



Capability Statement

KDN Services Pty Ltd was formed in 1998 by a group of consultants with extensive Information Communications and Technology (ICT) experience. The aim of the group is to provide ICT consulting services in the areas of:

- ***Project Management and Project Directing***
KDN Services Pty Ltd have performed these activities for a large number of clients within the Public and Private sectors. Our range of experience includes a strong understanding of methodologies including the SA Government's adoption of Prince II, engineering practices from organisations such as DMR Consulting (now Fujitsu) and Ericsson Australia. Projects have ranged from small implementation projects to \$M projects covering all aspects of design, implementation and integration;
- ***Change Management (including Benefits or 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 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);
- ***Service Level Agreement Development, Service Description Development and Service Cost Modelling, including Help Desk Planning and Development***
These are all components of the service delivery process that KDN Services Pty Ltd have been involved in throughout Australia, and in recent times, extensively with the SA Government. KDN Services Pty Ltd have worked with organisations to define service descriptions, develop performance processes and metrics as well as implementation of the services. We have conducted organisational reviews to recommend appropriate models of operation to meet business needs and conducted evaluations of helpdesk packages;
- ***Systems Operations***
KDN Services Pty Ltd personnel have 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;
- ***Contract Negotiation and Tender Development and Assessment***
KDN Services Pty Ltd have 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 environments providing us with a good understanding of the SA Government procurement processes;

- ***Business Plan and Business Case Development***

KDN Services Pty Ltd have 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;

- ***Strategic Planning***

KDN Services Pty Ltd have undertaken Strategic Planning assignments for Clients in the Local Government community, private sector and SA Government as well as assignments for interstate organisations. We have also assisted organisations in a coaching/mentoring role where they have undertaken the strategic planning internally. Our differentiator is to ensure direct linkage with business requirements, measures and accountability and the use of tools such as outcome (benefits) mapping, investment prioritisation and risk analysis. Some of our assignments have extended to the business case development and implementation of recommendations;

- ***Business Continuity Planning and Disaster Recovery Planning***

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;

- ***Software Development Life Cycle***

KDN Services Pty Ltd do not specialise in the development of applications or database environments, however, for some assignments there is the requirements to understand, analyse or recommend solutions. We are able to assist in the definition of business requirements, functional specifications and application testing.

- ***Systems Integration***

KDN Services Pty Ltd personnel have strong technical skills which we are able to use to not only manage the implementation of solutions, but also to ensure that solutions are integrated into a complete ICT environment to meet the business outcomes expected. We do not do systems or applications development, but we have experience in determining solutions from an holistic perspective and ensuring that they are integrated for the business, and

- ***General ICT Consulting***

Within the ICT environment roles are not always clear and due to the extensive experience across all areas of the ICT environment we are flexible enough to act as advisors, implementers, team members or leaders of business activities as they relate to the management consulting scope of ICT.

Coupled with these technical areas of competency we also have extensive team building, 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.

KDN Services is based on the following 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 put back into 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.

The skills that we have to offer cover nearly 60 years of combined experience in the ICT industry.

Our skills have extended to organisations such as:

- ❖ SA Public Sector and Local Government;
- ❖ DMR Group Australia (now Fujitsu);
- ❖ EDS Australia;
- ❖ BHP;
- ❖ Santos;
- ❖ Lane Telecommunications (now Ericsson Australia);
- ❖ Pacific Star;
- ❖ Australian National Rail, and
- ❖ The Small Business Sector.

