



KDN stands for Kavanagh, Dunnery and Novia – the three founders of the company who have extensive experience in the Information and Communications Technology (ICT) market.

Founded in 1998 in South Australia, KDN Services now provide extensive services throughout the ICT industry by skilled consultants with unique and complementary skills to support the Delivery and Business Development requirements of the company. This, combined with a proven delivery capability and backed by strong processes, methodologies and templates, provides KDN a complete ICT management consulting service. KDN now have a wealth of experience and provide services to domestic clients in both the private and public sectors incorporating all levels of government as well as providing services to some international clients.

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# COMPANY DETAILS

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## KEY PERSONNEL

KDN staff have a wealth of in-depth, real-world experience when it comes to delivering successful business outcomes. We'll provide the best team with a blend of skills to deliver your projects.

### David Kavanagh

David has over 35 years' experience in Engineering, ICT and Consulting in Australia. He has previously held Associate Director, Manager and Senior Consultant roles with private and Government organisations in South Australia. Since 1998 after jointly founding KDN Services Pty Ltd, he has been Managing Director and a Principal ICT Management Consultant with the company. His role has included business planning and the development of process documentation, project management frameworks and templates for use throughout delivery assignments. As a Principal Consultant, David is also active in the full range of ICT Management Consulting assignments for clients.

David's breadth of consulting experience – based on a strong technical background and sound business knowledge - enables him to deliver successful outcomes for a wide range of organisations. His focus is on ensuring that business benefits are achieved through innovative ICT solutions.

Key areas of David's expertise include:

- Management Consulting
- Strategic Planning
- Project Management
- Business Development & Analysis
- Business Process Re-engineering
- Business Continuity Planning
- Solution Evaluation & Integration

## John Dunnery

John has over 30 years' experience in Information Technology and Consulting in Australia. His focus has been in the area of Project Management of hardware and software implementations, including the development of Business Cases, large procurement projects and ICT policies and procedures (these roles have included the business analysis and understanding to ensure that the solutions meet the business requirements of the relevant organisations).

John is a Director and Principal Management Consultant at KDN. He has worked on small, medium and large ICT projects both within government and the private sector.

Key areas of John's expertise include:

- Project management
- Management consulting
- Service delivery
- ICT Service management
- Business continuity planning
- ITIL implementation
- ICT policies & procedures
- Business case development
- Procurement
- Technical and product evaluation
- Contract development and negotiation

## Domenic Novia

Domenic has a BSc in Computer Studies and over 25 years' experience in Information Technology and Consulting in Australia.

Domenic's expertise includes project management, business case development, strategic planning, business continuity planning, marketing, and technical and product development. His experience has covered most technological and business areas relating to information technology, including voice and data networks.

He has extensive experience in resource management, team building and team leadership; as well as a particular interest in the areas of business resource planning, development, project management and training.

Domenic is a Director and Principal Management Consultant at KDN. He has worked on small, medium and large ICT projects both within government and the private sector.

Key areas of Domenic's expertise include:

- Project management
- Management consulting
- Business Process Re-engineering
- Strategic and business planning
- Business Analysis
- ITIL implementation

## Tony Taormina

Tony is a Lead Consultant at KDN and has over 20 years' experience in Strategic Consulting and Quality Management in Australia. During this time he has been involved in the management and development of multi-disciplinary teams responsible for a range of organisational change and improvement initiatives, including:

- Consultancy and project management
- Strategic and business planning
- Corporate and operational planning and reporting
- Information systems development and implementation
- Asset and risk management
- Performance measurement and monitoring
- Program and service delivery reform

Tony's combined skills over these various disciplines provide him with the ability to be able to work with all areas of an organisation to facilitate and bring about appropriate change and reform. His business, systems and ICT knowledge allows him to understand requirements, manage activities, logistics and deliverables, and ensure that all stakeholders participate in the processes to achieve common and agreed goals and outcomes.

Tony also has expertise in the development of risk management and governance plans and programmes aligned to National Audit Office Guidelines, AS8000 Corporate Governance and AS4360 Risk Management Standards.



