desktop, server and network solutions were designed by Novell to replace 650+ legacy desktop applications. No prior standard desktop or server images existed. Obsolete server and mid-range platforms were holding up other initiatives. No IS Strategic Plan or mature architecture in place when program initiated.
 - Outcomes: Desktop and server platforms upgraded or migrated to a supportable state. Platform, server and desktop architectures reviewed and a roadmap developed.
 - Server and desktop governance reviewed and new processes implemented.
 - Zero impact upgrade goals met as a justice system requirement.
 - Initiate, plan, design and manage the upgrade of 100+ Windows, NetWare and Unix servers in 70+ High and District Courts around NZ.
 - Coordinate design and management of desktop migration process.
 - Delivery of an identity management proof of concept - which was subsequently put into production.
 - Develop technology roadmap for file and print, identity management and perimeter security solutions as input to the programme plan. Plan was subsequently accepted.

Novell at Transpower NZ

- Role: Identity Management Consultant
- Responsible to: Infrastructure Upgrade Project Manager
- Size: Managing a team of 4; project value of \$NZ500,000+ affecting 2500 PCs, 200 servers, 100 mid-range boxes in 30 locations
- Background: Several internal systems were acquired and developed independently but needed simplified access that allowed different authentication methods to be seamlessly integrated. Single-sign-on and enterprise password policies were requirements of the solution.
- Outcomes: Business requirements were agreed and an identity management framework proposed to provide a central authentication mechanism and password synchronisation. These requirements were accepted and a solution design and implementation presented as a business case to management.

Novell at NZ Inland Revenue Department

- Role: Infrastructure Planning Consultant
 - Responsible to: Infrastructure Upgrade Programme Manager
 - Size: 5000 PCs, 200 servers, 50 mid-range boxes, 70 locations
 - Background: a large amount of change was being imposed on the business and demand for new services was increasingly urgent.
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This demand was difficult to meet given the use of legacy technologies, which were adding significant complexity and cost.

- Outcomes: Managing the solutions architecture options including conflicting requirements (trade-offs between DR, high uptime, simplicity, low cost). A technology roadmap was proposed and a high level project plan was developed and accepted. This provided senior management with additional information about the current and future use of technology and how the benefits of proposed improvements would be realised.



Aug 2003-Feb 2005

IBM China/Hong Kong

IBM at Cathay Pacific Airways

- Role: Infrastructure Team Leader
- Responsible to: IBM Project Executive (PE)
- Size: Managing a team of 12 on operational projects that varied from \$US100,000 to \$US1,000,000+ to manage the airlines frontline and back-room systems, 17,000 PCs, 800 servers, 300 mid-range boxes in 120 locations globally.
- Background: Cathay Pacific outsourced their internal IT to IBM. In addition, Cathay sought solutions to current business problems from the operational team.
- Scoping an identity management solution was required to reduce password resets and provide reduced sign on capabilities. Cathay also required improvements in the management of their existing infrastructure. I was asked to lead the operations-focussed technical team to provide SLA measurement tools, security management, audit data and password synchronisation solutions.
- Outcomes: New SLA arrangements were based on audit information and SLA data provided by systems the team designed and built. In addition to this, the team operated the global network of 17,000 users in 70 locations constrained by performance and uptime SLAs.



Jul 2003

IBM China/Hong Kong

IBM at Cathay Pacific Airways

- Role: Infrastructure Architect
- Responsible to: IBM Project Executive (PE)
- Background: Infrastructure performance issues were causing user complaints from key staff including airline pilots and engineers so I was asked to provide a root cause analysis as soon as possible.
- Outcomes: multiple causes defined, small and large infrastructure design changes recommended, test results provided, e.g. improvements in login times demonstrated, follow up work resulted in being requested to returned in a team leader role.



Feb 2003-Jun 2003

Novell Consulting, New Zealand

Novell at Telecom New Zealand

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- Role: Identity Solutions Architect
 - Responsible to: Professional Services Manager
 - Background: temporary support for mission critical identity management solution that integrated several parts of Telecoms authentication infrastructure for Intel and Sun platforms
 - Outcomes: No outages on my watch.

Novell at Inland Revenue

- Role: Solutions Architect
- Responsible to: Professional Services Manager
- Background: IRD had performance problems on the network and wanted an independent assessment of the causes.
- Outcomes: several causes identified, solutions recommended including measuring the performance of network components. Vendor was asked to complete remedial work as a result.

