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EMPLOYMENT HISTORY:

Hyperion Management Services Limited CONSULTANT

April 1998 to Present

Responsibilities:

- Advise on trends, management, and best usage of information technology
- Project manage the implementation of information technology systems

Assignments:

- assistance with selection of a CMS, development and implementation of a B2B e-commerce website for a manufacturing company;
- leader of the selection group for a development partner for a grouping of regional governments;
- selection and implementation of a secure electronic mail system for a bank (including selection and implementation of servers for gateways and appliances);
- network security review for a pharmaceutical company;
- implementation of an SAP module for a large NZ corporate;
- creation of IT Strategy and IT Policies and Procedures for a regional government;
- independent validation and verification of Y2K program at a regional government;
- project management of the implementation of a new integrated core business system for a regional government;
- selection of a property management system for an church trust administration board;
- implementation of integrated financial accounting systems for a number of companies and a local government;
- advice on internet strategy provided to a print finishing company;
- Year 2000 compliance projects for a number of small and medium enterprises, presentation of Year 2000 courses for the Auckland Regional Chamber of Commerce;
- implementation of a financial planning system for a bank;

- selection and implementation engagements for hardware, operating system, communications infrastructure, and application software for a number of organisations;
- advice on network architecture to a number of non-profit organisations;
- advice on network security and anti-virus strategies for a number of organizations;
- project management of a number of systems implementations.

Achievements:

- designed a Year 2000 compliance methodology which was used at a number of clients;
- designed a process for development of IT Strategies for businesses and organizations;
- successfully implemented infrastructure and business systems at a number of clients;
- relocation of a regional council's core network infrastructure to a complete new-build facility in a renovated building; management of the contract process; supervision of the construction of the facility and the building's network.

Qualifications:

- PRINCE2 Practitioner (for confirmation click on the link below <http://www.apmg-international.com/examquery.asp> and enter P2R/A061410 in the candidate number search box, click on "Submit")
- GATEWAY Review Team Member (NZ State Services Commission / BTLi Pty Ltd)

KPMG Auckland INFORMATION SERVICES MANAGER

July 1990 to March 1998

Responsibilities:

- Managed the Information Services Group according to the strategic plan for Information Services support within KPMG Auckland. Developed the plan in 1990 with the IT Director of KPMG Sydney - this has guided KPMG Auckland from a situation of disparate networks in multiple buildings with no internal management structures at all, to a unified system capable of development into the next century.
- Managed the group responsible for providing communications and computer support. The total staff of six are responsible for the data network and telephony, supporting the Auckland office of almost 400 staff, plus provision and support of national email systems, and providing assistance to other KPMG and associated offices.
- Planned the technology infrastructure of the firm; preparing, presenting and managing the operating budget of the group. Advising the firm on technology acquisitions and carrying out approved purchasing programs.
- Introduced the concept of the National Information Technology Group (NITG) to KPMG NZ, and appointed as first Chairman. This advisory committee, formed from the Information Technology Managers from all New Zealand KPMG practices, its aim was to co-ordinate and communicate national and international IT strategies.
- Acted as Chairman (Pro Tem) for the National Information Technology Committee which was formed from the NITG.
- Represented KPMG New Zealand at international conferences which relate to information technology.

Achievements:

Auckland Office:

- Co-authored the development of IT Strategy for the office with Sydney IT consulting group resulting in the firm having a working framework for IT developments.
- Recommended the selected solutions and Project Managed the electronic fit-out of the Grand Building resulting in the firm's systems being ready for the move into the new office.
- Recommended the overall architecture and managed the creation of the firm-wide Local Area Network. Managed the expansion and diversification of the network resulting in a single unified modern network.
- Recommended the hardware and software solutions and managed the installation of the telephone and voice mail systems. Managed the expansion and upgrades to the voice systems resulting in the most cost effective voice service for the firm.
- Recommended the creation of a Help Desk team. Created and managed the Help Desk, supervising its expansion to cope with the increased reliance in the firm on information technology, resulting in a measured overall 91% customer rating of excellent or good in support areas.
- Recommended and installed the office electronic mail network resulting in improved communications between staff and increased efficiency in the movement of information between professionals, support staff, and partners prior to delivery to clients.
- Recommended and installed remote access for staff to the local area network again improving communications capability.
- Recommended and installed ethernet switching for increased network bandwidth and performance resulting in reductions of data network traffic bottlenecks.
- Managed the telephonists during a period of staff turbulence, resulting in a return to smooth operations through a counselling process.
- Recommended the move of the firm's toll traffic from Telecom to an alternative provider, providing major operational savings.
- Recommended a firm-wide standard for cellular telephony.

