



▶ Simon Shields

Senior Consultant

Simon has had 20+ years experience in the IT industry as a Programmer, Trainer, Data Analyst, Web Programmer, Tivoli Specialist, Senior Consultant, Software Engineer and Telecoms OSS/EMS/NMS specialist.

Simon is a seasoned IT Professional with a broad range of experience across networking, systems and applications management, EMS/NMS/OSS and BSS domain for the telecommunications industry. Being familiar with current Tivoli Solution Architectures, deployments and management strategies he is well placed to deliver quality consultancy across a wide variety of tasks.

Simon has strong customer interfacing skills and the ability to communicate and negotiate at both the technical and senior management level. Simon's understanding of technologies and integration experience gives him an excellent ability to estimate effort and durations for project and program wide planning.

Simon has been involved in the successful implementation of a significant number of projects, with a focus on the integrations between disparate systems. Simon has extensive experience in architecture, implementation and deploying Tivoli Management solutions for service providers and enterprise customers alike.

Simon's most recent assignments and key roles have been:

- ▶ Tivoli Netcool Consultant for the installation, configuration and testing of OSS solution for NBN. This included Netcool Tivoli ITM, ITNM, Omnibus, Probes, TIP, ITCAM and Impact.
- ▶ Tivoli Netcool Consultant for the installation, configuration and testing of OSS solution for Downer EDI North Ryde NSW. This included Netcool Tivoli ITM, ITNM, Omnibus, Probes, TIP, ITCAM and Impact.
- ▶ Netcool Consultant and Trainer for the Network Service Assurance Project for Telstra. Network Architecture and Configuration consultation. Performance and Stress testing. Creation of training materials and installation of staff training.
- ▶ Tivoli Consultant and Riverbed Net Collector Installer, tester and Configurator for Department of Defence Classified Project.
- ▶ Technical Project Lead and Senior Architect for the Tivoli Netcool Service Maintenance Windows Manager Implementation for Bendigo Bank.

Security Clearance

- ▶ DoD Secret NV1

Experience

- ▶ Tivoli Solutions Consultant
- ▶ Tivoli Engineer, Trainer, System Integration and Delivery
- ▶ Software Development (Java,C,C++,Python, Java, HTML, Javascript, Shell)
- ▶ Telecommunications networks and operations systems (BSS/OSS/NMS), Telstra AMS, Siemens SDH NMS(EMOS)

Achievements

- ▶ BA of Computer Science Degree IT
- ▶ BA of Applied Science
- ▶ Experienced OSS Solution Engineer

Expertise

- ▶ OSS/NMS/EMS systems
- ▶ Telecommunications, Web Development
- ▶ Netcool Suite, Omnibus, TIP, Impact, ITNM, ITM
- ▶ Solaris, Linux, HPUX, AIX, Windows, DOS, Shell
- ▶ Data Modelling, Stress Testing
- ▶ Java/C/C++/Python/Perl/Shell/CMD/Java/Javascript/

Qualifications & Training Courses

- ▶ Netcool OMNibus V7
- ▶ Impact, TIP
- ▶ ITNM, ITM
- ▶ ITCAM

Detailed History

Tivoli Netcool Consultant for the installation, configuration and testing of OSS solution – NBN

- ▶ Simon Shields performed the role of Tivoli Consultant which involved:
 - Lead a team of 3 for the installation and revision control of the first two OSS revisions.
 - Install multi-tiered Omnibus architecture including TIP tools, Impact Policies and ITM.
 - Document and carry out unit, system and sociability test suites.
 - Design, test and implement a method of installing software revisions.
 - Provide Training for Alarm Monitoring Staff.
 - Provide Handover to new staff.
 - Configure Probes, ITM Agents, TIP Tools and Impact for subsequent releases.
 - Installed and configured ITCAM to monitor web applications and servers.
- > Business Outcome achieved:
 - First two stages implemented and installed on time.
 - System completed successfully to customer satisfaction.

Tivoli Netcool OSS Installation and Configuration – Downer EDI North Ryde NSW

- ▶ Simon Shields performed the role of lead Tivoli Consultant which involved:
 - Installation, Configuration and Testing of the Netcool Suite of Products including Omnibus, TIP, Impact, ITM and probe rules configurations, in a multi-tiered architecture to monitor alarms coming from Trains.
 - Included Systems Documentation and probe configuration and testing and the creation of simulation alarms for non-existent devices that were due to be part of the system, from MIB.
 - Implementation of Oracle and Oracle gateway and tests to ensure alarms appeared in the correct format.
 - Creation of impact policies to integrate with TIP tools.
 - Installation and testing of ITM and ITNM.
 - Installed and configured ITCAM to monitor web applications and servers.
 - Testing ITNM discovers Network Topology correctly.
 - Execution and sign off or user acceptance testing.
 - Creation of Test environments.
- ▶ Business Outcome achieved:
 - Product was installed ahead of schedule.
 - Customer provided good customer satisfaction feedback.

Riverbed Net Collection Installer and Tivoli Consultant – DOD.

- ▶ Simon Shields performed the role of Tivoli Consultant and Technologist for the Riverbed Suite specifically the Net Collector which involved:
 - Providing advise regarding Tivoli Netcool problems specifically gateway error logs.
 - Estimation of Riverbed Net Collector release deliverables.
 - Interworking with prime level architects and other platforms to ensure feasible delivery of required business outcomes.
- ▶ Business Outcome achieved:

- Riverbed suite system testing and installation into the test environments.
- Obtained access to secure secret systems.
- Gained understanding of systems infrastructure and documented system installation procedures.

Principle Systems Architect and Technical Lead for Tivoli Netcool Maintenance Windows Manager – Bendigo Bank

- ▶ Simon Shields performed the role of product manager which involved:
 - Managing Customer Expectations.
 - Prioritisation of product feature sets with sales, and development groups to ensure that relevant feature sets were provided within budget and market timing constraints.
 - Prototype creation and customer presentations to zero in on customer requirements.
 - Product testing, fault identification and management.
 - Managing System Design Documentation and key performance indicators.
 - Gaining customer agreement to final design.
 - Microsoft Project Planning the project.
 - Creation of javascript and impact policies. Unit testing. System testing.
 - Creating unit and system test scripts.
 - System implementation and obtaining customer sign off and completing customer satisfaction survey.
- ▶ Business Outcome achieved:
 - Product was installed ahead of schedule.
 - Customer provided good customer satisfaction feedback.