

# *Resume*

## **JAMES VICTOR HAYES**

### **AUSTRALIAN & UK CITIZENSHIP**

### **EDUCATION**

**1983 BA degree in Mathematics (The Open University UK)**

**1973 Diploma in Management Studies (North East London Polytechnic UK)**

### **SUMMARY**

Over forty years experience in the information technology industry. During this period James has been involved in a very wide range of aspects of the industry. He has worked in over forty countries, for both governmental and private organisations. He specialises in the design and implementation of communications systems embracing both wireline and wireless networks. In addition he has wide experience with the design and implementation of customer support, billing systems and enhanced services platforms for both Telco carriers and for major enterprise networks.

His wide ranging experience in all aspects of the Information Technology place him in ideal position both to advise service providers and major end users, and to act as project manager for major implementation projects. As a consultant, he has advised many of the world's largest telecom operators and corporations.

He has extensive experience in the following roles:

- ***Management of the implementation of information systems.***
- ***Design of infrastructure to support Internet and E-Commerce systems for both Government and large corporations***
- ***Communications and general information technology system consultancy for all market sectors, with emphasis on the integration of communications and computer technology***
- ***Design of corporate voice and data networks including traffic modelling***
- ***Design of Customer Support and Billing systems for communications carrier companies and for major corporate networks.***
- ***Lecturer in information technology, communications and related topics including Billing, Customer Care, Corporate Networking and Communications Security.***
- ***Market research and strategic planning of information technology systems.***

### **RECENT WORK HISTORY**

**HAYES IT Pty Ltd** - The Company was established by James Hayes in 1992 as an independent consultancy company offering a range of services to the IT industry. Clients have included:

James Hayes

- **Unisys Asia Pacific**
- **James Martin Associates**
- **D. W. Smith Inc**
- **Hong Kong Stock Exchange**
- **SEMA Hong Kong**
- **Tandem/Compaq Computers**
- **South Sydney Development Council**
- **Super Internet Site Systems**

The following are a summary of a number of relevant and recent projects from James's career history; many of the projects were undertaken through HAYES IT. Projects are presented in reverse chronological order.

**SUPER INTERNET SITE SYSTEMS PTY LTD MELBOURNE (SISS)** - SISS is a start-up company based in Melbourne, which has developed a radical approach to the way that businesses can be discovered using the Internet. The core of the SISS approach is a spatial based find engine where a business SISS web site is spiked to a specific geographic location. Consequently any Internet search can ask question such as "give me a list of all plumber within 10Kms of my location" all plumbers that meet the criterion will be displayed. There are a number of ways the technology could be used. One example is in the area of classified advertising. (the following link will take you to the SISS find page <http://www.siss21.com.au> )

I have been working with SISS management for the past two years as System Designer. My role has been:

- To prepare business requirements specifications
- To take overall responsibility for System Hardware, networking etc
- To provide general advice to SISS management

This is an ongoing activity

**SHANGHAI STOCK EXCHANGE NEW GENERATION NETWORKING** - The Shanghai Stock Exchange was embarking on a major system replacement program. Compaq Computers were given the consultancy project to undertake a requirements and outline design study. Part of the study was a review of existing communications, both from a LAN and wide area network perspective. The activity involved carrying out interviews with all Stock Exchange departments and with external parties such as Carriers. The end product was a series of reports dealing with requirements and outline designs.

**IBA MELBOURNE** - IBA is a medical services organisation with offices in Australian overseas. The project involved consultancy and design for a new corporate wide area network. The network involved ISDN links as well as a small VPN.

**SMART MANILA** – SMART is a mobile telephone carrier operating in the Philippines with over 1 Million customers. SMART decided to offer a range of banking services using their GSM network, and opted to use the SIM Toolkit approach, which allows the existing telephone to be used as the input device. My role has been to act as technical architect with a responsibility for the preparation of the functional design document and liaison with suppliers of software and hardware for the project. The project is ongoing.