Nationally

- Distributed information received from the National IT Liaison Partner to all offices resulting in better inter-office cooperation.
- Recommended the creation of a quarterly IT Managers' Meeting and chaired these meetings for a number of years. This group has since evolved into the National Information Technology Committee. Acted as Chairman whenever the Chair is absent.
- Recommended and project managed the extension of the electronic mail network nationally, resulting in our first effective inter-office electronic data transmission capability. This has caused a significant "cultural change" within the firm.
- Co-ordinated the national Select agreement between KPMG and affiliated offices and Essentially Software resulting in reduced software costs and higher licence compliance for all offices.
- Implemented the firm's Wide Area Network, providing connectivity for staff members to the firm's international knowledge assets on our Global Area Network and to the Internet.

Internationally

- Selected and project managed the New Zealand portion of the extension of the electronic mail package internationally. This solution has since been taken up by the Taipei, Hong Kong, and Belgian firms.
- Represented the New Zealand firm at two International IT Conferences. Presented the position that the international plan devised by Australia and the US for a proprietary structure for a global network was inappropriate, and that Internet-style technology should be used. This position was initially only supported by Austria, but has come to be the basis for the present Global Area Network.

KPMG Auckland ITCONSULTANT

May 1989 to June 1990

Recruited into KPMG into the Information Technology Group of the Management Consulting Department.

Responsibilities:

- Advise on and project managed the implementation of computerised systems

Assignments:

- Project Managed the implementation of an integrated financial accounting system for a major local government;
- Reviewed the security of an electronic funds transfer network;
- Reviewed information technology strategy for a television network;
- Participated in an information technology strategic review for a major forestry company;
- Advised on data and voice communications for a new office building;
- Selected and implemented LAN hardware and software for KPMG Peat Marwick;
- Advised on LAN and WAN hardware and software proposal (from a hardware vendor) for a major legal firm;
- Advised on PC Virus Removal and provided security advice and software for the Auckland branch of an international manufacturing and service firm

Major Achievements

- Implemented a large local government information system on time and under budget. This was the first ever successful IT implementation at that agency.
- Successfully completed the migration from multiple disparate LANs to a single system which has served the firm well since that time.
- Successfully installed a voice system including PABX and Voicemail.

FACT Int'l SOFTWARE DEVELOPMENT MANAGER

April 1988 to March 1989

Responsibilities:

- Development and maintenance of the FACT software package
- Managed up to 15 Software Development Group personnel, including up to 3 contract/temporary staff and (from February 1989) 4 Publications Development Group personnel

Major Achievements:

- Introduced project management methodologies into FACT International, leading to better visibility of projects and sub-projects.
- Introduced quality controls "at source" such as walkthroughs and improved specifications resulting in better development efficiency and reduced errors.
- Refocused staff effort through introduction of position descriptions and creation of formal project teams resulting in increased focus on activities assigned to each team.

**New Zealand News Ltd MANAGER INFORMATION
SYSTEMS SERVICES**

May 1986 to March 1988

Responsibilities:

- Organized, administered and controlled the corporate Computer Centre, consisting of:
 - Operations, (5 staff running a 24 hour computer centre with up to 4 DEC VAXes and the communications hub for the group computer network);
 - Administration & Support, up to 4 staff;
 - Systems Software 2 staff; and
 - Development, 10 full time/1 part time staff.
- Provided development and technical support for four off-site VAX installations operated by Group companies
- Evaluated hardware and software requirements and proposals, recommended solutions to the Group Manager/Information Technology
- Purchased all EDP equipment and software for the Group, coordinated of delivery, installation, testing and commissioning
- Budgetary responsibility
- Staff recruitment and development
- Controlled and managed of the corporate User Support Group (four staff) and the Small Systems and Communications Group (two staff)

Major Achievements:

- Proposed and implemented a new budgetary philosophy and process moving from Cost Centre to Profit Centre accounting;
- Successfully relocated the Computer Centre on short notice, to avoid the risk inherent in remaining in our old location threatened by demolition of the building next door. This

- included the shift of two VAXes, the purchase and installation of another, and the upgrading of warehouse space to first-class office standards within three months;
- Initiated a project to create a Group Project Planning and Control System for the automated control and costing of development and maintenance projects;
 - Created performance standards and contestable performance based contracted maintenance for group company's Information Technology projects and systems.

NZ News Ltd **SYSTEMS DEVELOPMENT MANAGER**

August 1985 to May 1986

Responsibilities:

- Managed the corporate data processing development team.
- Coordinated transfer of applications operations from the central site to the new decentralised business unit computer centres.
- Staff recruiting and development.
- Selection and recommendation of application system software development tools.

Major Achievements:

- Organized three project teams and Data Base Analyst out of a previously unstructured staff;
- Developed, published and implemented the Group Project Management System;
- Developed and implemented application software maintenance contracts (later to become known as "Service Level Agreements") between the customer business units and the computer centre;
- Revitalised the corporate microcomputer selection project;
- Revitalised ongoing development projects and the initiation of new projects.

