

Mr. Simon Shields

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Australian Government Baseline Security Clearance VID 8481

To Whom It May Concern:

I've been a Netcool Certified Consultant since 2001

Worked on many of the major projects since then, such as Telstra's Mobiles, PDH to SDH transition, Network Service Assurance (NSA), NBN.

My last Netcool project was deploying Tivoli TIP's Maintenance Window Manager for the Bendigo-Adelaide Bank.

My employers have been DeployPartners (previously Eirteic), Alcatel-Lucent, IBM and TUSC Computer Systems now part of Ericsson.

I have good standing in the Industry and am a Omnibus/TIP/Impact expert and trainer.

I have also used many of the other Tivoli Products.

I believe I can offer my academic training at Monash University, years of experience, a good grasp of the software development life cycle, a good understanding of quality control processes, teaching ability, good customer focus, enthusiasm, patience and technical ability. I also have many contacts in the IT sector to draw on for support and to help when outsourcing is needed to meet impending and pressing timelines.

Thanks for considering me for the position.

Respectfully yours,

Simon Shields