



CMC Government and Public Sector Overview

Combined Management Consultants (CMC) is a quality independent ERP, Project Management, Business and IT Consulting organisation.

CMC has been in business since 1980 providing Strategic ERP Consulting and Project Management Services to over 100 organisations across a range of industries including Government, Health, Supply Chain, Manufacturing, Warehouse Management, Retail, Telecommunications and Finance.

Having helped determine the needs of our clients, the goal of each and every member of our team of strategic consultants, project managers and systems professionals, is to deliver results and complete projects on time and on budget. The consistent achievement of this objective has made us a valued partner to our clients as well as many IT and Professional Services organisations.

We also have over 17 years of experience working for outsourcing service providers including EDS and IBM GSA in Project Management, Applications Management and Project Executive roles.

High Value Professional Services

The foundation of our portfolio of skills is Strategic ERP Consulting and Project Management expertise.

We specialise in:

- **Strategic ERP Planning and Advice**
- **Supply Chain and Distribution Consulting**
- **Program and Project Management**
- **Vendor and System Evaluation and Selection**
- **Business Process Analysis**
- **Requirements Definition**
- **Tender and Vendor Management**
- **Change Management, Transition and Training**
- **Test Management and Testing Methodology**
- **Quality Assurance Reviews**
- **Independent Steering Committee Representation**
- **Business Case and Business Benefits Realisation Strategy Development**
- **Networks and Infrastructure**

State Government Experience

Department of Health & Peak Purchasing Council

Project Director – eMarketplace Pilot Project

This role was responsible for the management of the Whole of Government eMarketplace Project for NSW Health, including preparation of 7 lead site hospitals for the initial implementation. Working with the Peak Purchasing Council, this role was responsible for the coordination the implementation efforts of all Area Health Services and State wide Health Services, for the eMarketplace and related eCommerce projects in conjunction with the Department of Commerce. It also included the development of a single model for NSW Health to deploy.

Project Manager – Technical Lead

This role was responsible for the identification, development and delivery of enabling technologies for the implementation of the enterprise eProcurement solution for NSW Health. It included the development of the technical architecture framework and the definition of the technical integration standards for connecting 21 NSW Health organisations to the NSW Government eMarketplace.



NSW Department of Housing

Project Manager

CMC has managed multiple projects including disaster recovery planning, relocation management and help desk office streamlining.

- ✓ **Disaster Recovery Plan** – CMC successfully implemented a Business Recovery Solution for the Department's core business applications, together with an IT Disaster Recovery Plan for the nominated IT Team Leaders.
- ✓ **Security** - Implemented an online Security Policy, and participated in reviews by KPMG and the Government Audit Dept with responses to recommendations provided over a period of time to Corporate Applications, Network Security, Disaster Recovery and Email and Internet Policies.
- ✓ **Replacement of two thirds of the Departments Laser Printers** - through an approved Business Case including needs analysis and support procedures.
- ✓ **Deployment of an Upgrade to Netware 5.1** Groupwise 6 and the other Netware infrastructure, including client software upgrades. This project upgraded hardware and software and included an Internet Gateway upgrade.

NSW Environment Protection Authority (EPA)

CMC has held a number of roles for the EPA. These have included:

- ✓ Project management of the stabilisation and rectification of the Air Quality Management System (AQMS).
- ✓ Implementation of CMC's Test Method.
- ✓ Requirements analysis and preliminary market assessment for AQMS replacement.
- ✓ Design and creation of documentation and training guides for the Project Management Methodology (APT) and training of IT group members.
- ✓ Project Management of the Waste Project. This included assessment of alternative solutions.



Federal Government

Health Insurance Commission

CMC has completed the following engagements for the HIC:

- ✓ Design of transition strategy for IBM GSA proposal to the HIC for outsourcing the Health "Cluster" (Medibank Private, Medicare and Aged Services).
- ✓ Project Management of outsourcing transition on behalf of IBM GSA.
- ✓ Management of HIC Service Delivery Group (Project liaison between HIC and IBM GSA).
- ✓ Project management of various projects, including Mobile Platform, SOE, etc.
- ✓ Analysis of one time claim from IBM to HIC in terms of assessment of validity, amounts, etc.
- ✓ Project Consulting for Business Intelligence Group.
- ✓ Technical Lead for the construction, delivery and infrastructural outsourcing of a large scale Enterprise Data Warehouse initiative.



