GEOFF GORE
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SKILL SUMMARY

An I.T. professional with over 30 years' experience in Project Management and Business Analysis, with the following major competencies:

- Strong people management skills - experience in leadership of teams of up to 40+ individuals.

- 15 years+ Project Management experience in managing cross functional development teams for a variety of IT projects using both Waterfall and Agile delivery.

- Experienced in Prince2 and PMI practices.

- 20 years+ Business Analysis experience in elicitation and documentation of business requirements.

- Industry specific experience within Policing, Finance, Payroll, Transport, and mobile applications.

- Experienced leading internal organisation development teams as well as working with third party external vendors within private and public sector organisations.

QUALIFICATIONS AND FURTHER TRAINING

- Bachelor of Business (Information Systems)

- Diploma in Business (Finance)

- Diploma in Information Technology for Business

- NZIM Diploma in Management

- PRINCE2 Foundations

- Certificate IV in Project Management

- ITILv3 Foundations

PROFESSIONAL EXPERIENCE AND SELECTED ACHIEVEMENTS

DIA: August 2023 to present

Integration and API Project Manager

This role involved liaising between DIA and external vendors to define integrations with the new systems being delivered for passports and citizenship applications as well as modernising the NZ Civil Registrations system.

Major Achievements:

In the short while in this role, I led an internal team of integrations analysts working with the vendor to define integrations between the new civil registrations application and legacy DIA databases, prior to the project being placed on hold.

ANZ Bank: October 2021 to August 2023.

Senior Project Manager ICT (Contract)

Major Achievements:

SBI365/7-Day Payments

SBI365 is a Payments New Zealand led initiative to enable the settlement of domestic interbank payments between banks 7-days per week. Prior to SBI365 the member banks which make up PNZ settle payments on business days (Mon-Fri) only.

SBI365 delivery involved 3 sub-workstreams for technology delivery:

- Payments Processing: Ensuring ANZ can initiate, send, receive, and settle interbank domestic payments.

- Treasury and Liquidity Management: Ensuring ANZ can manage its liquidity position with the RBNZ 7-days.

- NBDIA (Non-business Day Interest Accruals): Enable a solution for the calculation of interest accruals on non-business days (required as a workaround solution because of not implementing a full 7-day batch processing cycle).

My role as Technology Project Manager involved coordination with multiple downstream channel delivery teams across the organisation to deliver the necessary system changes required across all 3 workstreams to support the shift to 7-day processing - including Development, System Integration Testing, Industry Testing and pre-deployment activities.

This industry-wide project went successfully live without issue at the end of May 2023.

New Zealand Police: January 2013 to October 2021

Senior Project Manager ICT (Contract)

Major Achievements:

- Mobility Program Application Delivery (2018 to October 2021)

The NZ Police Mobility program is responsible for the development and support of the NZ Police mobile platform, enabling frontline officers to spend more time policing and less time in administrative tasks at the station. This is achieved by providing frontline officers with access to timely, accurate information via a mobile platform consisting of 10,000+ iPhone devices across the following core mobility applications:

- OnDuty: an operational application that provides query, tasking and reporting capability, allowing frontline officers to complete paperwork directly from their mobile device.

- DaS (Deployment and Safety): providing the current location of officers in the field.

- SAM: Situational Awareness Map providing near real-time view to officers of other staff and events occurring nearby, based on their location.

My role as Project Manager within OnDuty was to plan, lead and organise releases for the Mobility applications. This involved leading up to 6 cross-functional agile delivery teams, producing up to 6 major functional releases each year and multiple maintenance patch releases. As Project Manager I led the reduction in application release cycles from a single major functional application release every 3-4 months, to consistent delivery of major releases every 2 months, with weekly patch releases.

Implemented the Deployment and Safety (DaS) and Situational Awareness Map (SAM) applications, including subsequent addition of functional layers for:

- Officer location

- Bail

- Identity Management Progressive Steps project – 2016-2018

The Identity Management Progressive Steps project was a large cross agency project initiated in response to the Smith/Traynor Inquiry, with an objective to enrich the quality of information used by NZP to identify individuals more accurately. This was achieved through the delivery of the following "progressive steps":

- The provision of NZTA driver licence photographs to NZ Police

- The provision of Birth, Passport, and Immigration biographic information and associated photographs from DIA and NZ Immigration to NZ Police

- The provision of name changes and death notifications from DIA to NZ Police

My role as NZ Police IT Project Manager for this project was to implement system changes within NZ Police systems to accept the information exchanged between the partner agencies by downstream Police applications and coordinate between agencies the implementation, testing and security assessments for the information interchange.

- Child Protection Offender Register (CPOR) – 2016-2018.

A large cross agency project with a budget of approximately $2M this project provided information sharing capability between Police, Ministry of Justice, and Corrections, implementing a register and framework for the management of child sex offenders.