## Frank Morello

Frank is a Lead Consultant at KDN and is a highly experienced Technical Specialist with over 20 years' experience in the Information Technology industry, specialising in infrastructure implementation and support.

Some of Frank's qualifications include:

- ITIL Certification;
- VMware vSphere: Install, Configure, Manage [V4.1];
- Introduction to Business Analysis and Essential Competencies, and
- Models for Managing Technical Professionals.

Key areas of Frank's expertise include:

- Technical Project management
- Technical assurance
- Service management
- Service delivery

# OUR CLIENTS

- State Government Agencies (South Australia, Western Australia and Queensland)
- Federal Government Agencies
- Local Government (South Australian and Victorian)
- Small to Medium Enterprises and organisations throughout Australia
- International Clients in PNG

# SERVICES

Our service provision range is detailed on the following pages:

## Strategic Planning

KDN has undertaken Strategic Planning assignments for clients in State Governments, Local Governments and the private sector both locally and interstate. We have supported organisations by providing individuals with coaching and/or mentoring when undertaking the strategic planning tasks internally. Our differentiator is to ensure a direct linkage exists between business requirements, measures of success and accountability. This is achieved with the use of tools such as outcome (benefits) mapping, investment prioritisation and risk analysis. Some of our assignments have extended to business case development and the implementation of recommendations so that strategic goals are realised.

Recent projects include:

- Application strategic plan for a South Australia Government Agency;
- ICT Roadmap for a South Australia Government Agency;
- ICT strategy for a South Australian Local Council;
- ICT plan for leading South Australian College, and
- ICT Strategy for a large SME in South Australia.

## Business Analysis and Process Re-engineering

Once an organisation's strategic direction is set, how the various strategies are implemented needs to be determined. Understanding how an organisation operates currently and what needs to change so that new organisational goals are achieved is an important but often overlooked task. Information systems cannot 'do' the work, people do the work. ICT is an enabler so simply implementing a software solution does not guarantee improvement in the way an organisation operates. KDN has assisted many organisations to understand what they do, change their processes to achieve new outcomes and matching appropriate technology to the new way of do business.

Some recent projects include:

- Define requirements to integrate 5 systems into one for a South Australia Government Agency;
- Design and implement a geospatial ICT management framework, including user training, for an international Government Agency;
- Business requirements development, market assessment and evaluation (based on functional gap analysis) for a South Australian Legal entity, and
- Define requirements and prepare a business case to replace the calendaring and messaging systems for a South Australian University.

## Project Management and Project Directing

KDN has provided Project Management and Project Direction for a large number of clients within the public and private sectors. Our range of experience includes a strong understanding of methodologies including the South Australian Government's adoption of Prince II and engineering practices from a number of private sector organisations and international companies. Projects have ranged from small value implementations to projects costing millions of dollars. Some recent examples include:

- Undertaking Project Health Checks (covering all aspects of project delivery) for the duration of a multi-million dollar implementation within a South Australia Government Agency;
- The provision of Project Directing services for a University in SA in the management of a number of related projects for business change and accountability projects;
- The project management of a number of application and infrastructure implementation projects for South Australia Government Agencies and
- The management of several large application development projects for a local SME and interstate Government Agency.

## Change Management (including Benefits and Outcome Realisation)

Our experience includes the establishment of process and practices for the identification, approval and management of business change which can include the development of management briefs through to business cases. We have been involved in change management processes that have included the establishment of Change Control Boards, escalation processes and the management of benefits (through investment mapping, prioritisation and return on investment).

While these activities are normally conducted as part of other activities recent projects have included:

- An additional component of the Applications Strategic Plan for a South Australia Government Agency (Benefits Map);
- A component of the business case for a South Australian Legal entity in the development of the business case for the replacement of the key business application (Outcome map and business justification);
- Change management practices developed for a South Australia Government Agency;
- Development of the procedures, governance and structure for services conducted under an Across Government Project, and
- Recommendations in the establishment of the Project Management Office within several South Australia Government Agencies and in particular the Change Control Process for Governance and tracking.

