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# richard lewis

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As at April 2008

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Summary of Qualifications	Bachelor of Commerce and Administration Degree (BCA) Victoria Novell Certified Engineer (CNE) Accredited Systems Engineer – UNIX (ASE)
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On Contract	<b>August 2007-</b>	<b>Telstra, Australia</b>
	Infrastructure Delivery Consultant – Telstra	
	<ul style="list-style-type: none"><li>▪ Role: Infrastructure Delivery Management</li><li>▪ Responsible to: Service Delivery Manager &amp; Portfolio Manager</li><li>▪ Description: Transformation Project</li><li>▪ Infrastructure planning and deployment expertise for Telstra's enterprise infrastructure transformation program with a focus on ISP (BigPond) and Identity Management infrastructure</li></ul>	

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	<b>Mar 2005-May 2007</b>	<b>Novell Consulting, New Zealand</b>
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	Identity Management Consultant – Transpower NZ	
	<ul style="list-style-type: none"><li>▪ Role: Identity Management</li><li>▪ Responsible to: Infrastructure Upgrade Project Manager</li><li>▪ Description: Systems Integration Project</li><li>▪ Background: Internal systems were acquired and developed independently using several authentication methods. Users had many usernames and passwords and they were not synchronised. Password policies were not consistent between systems. There was no enterprise password policy.</li><li>▪ Outcomes: Business requirements were gathered, documented, discussed and agreed. An identity management framework created to provide a central authentication mechanism as well as password synchronisation. These requirements were accepted and signed off and a solution design presented.</li></ul>	
	Client Partner – NZ Inland Revenue Department	
	<ul style="list-style-type: none"><li>▪ Role: Infrastructure Planning</li><li>▪ Responsible to: Infrastructure Upgrade Programme Manager</li><li>▪ Description: Infrastructure Upgrade / IT programme planning</li><li>▪ Background: a large amount of change was being imposed on the business and demand for new services was increasingly urgent. This demand was difficult to meet given legacy technologies adding significant complexity and cost.</li><li>▪ Outcomes: After architectural choices were discussed, conflicting requirements were resolved (trade-offs between risk, uptime, simplicity and low cost). A technology roadmap was developed and</li></ul>	

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discussed and a high level project plan was built and accepted. This provided senior management with decision-making information for the current and future use of technology. Benefits of proposed improvements were documented. At the time of writing, this project has not yet started.

Client Partner – NZ Ministry of Justice

- Role: Infrastructure Upgrade
- Responsible to: Infrastructure Upgrade Programme Manager
- Description: Infrastructure Upgrade / IT programme planning
- Background: A large number of obsolete and unsupported software was holding back some projects wanting to deploy new solutions. The obsolete infrastructure was holding up progress on these projects. At the same time they did not have an ISSP or mature architectures in place.
- Outcomes: A large amount of change was required to be made so the plan was to upgrade existing systems into a supportable state while not removing too many options for a subsequent architecture review. I spent a considerable amount of time bringing the new architecture team and existing technology partners to the solution while maintaining a rapid pace of change and keeping the infrastructure stable.
- Specifically: a) draft architectural principles as the basis for future decision-making b) draft a risk profile c) develop high-level design for file, print, email and directory services across NZ. d) define an identity management solution e) provide a technology roadmap as input to the 5-year plan.

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**Aug 2003-Feb 2005** Global Executive, IBM China/Hong Kong

Infrastructure Team Leader – IBM at Cathay Pacific Airways

- Responsible to: IBM Project Executive (PE)
- Description: Airline Team Lead
- Background: Cathay Pacific required an identity management solution to reduce password resets and provide reduced sign on capabilities. Cathay also required a more accurate view of their existing infrastructure than current systems could provide. I was asked to lead a the operations-focussed technical team to provide SLA measurement tools, security management, audit data and a password synchronisation system.
- 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.

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**Jul 2003**

Capella Consulting, Hong Kong

ROLE: Infrastructure Solutions – IBM at Cathay Pacific Airways

- Responsible to: IBM Project Executive (PE)
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- Description: Network performance and analysis project
  - Background: Infrastructure performance issues were causing user complaints from key staff including airline pilots and engineers so I was brought in 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.

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**Feb 2003-Jun 2003**

**Novell Consulting, New Zealand**

ROLE: Professional Services – Novell at Telecom New Zealand

- Responsible to: Professional Services Manager
- Description: Support Telecoms identity management infrastructure
- Background: due to ill-health I was asked to provide temporary support for this mission critical identity management solution that integrated several parts of Telecoms infrastructure including Intel and Sun platforms
- Outcomes: No outages on my watch ☺ mainly due to the stability of the existing solution, an uneventful assignment.

ROLE: Professional Services – Novell at Inland Revenue

- Responsible to: Professional Services Manager
- Description: Infrastructure troubleshooting project lead
- 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.