Immigrated to New Zealand, July 1985

Summary Of Positions Held And Activities Prior To August 1985 (all Canadian Army (Regular) or Canadian Forces Land Component in the ranks of Lieutenant and Captain) :

September 1983 to July 1985, **SYSTEMS ANALYST** in the Directorate of Personnel Information Systems at the Canadian Department of National Defence, National Defence Headquarters in Ottawa, Ontario, Canada (Security clearance: Top Secret with code word access);

- Analyst for a wide range of personnel sub-systems
- Project Manager for the selection and installation of the first "personal computers" and software used at National Defence Headquarters
- Project Manager for the selection of Cardiac History Information System for the National Defence Medical Centre
- Lead analyst for the pilot implementation of DND/System Development Methodology/70

October 1978 to August 1983, **SENIOR PROGRAMMER/ANALYST (CODAP)**, Directorate of Military Occupational Structures, National Defence Headquarters, Ottawa;

July 1978 to October 1978, **PROGRAMMER/ANALYST TRAINING OFFICER**, Department of National Defence Computer Centre, Ottawa

- Installed equipment, designed and presented first three courses IBM TSO/SPF for DNDCC

June 1977 to June 1978, **STAFF OFFICER INFANTRY EQUIPMENT**, Department of National Defence, Mobile Command Headquarters, St Hubert, Quebec

- Project Manager (Infantry):
 - TOW anti-tank missile system
 - Armoured Vehicle General Purpose (Grizzly) system

June 1976 to June 1977, **UNITED NATIONS MILITARY OBSERVER**, United Nations Military Observer Group in India and Pakistan, Rawalpindi, Pakistan

January 1974 to June 1976, **PROGRAMMER/ANALYST TRAINING OFFICER**, Department of National Defence Computer Centre, Ottawa

- Courses taught:
 - Introduction to Automatic Data Processing
 - ANSI Fortran, IBM Sys370 Assembler
 - Direct Access Systems Design
- Courses attended and passed:
 - Department of Defence Computer Institute Computer Security
 - IBM OS370 Internals
 - DND Junior Staff Course

November 1972 to January 1974, **PROGRAMMER/ANALYST**, Department of National Defence Computer Centre, Ottawa

- Personnel Management Information System
- Configured, installed and managed EXTRACTO report generation system
- Attended and passed DND Systems Analysis

September 1972 to November 1972, **EDP STUDENT**, Basic Computer Programmer Course, Canadian Forces School of Management, LaSalle, Quebec

July 1969 to August 1972, **INFANTRY COMPANY SECOND-IN-COMMAND**, 3rd Canadian Mechanized Commando, the Canadian Airborne Regiment, Baden-Soellingen, West Germany/2nd Battalion, the Royal Canadian Regiment, Soest, West Germany/1st Battalion, The Royal Canadian Regiment, London, Ontario, Canada

- Qualified:
 - NATO Nuclear Biological Chemical Warfare Officer
 - 4 CMBG Liaison Officer

November 1967 to July 1969, **INFANTRY PLATOON COMMANDER**, 1st Battalion, The Royal Canadian Regiment, London, Ontario

- Qualified:
 - Infantry Parachutist
 - Jungle Warfare Instructor

Appendix to CV of PATRICK ROSSITER

PERSONAL INFORMATION:

Date of Birth: 09 August 1948
Nationality: New Zealand and Canadian
Marital Status: Married (with 2 children) to
Janet Catherine (Brownridge) Rossiter

PERSONAL INTERESTS, ACTIVITIES, AND MEMBERSHIPS:

Member of the Board, New Zealand ICT Group 2009 to July 2010

Assistant Governor Rotary District 9910 2003-2005
President Rotary Club of Three Kings 2001-2002
Treasurer Rotary Club of Three Kings 1994 to 1999

Chairman Auckland Youth Choir 2001 to 2008

Member of the Management Committee of the Eden Roskill Districts Cricket Club 1994 to 1995

Member of the Junior Committee of the Eden Roskill Districts Cricket Club 1993 to 1995
Vice Chairman of Civil Service Recreation Association Squash Club 1980-1981
Founder and Competition Director of National Defence Headquarters Squash Racquets Association 1979-1981

Member of the Advisory Committee of the Unitec Business Computing Department 1991 to 1997

Life Member: The Royal Canadian Regiment Association
Past Member: The Royal Canadian Military Institute 1976 - 1985

User Groups:

Member of the Board of Governors of NetWare Users International 1996 - 1997
President NetWare Users International (Australasia Region) 1996 - 1997
President NetWare Users International Auckland Inc 1993 - 1995
Former Chairman Auckland Local User Group, Digital Equipment Corporation User Society (DECUS)
Former Member of Symposium Planning Committee, DECUS South Pacific Region
Former Member FACT International User Group (FIUG)