**SOUTH SYDNEY DEVELOPMENT CORPORATION** - Involved with a strategic study relating to the provision of an IT infrastructure for a new development area called Green Square. The core study objective was to evaluate if SSDC should promote the provision of a communications infrastructure to support the residents and to review the likely impact on community values. My roll concerned with the communications infrastructure issues, how and

what should be provided. This has necessitated meeting with a number of carriers to review both their current service offerings and plans for the area.

**COMPAQ COMPUTERS ASIA DIVISION** - Provided general technical support to Compaq Computers Asia Pacific relating to New Generation Networking technology. Specifically assisted in the development and performance for workshops aimed at helping organisation understand and realise the potential for new technology. This included lecturing in India on communications technology for the next millennium

**SEMA GROUP HONG KONG** – This assignment which is ongoing is for the provision of general technical skills to assist the Sema Group with the preparation of a number of major proposals for the Hong Kong Government. Work to date included acting as technical manager for the following projects:

- The Immigration Department – IT strategy study
- HK Post Office - PKI certificate system
- HK Government – Internet access to government services this involved a review of Internet kiosks and other input methods available to the general public.
- Manulife E-Commerce system design

**THE STOCK EXCHANGE OF HONG KONG** – This assignment for the Stock Exchange of Hong Kong was for the initial design of a frame relay based IP network to replace the X.25 network currently in operation. The assignment included:

- Development of a **Requirement Specification** for the new communications network
- Preparation of a **Communication Network Architecture** including LAN design, Security, Protocol analysis, Addressing and Fallback and Recovery
- Preparation of a **Migration Plan**
- Preparation of a **Network Traffic Model**
- Preparation **of an RFP for the implementation and operation** of the network
- Review of network protocols with emphasis **on TCP/IP and IP/Multicast**.

Work included developing the network infrastructure design to enable the general public to use either the Internet or telephone network to buy or sell shares.

**STARHUB SINGAPORE BID MANAGER** - Acted as bid manager for a bid to the StarHub consortium for a range of advanced network services and network management facilities

**MARKETING CUSTOMER SUPPORT SYSTEMS ASIA** - Carried out a brief three-month assignment for D. W. Smith & Associates (DWSA). The company has developed a UNIX based customer support system for the Telco market. The product is used extensively by TELSTRA in Australia. The company intends to expand into Asia and James was asked to undertake a market review and to commence marketing the product.

**CUSTOMER SUPPORT AND BILLING SYSTEM** - Bid Director and consultant for the design for an integrated billing and customer support system for the Hanoi P&T in Vietnam. This included the staging of a number of seminars and presentations both in Hanoi and HCMC.

**TELKOM MALAYSIA** - Consultant for a study investigating the replacement of fault administration systems.

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**NARAMADA HYDROMETROLOGICAL NETWORK** – Acted as technical architect for the UNISYS design for a communications network based on Meteor-Scatter communications to service a large number of survey sites spread across the Naramada river basin.

**GUANGZOU BILLING** - Acted as bid manager and technical expert for the preparation of a proposal to the Guangzhou PTT for a large call data collection and billing system for the Guangdong Province

**ENHANCED MESSAGING SYSTEM IMPLEMENTATION** - Project Director for the implementation of a mainframe based enhanced services platform for a new communications carrier in Hong Kong.

**BANK INDONESIA JAKARTA** - Network architect and designer for a major private network intended both for the internal use of Bank Indonesia, and as the core financial network for the Indonesian banking community. This included the review of wireless and wireline services throughout Indonesia. Of particular importance was the provision of communications to Bank locations spread throughout Indonesia using VSAT and other infrastructure technologies.

**ENHANCED MESSAGING SYSTEM IMPLEMENTATION** - Project Director for the implementation of a mainframe based enhanced services platform for the local PTT in HCMC Vietnam.

**PTC PAKISTAN** - Proposal Director and technical adviser for the preparation of a number of significant proposals for the Pakistan Telecommunication corporation. Included customer support and billing systems. Projects included the specification and design of Fault Administration systems.

**TAIWAN** - Provided technical and implementation related advice to Unisys Taiwan relating to a proposal submitted to the local communications carrier for a call data collection system.