## Service Level Agreement Development, Service Description Development and Service Cost Modelling, including Help Desk Planning and Development

These are all components of a successful ICT service delivery process that KDN has been involved in throughout Australia, and in recent times, extensively with the South Australian Government. KDN has worked with organisations to define service descriptions, develop performance processes and metrics as well as implementation of the actual services. We have conducted organisational reviews to recommend appropriate models of operation to meet business needs and conducted evaluations of helpdesk packages.

Some recent examples include:

- Review and recommendations for a South Australian based Petroleum Company into the operational procedures and the ongoing management of the procedures;
- Development of templates and business engagement models for a South Australia Government Agency;
- Review and input into the service descriptions developed for the SA Government in the transition of outsource service providers;
- Development of the model and services for the South Australian Government Across Government Service Desk, and
- Engagement process for multiple service providers to the South Australian Government in the Change Control Process, including reporting, accountability and service delivery parameters.

## Systems Operations

KDN personnel have significant experience in the operational support, establishment and definition of services for ICT service areas. Leveraging off of this experience we are able to assist in the planning and development of services and processes that directly link to the business requirements of organisations. Through IT Infrastructure Library (ITIL) certification we are able to recommend procedures, conduct gap analysis on existing processes or to enhance existing processes in line with customer expectations.

Some recent examples include:

- Review of the ICT services and engagement model for a South Australia Government Agency;
- A review of the ICT services, structure and operation model for a South Australia Government Agency, and
- Recommendations on the model of operation for ICT services across the business areas of a business portfolio within the South Australia Government.

## Contract Negotiation and Tender Development and Assessment

KDN has been involved in the development and evaluation of tenders and contracts as they relate to service delivery, equipment supply and for solution development. This work has covered both the public and private sector.

Recent examples include:

- Market assessment and evaluation for two separate and large assignments for a South Australia Government Agency;
- Tender development, evaluations, recommendations and contract negotiations for a number of applications, infrastructure and implementation projects for South Australian Government Agencies and University, and
- Business Requirements, market assessment and negotiation for a number of projects across a number of South Australia Government Agencies.



## Business Plan and Business Case Development

KDN has undertaken the development, assessment and evaluation of business cases and plans for small projects through to complete integrated solutions. We have created a framework process giving consideration to “Concept to Cash” which ensures that opportunities are identified, evaluated, assessed and prioritised through to approval and implementation in the best manner.

Some recent projects have included:

- A number of projects across a SA University for business faculties in the funding and Governance process – most succeeded in the funding submissions and KDN were engaged in the implementation process, and
- The development of a number of separate business cases across a number of South Australia Government Agencies for large system wide change programs and then engaged in the implementation of the change programs for numbers of these.

## Business Continuity Planning (BCP) and Disaster Recovery Planning (DRP)

We have conducted assignments for organisations to identify areas of business risk and the options and mitigation strategies that are required to minimise those risks. The risk assessment is undertaken in conjunction with the business owners and measured against the impact and likelihood with consideration of the business cost options.

Some recent projects have included:

- BCP for several South Australia Government Agencies and ancillary organisations;
- Risk assessment modules for all strategy and implementation projects;
- DRP for a South Australia Government Agency, and
- BCP and DRP for a South Australian Pharmacy.

## Human Resources

Coupled with the above technical areas of competency we also have extensive team building and Human Resource selection and management skills. These extend not only to the areas of interview and assessment but also to the development of skills matrix for linking the appropriate resources to the tasks at hand.

# OUR VALUES

## Ethical

If we are ethical and ensure that we only sell a service which can be delivered and a service that the client wants, without attempting to compromise the client, then we will be successful.

## Benevolent

If we produce a product that is useable and required and if we continually contribute to our field, we will be successful.

## Profitable

If we are ethical and benevolent and have committed people and a good product we will be profitable.

## Successful

If we achieve our ethical and benevolent goals and we are profitable, we will be successful.