- Serious Crime Investigations and Intelligence (SCIIP) Project (2013-2016)

This project involved the implementation of a third-party vendor (Wynyard) application for the management of serious crime investigations and intelligence functions, configured for the specific requirements of NZ Police. This project also included a large data migration sub project, decommissioning of the previous Criminal Intelligence Database (CID). This was a large project impacting across 12 specialist investigations business units within NZ Police, scheduled over 3 years with a budget of approximately $7M. The SCIIP project successfully went live in August 2015.

Datacom: March 2012 to December 2012

Datacom is a privately owned IT Services provider, employing over 3500 staff, with offices based in New Zealand, Australia, and Southeast Asia. Datacom provides IT Management and Software & Integration solutions.

Lead Business Analyst – Software & Integration

Key responsibilities - Elicitation and documentation of user requirements

Major Achievements:

- Ministry of Education Payroll Quick Wins Project

Working with stakeholders within Datacom's MoE Payroll team to identify and document improvements to electronic timesheet processing for Ministry of Education payroll. Specifically, this involved implementing functionality to enable the bulk upload of teacher timesheets and functions for processing start of year and end of year staffing allocations.

- Government Superannuation Fund Authority (GSFA) replacement project.

This project involved the replacement of the legacy business system used by Administrators of the Government Superannuation Fund Authority. Specific deliverables included defining of new reporting requirements and the analysis of a range of change requests required for finalising the overall delivery scope.

- Customs Joint Border Management System (JBMS)

Elicited and documented requirements for the new joint border management system between NZ Customs, Ministry for Primary Industries and Biosecurity New Zealand to replace separate legacy systems.

Snapper Services Limited: Jan 2010 to March 2012

Snapper Services Limited is a wholly owned subsidiary of Infratil, delivering integrated public transport ticketing and small value payments services via contactless smartcard technology.

Technical Solutions Manager/Project Manager:

Key responsibilities - Project delivery

Major Achievements:

- Implemented Total Mobility Project - a joint venture with the Greater Wellington Regional Council to create an electronic system to support the Total Mobility subsidised taxi service for clients with disabilities. This project spanned 12 months with an overall budget of approximately $700K. This project involved working with payment switching providers, taxi operators and local disability groups.

- Implemented Snapper in taxis nationwide – this involved working with consortium partner TaxiCharge to implement Snapper as a payment method across 23 taxi operators and more than 2000 vehicles nationwide.

- Delivered new Snapper customer website – assisted with the management of scope, delivery schedule, testing and implementation planning for the new Snapper customer website, which resulted in increased sales through the provision of online store capability and improved customer information, transaction history, product information and self-service tools.

- Implemented new infrastructure for bus operator facilities – This project implemented new hardware infrastructure for 5 Wellington based bus depots for the Valley Flyer and Runcimans bus companies (new depot servers, and wireless access points) in order to migrate data collection from existing transport operator based systems to a Snapper managed transaction database.

Career Break   January 2009 – December 2009

I took the opportunity to take a 12-month break from my career to provide full time care for my two children (then 1 and new-born) and relocate my family from Australia back to New Zealand.

ANZ Bank: December 1988 – December 2008

- Employed with the ANZ bank for over 20 years, commencing in New Zealand in December 1988.

- Identified as a high potential employee of the organisation and placed on the ANZ 'Talent Radar'

Business Analysis Competency Manager: Retail and Banking Products Technology   March – December 2008

Line management responsibility for a distributed team of 17 technical Business Analysts based between Melbourne and Bangalore, India

Key responsibilities:

- Coaching team members in Business Analysis best practice

- Mentoring and career development

- Resource management and capacity planning

- Setting of Key Result Areas and Performance Management

- Identifying, interviewing, and hiring team members

- Peer review of requirements specifications and project estimates

- Continuous improvement of BA practices and artefacts

Major Achievements:

- Defined BA competency framework, enabling alignment of Business Analysis strategy with business unit objectives

- Facilitated cross competency sharing of best practices for Business Analysis with other areas of the wider organisation. This resulted in consistent delivery of BA functions between organisational business units

- Standardised job descriptions and skill levels relating to job roles and grades which provided clearer role accountability and improved performance management

- Standardised BA practice artefacts across diverse project teams resulting in greater consistency between project streams and reduced lead times for new projects

INTERESTS

- Writing – I studied Professional Writing and Editing at RMIT in Melbourne and have self-published 3 novels, *Gabriel's Trumpet* (2012) *A Feeling of Contentment* (2016) and *Spin* (2020).

- Public speaking through Toastmasters - past president of the ANZ Toastmasters club in Melbourne

- Languages – I enjoy learning languages and travelling and have learned at various levels, Spanish, French, Italian, German, Russian, Mandarin, Korean and Hindi

- Art/Drawing – I have recently taken up portraiture and am currently Treasurer of the Mana Art Society

REFERENCES

Available on request