**VIETNAM** - Provided consultancy and systems design to Hanoi Posts and Telephones for an Integrated Customer Support system. This activity involved a number of different sub-systems including Service Provisioning, Service Maintenance and Billing.

**CHINA VOICEMAIL/FAXMAIL** - Acted as Project Manager for the implementation of a voicemail, faxmail, email and calling card system for Shenzhen Posts and Telecommunications Bureau in Mainland China. This project involves Mainframe computers, extensive digital switching and public network interfacing.

**CITIBANK HONG KONG** - This assignment involved visiting Hong Kong, South Korea and Thailand to ascertain current PTT regulations in the area of international data communications, with a view to advising the Bank on the most appropriate communications methods.

**TELECOM AUSTRALIA (INTERNATIONAL)** - Acted as project manager and telecommunications expert for a study for Telecom Australia (International) which investigated the potential for Telecom to operate a digital data service in Thailand. The project involved visiting Thailand and discussing opportunities for the service with a number of major organisations.

**MALAYSIAN BANK** - Responsible for the communications network design for a major proposal for one Malaysia's largest banks. Work involved the selection of networking sub-contractors and the design of a two tier private network involving X.25, FDDI and Ethernet.

**PHILIPPINES CUSTOMS AND INLAND REVENUE DEPARTMENTS** - As part of a team developing extensive proposals for the above departments prepared designs for the communications sub-systems. Tasks included the selection of communications sub-contractors and negotiation with local X.25 carriers.

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**LECTURING ON ISDN IN AUSTRALIA FOR IIR** - Preparation and presentation a paper on the economics of ISDN in Australia.

**AUSTRALIAN PAPER MANUFACTURERS - ISDN STUDY** - Undertook a study into the opportunities for them to introduce a corporate ISDN network covering all of their locations in Australia. The network required to integrate their IBM and DEC networks and is intended to support inter-location voice traffic.

**TELECOM AUSTRALIA** - Project manager and Consultant for a series of studies directed at the development of a methodology and set of tools to enable the way that enterprises use information technology to be modelled. The objective of the project was to provide a basis to enable Telecom to be able to view its customers from the total information technology perspective rather from a narrower perspective of Telecom products and services.

**BANK OF AMERICA** - Designed, and then project managed the development of a corporate banking system providing major customers with on-line access to a number of the bank's corporate banking services. This project was ongoing over a number of years.

**THE FINANCIAL INFORMATION SYSTEMS GROUP (TAIWAN)** - Acted as consultant to the Financial Information Systems Group of the Ministry of Finance Taiwan for the design of a national shared CD/ATM and interbank remittance system. The assignment involved the development of documentation standards and the provision of advice on all aspects of the design and implementation of the system.

**HONG KONG STOCK EXCHANGE** - Project manager for the design and implementation of an information retrieval system to provide non-Stock Exchange members with access to information. The project involved both business and technical issues.

## **LECTURES**

- " Data Communications Theory and Practices", for an international computer manufacturer.
- " The Corporate Information Transfer Utility, Matching the Users Needs to Technology " - For NETWORKS 86
- " Office Automation and The Multi-Function Work Station - SEACC 1984 (Hong Kong).
- " Integration of Telephone, Telex, Fax and Data Service " - Malaysia Computer Society & Telecoms 1984.
- " Information Technology " - HKMA 1984/1985
- " Computer Communications Security " - HK Banking Conference 1985.
- " What should you be asking of your communications network" - IIR 1988 Sydney
- " Software for EDI" IIR Sydney and Melbourne 1990
- " How to ensure your communications network supports your business objectives" - IIR Sydney 1990
- " Information Technology" Deacon University Warrnambool - 1989/1990
- " Managing enterprise communications" IIR Sydney and Melbourne 1991
- " The economics and benefits of ISDN" IIR Sydney and Melbourne 1991
- "Operational Support Systems for the Telco" Singapore June 1995 (in-house for Unisys staff)
- "Computer Networking" Invited audience Hanoi Vietnam June 1995
- "Implementing Corporate Networks" for China Ministry of Railways April 1996 in Beijing.

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- "Communications into the next millennium" for Compaq  
India Bangalore and Mumbai July 1999