



David Terry

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IBAP is a specialist consulting company offering services in:

- *Independent analysis and advice*
- *Business integration and outcome alignment*

We specialise in the fields of Telecom Management, Lawful Interception and Open Systems Software Development and Systems Integration.

Dedicated, business focussed analyst with a strong commitment to delivering value through achievement of tangible results and attainment of outcomes. Demonstrated abilities to manage the combinations of processes, people and technical systems required to achieve business performance.

Key Skill Areas

Program management and project steering
Alignment of business and project outcomes
OSS and Telecom Management Systems Integration
Management of Open Systems Software Development

Functional Expertise

General Management

- Responsible for development of a major vendor's global OSS products in the telecom and service management domain across circuit switched, ATM and IP networks. Managing over 40 staff and a budget of >\$8M pa.
- Developed OSS systems integration capability from a small local group to peak in excess of 30 people with nominated responsibility for all for providing capability to the APAC region.
- Member of distributed, regional (APAC) and global management teams in a major multi-national company.
- Maintained a 100% project delivery record in spite of frequent staff redeployments and 4 rounds of forced staff cuts by developing a new, more flexible organisation model.

Operation Support Systems (OSS) - Telecom and Service Management

- Achieved technical solution compliance for a major (4 year, \$40 million) OSS systems integration project for delivery of a fully integrated network management suite to a major Australian carrier.
- Gained extensive knowledge of operations in a major Australian carriers network operations centre during trial implementation phases of integrated network management suite.

- Led a team to architect a complete OSS service assurance solution for the first 3G network rollout in Australia. Subsequently led vendor negotiations with the customer allocate parts of the solution scope to other vendors. The customer received a fully functional, self-contained sub-network management solution that was able to operate the 3G network through build, rollout and launch while waiting for the complete OSS solution to be developed. The solution was deployed within the revised budget and profitability was preserved.
- Successfully negotiated a number of requirement non-compliances in an OSS solution being delivered to a customer in Singapore. Focus on achieving the customer business outcomes resulted in no commercial change resulting from the requirement changes.
- Conducted an OSS solution re-design and scope re-negotiation with a major Indonesian customer to provide them with a minimal, fit for purpose, solution and gained their agreement to a process for system enhancements enabling the vendor to achieve savings in delivery costs of 3 million AUD.
- Demonstrated to a mobile operator in Thailand that their existing OSS facilities had the capability to accurately profile the root causes and trends of faults in their network enabling them to avoid or defer approximately 10 million USD in purchases of new systems.

Program & Project Management

- Introduced as technical project manager for an OSS service assurance systems integration project to a start-up operator in Singapore. Recovered the project from being approximately six months behind schedule to on-time delivery.
- As incoming technical project manager I created a clear requirements baseline through analysis of a system being changed out and restructured the project team to give individual members end-to-end functional responsibility. This took the project from being at major schedule risk to on time implementation of the service activation solution.
- Introduced requirements change management to a project with a major telco customer in Australia. Prior to this introduction the customer was treating all change requests as fault reports. New process and way of working resulted in over 1 million AUD in agreed contract extensions.
- As program responsible, implemented integrated, common reporting for all OSS (Service assurance) projects in the APAC region reducing management overhead by 30%.
- Integrated OSS development projects for a portfolio of global telecom management products across circuit switched, ATM and IP networks into global programs. Removed the OSS products from the critical paths and secured global network program schedules.

International Expertise

- Responsible for and conducted project deliveries to customers and managed relationships with customer organisations across 4 continents in countries



such as Australia, The United States, Singapore, Sweden, The Netherlands, The United Kingdom and Indonesia.

- Personally delivered sales support and consulting assignments to customer organisations in countries as diverse as Australia, New Zealand, Singapore, Thailand, Taiwan, Indonesia, The Philippines, and The Netherlands.
- Member of APAC regional management team based out of Kuala Lumpur and global management team based out of Sweden.
- Nearly four year's experience living and working in Sweden.

Professional Experience

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| Independent Business Analysis Pty Ltd <u>Director & Principal Consultant</u> | 2003 to present |
| Ericsson AsiaPacificLab Australia Pty Ltd <u>Program Manager for Telecom Management/OSS Solutions</u> | 2001 to 2003 |
| Ericsson Australia Pty Ltd <u>Program Manager for Telecom and Service Management/OSS Solutions</u> <u>Technical Project Manager & Business Analyst. OSS/NMS Projects</u> <u>Software Development Team Leader, Service and Network Management</u> <u>Software Developer, Service and Network Management</u> | 1989 to 2000 |

Education & Professional Development

Bachelor of Science (Computer Science and Pure Mathematics), Latrobe University
1988

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| Advanced Consulting Skills, 2003 | (SP Consulting AB) |
| Leadership Development Program, 2002 | (The Leadership Consortium) |
| Consulting Skills, 2001 | (SP Consulting AB) |
| Negotiation Skills, Getting to Yes, 2000 | (CMA) |