Novell at Canterbury District Health

- Role: Technology Planning/Strategy
- Responsible to: CIO
- Background: CDHB had an obsolete and unsupported infrastructure and newly appointed CIO wanted a technology assessment of the current state and possible roadmap options going forward. In addition their vendor had started some upgrade work and integration planning was also requested.
- Outcomes: Active Directory Integration Proof of Concept project
- Server Upgrade Migration Plan

Novell at Waikato District Health Board

- Role: Technology Planning
- Responsible to: CIO
- Background: WDHB had an obsolete and unsupported infrastructure and required a significant amount of additional storage. I was asked to provide design and integration assistance.
- Outcomes: Provided SAN and clustered server design and infrastructure proof of concept as well as a data migration plan.



Sept 2002-Jan 2003

IBM China/Hong Kong

IBM at Cathay Pacific Airways

- Role: Infrastructure Project Manager
 - Responsible to: IBM Project Executive (PE)
 - Background: Infrastructure reliability issues were causing outages and much user dissatisfaction. I was brought as part of a 3 person team to discover and solve as many of these problems as quickly as
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possible.

- Outcomes: causes defined, unstable software upgraded and test results showing reduction in problems and increase in stability. Additional work to measure SLAs and redesign their directory service was granted Provide project planning for network upgrade project
- Built user migration tools for transition project (including exporting file rights and quota management tools in MS VB6) to Server Clusters on IBM FastT SAN



Jun 2002-Aug 2002

Fujitsu NZ

Fujitsu at Transpower NZ

- Role: Infrastructure Planning Consultant
- Network planning, project selection, architecture and strategy report to Transpower management
- Member of RFI/RFP response team that defined the conditions that Transpower required that would allow them to go to market for IT goods and services



Oct 2001-May 2002

IBM China/Hong Kong

IBM at Cathay Pacific Airways

- Role: Infrastructure Consultant
- Design, development and implementation of SLA Measurement applications on production network
- Tivoli systems management development and implementation
- Developed systems to report mail statistics to systems management console
- ASP/BSP thin-client design assistance to third-party vendor
- Systems Management - Automation Tools consulting
- Network planning, and design, architecture and strategy advice
- Member of RFI/RFP response team

May 2001-Sept 2001 **Logical Networks, Wellington, NZ**

Logical Networks at NZ Government Services

- Role: Technical Project Manager
 - Description: Voice over IP core network upgrade, Parliament Network Infrastructure Upgrade and others
 - Planning and execution of high-level network designs
 - Project resource control and planning
 - Progress reporting to management
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2000-2001

Equant NZ

Equant at Imperial Tobacco

- Role: Infrastructure Project Manager
- Description: Windows 2000/Citrix MF1.8 including MS Office 2000/SAP/Exchange infrastructure migration/roll out
- Planning and execution of systems migration from existing NetWare/Notes/Win95 platforms to Windows 2000/Exchange/NT
- Project resource control and planning
- Progress reporting to management
- Technical project management role for NZ Dairy Board Cisco Global WAN rollout - developing the global network with Equant CCIEs



1999-2000

Equant Germany

Fly In Team Leader – Equant at Lufthansa German Airlines

- Team Leader - Asia Pacific region for global NetWare5 / NT 4 / OS/2 desktop rollout (CAMPUS project).
- Troubleshooting remote sites
- Site survey design, preparation and LAN planning QA
- Technical consulting to network staging process
- Led site installations in Australia, Belgium, Germany, Korea, Japan and Singapore
- Training material design for installation, maintenance and support
- Conducted “train the trainers” sessions worldwide
- Web site design for project documentation CD-ROM

Employee



1996-1999

ACC NZ

Network Manager

- Responsible for LAN/WAN design; infrastructure standards and voice and data network management
 - Technical Consultant to business stakeholders
 - National Upgrade 63 servers NetWare 3.11 to NetWare 4.11
 - Migrated 2000 network users from Windows 3.1 to Windows NT 4
 - Upgraded 63 WAN connections from X.25 to TCP/IP over ATM and Frame Relay using Cisco hybrid voice/data network.
 - Implemented failover WAN links for WAN
 - Implemented dial-up remote access system
 - Implemented first intranet at ACC
 - Migrated 2500 users from Microsoft Mail to Novell GroupWise 5
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DATACOM

1993–1995

Datacom Systems Ltd NZ

Network Consultant

- Third-level support for customer corporate networked PCs.
 - Network design specialising in Novell NetWare.
 - Participated in LAN support consultancy start up.
 - Introduction to Windows 95 and NT networking issues to support the internal Microsoft training centre
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1991–1993

