

JOHN THORNBOROUGH

PROFILE SUMMARY

John has an extensive consulting and line management career that has so far seen the successful delivery of solutions to more than 60 client organisations. He provides a great depth of experience in defining and implementing business strategy, as well as enhancing the relationships between: business, internal ICT, and external ICT service providers.

In addition to being a Senior Member of the Australian Computer Society (ACS(Snr)) with Certified Professional (CP) status; John is a Member of the Data Center Institute (MAFCOM); a Certified Information System Auditor (CISA); is Certified in the Governance of Enterprise IT (CGEIT); and a Member of the Information System Audit and Control Association (MISACA), with core skills in IT Governance. John is a Member of Australian Institute of Company Directors (MAICD).

PROFESSIONAL SUMMARY

- Extensive hands-on background in business and all aspects of ICT, from operations, technical programming, complex applications development, to architectures, Enterprise ICT governance, ICT management, vendor management, and advising senior business management on the effective use of ICT.
- Provides clear and rapid insight of key business strategies linked to an ICT action plan – delivering ICT outcomes that provide true business value.
- Successful delivery of solutions to more than 60 clients across most business sectors in both public and private domains, including: Education, Financial Services, Government, ICT Vendors, Justice, Manufacturing, Media, Professional Services, Retail, Services, Transport, Travel, Utilities, and Gaming and Wagering.
- 8 years as CIO for leading multi-national Professional Services organisations in Australia, Europe, and USA.
- 4 years as a managing partner for a major Asia Pacific management consulting organisation.

KEY STRENGTHS & FOCUS

- Experienced consultant and line manager across multiple business and ICT disciplines.
- Communicates business strategies and aligns business and ICT outcomes with those strategies.
- Creates and implements ICT Governance that works, including the remediation of underperforming PMOs.
- Sets-up and delivers major business and ICT programs and projects.
- Reviews and provides insightful assessment of ICT status, as-is capability, and future state.
- Creates vendor relationships and procurement remediation that delivers value.
- Develops Corporate Social Responsibility (CSR) strategies and programs that deliver value to stakeholders.

KEY ACCOMPLISHMENTS—past 5 years

- Advice at Director-level for a State Government authority, reviewing internal ICT service delivery and the management of vendor services to the authority. This produced a roadmap and the implementation of remediations necessary for the authority to achieve its delivery objectives.
- Reformed the vendor relationships and the internal management of intellectual property for a public sector organisation. The outcome was a change in the valuing of IP and IP management processes.
- Advised Board of a manufacturer/distributor concerning the status of ICT. Outcome was a plan for the transition of director responsibilities to minimise key-man risks & recruitment of an experienced ICT manager.
- Created a plan for the cooperative sharing of ICT solutions between state-based authorities. This created a basis for cooperation between jurisdictions, significantly reducing costs for the authorities.
- Managed a CSR program that assessed the impact on a rural community of a large mining development. This provided a valuable response on behalf of the community, to minimise unwanted social impacts.
- Acted as the *Director, Program Office and Administration* for one of Australia's principal universities. The role covered a six-month period that saw John lead the establishment of the function, creation of structures and processes, the selection of standards and toolsets, and the recruitment of the permanent Director for an organisation that successfully managed the >100 in-flight projects.
- Developed an outsourcing strategy for the ICT operations of an Australian-based international property management company. The implementation of the strategy saw a significant containment of costs at a critical time for the company.
- Reviewed the outsourcing strategy of an Australia human capital company. The review significantly changed the plans that were then in train to outsource ICT operations and avoided a significant commitment that would have been non-strategic and disadvantageous.
- Reviewed ICT software maintenance processes of an Australian financial services organisation. Outcomes included confirmation that some practices were appropriate & some were to be revised – resulting in a new approach to internal teaming arrangements for ICT solution maintenance.