ROLE: Professional Services – Novell at Canterbury District Health

- Responsible to: CIO
- Description: Provide technology planning / roadmap
- 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 some upgrade work had been started by their vendor and integration planning was also requested.
- Outcomes: Active Directory Integration Proof of Concept project
- Server Upgrade Migration Plan

ROLE: Professional Services – Novell at Waikato District Health Board

- Responsible to: CIO
  - Description: Project planning for network upgrade project
  - 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.
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**Sept 2002-Jan 2003**

**IceFire Technologies, Hong Kong**

ROLE: Infrastructure Consultant – IBM at Cathay Pacific Airways

- Responsible to: IBM Project Executive (PE)
- Description: Infrastructure troubleshooting project lead
- 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 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

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**Jun 2002-Aug 2002**

**Fujitsu, Wellington, NZ**

ROLE: Infrastructure Consultant – Fujitsu at Transpower NZ

- Construct initial project plans for building move
- 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

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**Oct 2001-May 2002**

**IceFire Technologies, Hong Kong**

ROLE: Infrastructure Consultant – IBM at Cathay Pacific Airways

- Development Consultant, Enterprise Systems Management Team
- 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

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**May 2001-Sept 2001**

**Logical Networks, Wellington, NZ**

ROLE: Consultant – Logical at NZ Government Services

- Technical Project Manager for NZ Government Voice over IP core network upgrade, Parliament Network Infrastructure Upgrade and
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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, Wellington, NZ**

ROLE: Consultant – Equant at Imperial Tobacco

- Consultant to Imperial Tobacco NZ, Windows 2000/Citrix MF1.8 including MS Office 2000/SAP/Exchange infrastructure migration/roll out
  - Planning and execution of systems migration design 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
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**1999-2000**

**Equant, Frankfurt, Germany**

ROLE: 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
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Employee

1996–1999

**ACC, Wellington, NZ**

Network Manager

- Responsible for LAN/WAN design; infrastructure standards and voice and data network management
  - Technical Consultant to business stakeholders
  - Upgraded 63 servers from 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
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	<ul style="list-style-type: none"> <li>▪ Migrated 2500 users from Microsoft Mail to Novell GroupWise 5</li> </ul>
-	<p>1993–1995 <span style="float: right;">Datacom Systems Ltd, Wellington, NZ</span></p> <p>Network Consultant</p> <ul style="list-style-type: none"> <li>▪ Provided third-level support for customer corporate networked PCs.</li> <li>▪ Network design specialising in Novell NetWare.</li> <li>▪ Participated in LAN support consultancy start up.</li> <li>▪ Introduction to Windows 95 and NT networking issues to support the internal Microsoft training centre</li> </ul>
	<p>1991–1993 <span style="float: right;">Southmark Computers (Fujitsu), Wellington, NZ</span></p> <p>Network Engineer</p> <ul style="list-style-type: none"> <li>▪ Moved service division from cost centre to a profit centre</li> <li>▪ Support responsibility for networked PCs for large corporate client base including several trading banks</li> <li>▪ Experience in IBM hardware and software (incl. OS/2 v1.x and v2.x)</li> <li>▪ On-call support for NetWare 3.x networks and all OS/2 installations</li> </ul>
	<p>1988–1991 <span style="float: right;">Spicer &amp; Oppenheim, Wellington, NZ</span></p> <p>EDP Auditor</p> <ul style="list-style-type: none"> <li>▪ Financial and EDP audit for Spicer &amp; Oppenheim, Chartered Accountants</li> <li>▪ A supervisory role for internal data entry staff</li> <li>▪ Developed PC consultancy for Chartered Accountants firm</li> <li>▪ Database administrator/dBase4 developer for in-house systems</li> </ul>
Education / Experience / Highlights	<p>2006</p> <ul style="list-style-type: none"> <li>▪ Ministry of Justice Identity Manager 3.0 Implementation</li> <li>▪ ITIL Alignment Project</li> <li>▪ Nationwide Novell NetWare 6.5, GroupWise 6.5, ZENworks 6.5 rollout</li> <li>▪ Novell Client Partner for Windows XP design, build &amp; deployment</li> <li>▪ Certified Linux Professional Training</li> <li>▪ VMware5.5 development and test environments</li> </ul> <p>2005</p> <ul style="list-style-type: none"> <li>▪ Ministry of Justice Nsure 2.0 Identity Management proof of concept</li> <li>▪ Nationwide rollout 76 sites upgrading Novell NetWare 6.5, GroupWise 6.5, ZENworks 6.5 rollout</li> <li>▪ Novell Client Partner for Windows XP design, build &amp; deployment using ZENworks</li> <li>▪ VMware5 development and test environments</li> </ul> <p>2004</p> <ul style="list-style-type: none"> <li>▪ Cathay Pacific Nsure 2.0 (DirXML) Identity Management proof of</li> </ul>

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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

- 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
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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

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Nationality	New Zealand
Residence	Wellington, New Zealand
Hobbies / Personal Achievements	<a href="http://www.richardlewis.org">www.richardlewis.org</a> / <a href="http://edjuniorkustomrides.com">edjuniorkustomrides.com</a> / <a href="http://www.vicclub.com">www.vicclub.com</a> Motorcycle road racing #57: 1999 Yamaha R6 600 F2 2 <sup>nd</sup> Place, 2001 Formula 2 - Victoria Motorcycle Club of Wellington  Drag racing #57: 1957 Chevrolet Belair 3rd Place Sportsman, 1998 – Masterton Motorplex 2nd place D/Street Machine, 1991 – Thunderpark Dragway Official NZ Record D/Street Machine, 1990 – Thunderpark Dragway 2nd place A/Street Machine, 1989 – Thunderpark Dragway 1st place Class A, Nov 1989 – Port Road Drags 2nd place Class A, Nov 1988 – Port Road Drags
Other Interests	Mountain biking, golf, tennis, software development

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