Southmark Computers (Fujitsu) NZ

Network Engineer

- Moved service division from cost centre to a profit centre
 - Support responsibility for networked PCs for large corporate client base including several trading banks
 - Experience in IBM hardware and software (incl. OS/2 v1.x and v2.x)
 - On-call support for NetWare 3.x networks and all OS/2 installations
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1988–1991

Spicer & Oppenheim NZ

EDP Auditor

- First formal job after graduation from Victoria University
 - Independent EDP audit of solicitors trust accounts
 - Part-time database administrator After two years, a supervisory role for internal data entry staff
 - Help develop their first PC consultancy as Chartered Accountants
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**Education /
Experience /
Highlights**

2010

- LEAN Approach

2009

- Enterprise Program Management Training
- Infrastructure Lifecycle Management Planning Workshops
- Enterprise Backup and Recovery Deployment
- VMware6.5 development and test environments

2008

- Infrastructure Delivery Process Deployment
- BigPond Infrastructure Projects
- VMware6.0 development and test environments

2007

- Infrastructure Delivery Process Design
- BSS Infrastructure Projects

2006

- Ministry of Justice Identity Manager 3.0 Implementation
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- ITIL Alignment Project
 - National Upgrade Novell NetWare 6.5, GroupWise 6.5, ZENworks 6.5 rollout
 - Windows XP design, build & deployment
 - Certified Linux Professional Training
 - VMware5.5 development and test environments

2005

- Ministry of Justice Nsure 2.0 Identity Management proof of concept
- National Upgrade Novell NetWare 6.5, GroupWise 6.5, ZENworks 6.5 rollout
- Novell Client Partner for Windows XP design, build & deployment using ZENworks
- VMware5 development and test environments

2004

- Cathay Pacific Nsure 2.0 (DirXML) Identity Management proof of concept
- IBM FastT SAN Extension Hardware
- Global Microsoft Infrastructure Replacement Design
- Secure password management development

2003

- Cathay Pacific Novell DirXML 1.1a and Password Sync 1.0
- VMware ESX on Linux hosting NT Server Consolidation
- VMware4 development and test environment
- Linux Desktop Proof of Concept
- Linux Kiosk Proof of Concept
- LDAP Authentication Web Development

2002

- Cathay Pacific Novell NetWare 6 Cluster Services 1.6
- Windows 2000 clustering technologies
- VMware3 testing
- IBM FasT SAN Farm / LTO Tape Library

2001

- Cathay Pacific SLA and network management tool development
- Tivoli integration development
- NetWare 6
- Redhat Linux 7 Proof of Concept

2000

- Imperial Tobacco Windows 2000 Terminal Services
- Citrix MetaFrame 1.8
- Linux GUI desktop testing
- ADSI Scripting and VBA (VB6)

1999

- Lufthansa / SITA / Equant CAMPUS Worldwide Rollout
- Airline proprietary systems implementation (ATB/BTP/UTS60)
- Windows NT 4 Workstation
- NetWare 5
- OS/2 Warp

1998

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- Cisco Voice & Data Integration Solutions
 - Cisco Router & Advanced Router Configuration
 - Cisco / Stratacom IGX 8400 Implementation
 - Unix Call Accounting Administration (SUN/Solaris)
 - Novell Directory Service Authentication / Synchronisation Development (VB5)

1997

- Introduction to Tivoli systems management

1996

- Cabletron Spectrum UNIX Network Management

1995

- Novell NetWare 4 Administration & Advanced Administration

1994

- Hewlett Packard Network Advisor (hardware protocol analyser)

1993

- Novell Certified Network Engineer (CNE)
- Compaq Accredited Systems Engineer (ASE)

1992

- Novell CNE certification courses

1991

- Compaq Certification Training in SCO Unix and Novell NetWare
- Microsoft RAC/1 training
- OS/2 2.0 Server training
- Microsoft LAN Manager training
- Microsoft SQL Server training

1987

- Bachelor of Commerce & Administration (BCA, Victoria)
- Major in Accounting Information Systems & Computer Science

Nationality	New Zealander
Residence	Melbourne, Australia
Hobbies / Personal Achievements	richardlewis.org / edjuniorkustomrides.com / vicclub.com / wainuigolf.co.nz Restoring 1957 Chevrolet, road cycling, mountain biking, golf Drag Racing national record holder (1989-1990)