CSIRO

CSIRO are in the process of amalgamating their Divisional and Corporate IT environment and introducing One IT group across the organisation. As a result of the amalgamation, CSIRO needs to integrate their Divisional and Corporate IT structure, whilst maintaining their current service arrangements and levels.

CMC provided a specialist program management resource to assist in defining the One IT Project.

Commonwealth Rehabilitation Service (CRS)

Commonwealth Rehabilitation Services (CRS) were in the process of reviewing their contract for Facilities Management with an External Service Provider (ESP). As part of that process they required tighter control over the Infrastructure Services and decided to adopt the best practice approach offered by Information Technology Infrastructure Library (ITIL).

CRS required the services of a consultant with ITIL qualifications, knowledge and experience to assist in the development of new procedures based on the best practice environment and experience in the ESP environment.

CMC provided a resource that worked closely with both the client and ESP to develop Infrastructure procedures, based on ITIL that were introduced as part of an ongoing contract review.

Department of Defence

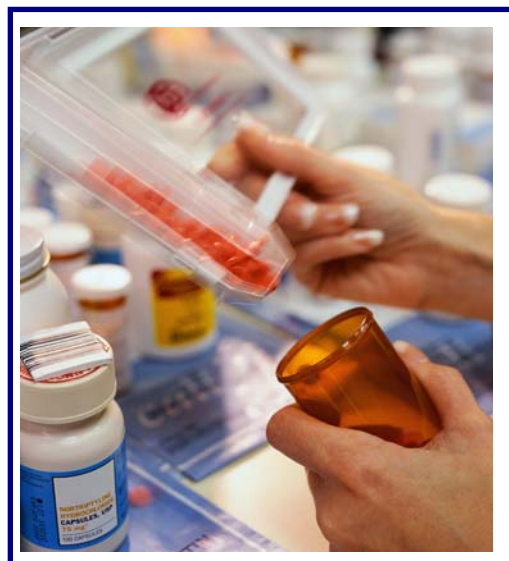
CMC's consultants have completed the following engagements for the Department of Defence:

- ✓ Contributed to the development of the Defence EDP Secure Information Network Environment (DESINE).
- ✓ Development of the IT strategy for Australian Safeguards Office (Part of DoPIE).
- ✓ Development of a process and information model for HCAST (Department of Defence).
- ✓ MIS management policies and practices for Defence National Storage and Distribution Centre.
- ✓ Managed the market assessment, tender evaluation and contract negotiations for the

purchase of an enterprise wide Document and Records Management System. This consultant also set up the Project Office, appointed 25 contract staff and managed the day to day implementation tasks, training development and delivery, and scoping studies as part of the 1,000 seat initial roll-out.

Department of Parliamentary Reporting Staff

- ✓ Department of Parliamentary Reporting Staff (DPRS) provide IT infrastructure, business solutions and support to members of Parliament. DPRS required consulting services to review the current implementation of their Program Office and also to develop a 3 – 5 year IT Strategic Plan. They were also looking for advice on how to improve the value of the Program Office to their clients.
- ✓ CMC provided two resources that reviewed the current Program Office, interviewed the key stakeholders and after discussion and analysis produced an IT Strategic Plan for the evolution and operation of the Program Office over the next 3 years.
- ✓ The IT Strategic Plan was presented and reviewed by the Directors of each area of DPRS, as well as the Secretary. The Plan was accepted without change and has commenced being implemented.





Combined Management Consultants

Proven Solutions

CMC has a long history of leadership and management in Government and Public Sector organisations managing both Business and Technology projects as well as having on the team, consultants who have held senior roles within the industry. Organisations that CMC consultants have experience working with include:

Federal Government

- **Australian Broadcasting Corporation**
- **Australian Taxation Office**
- **Commonwealth Rehabilitation Service (CRS)**
- **CSIRO**
- **Department of Parliamentary Reporting Staff**
- **Health Insurance Commission (HIC)**

State Government

- **Department of Commerce**
- **Department of Housing**
- **Environment Protection Authority (EPA)**
- **Telstra**



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