



Capability Statement

KDN Services Pty Ltd was formed in 1998 by a group of consultants with extensive Information Communications and Technology (ICT) experience. In recent times KDN have engaged with The Tennyson Group to form a 'New Venture'.

The Tennyson Group is a highly specialised Information and Communications Technology (ICT) recruitment consulting firm, and a premium supplier of Human Resource and custom service solutions in the ICT area. The Tennyson Group is independent and South Australian owned. Established in January 1995, we have an exceptional track record over the past fifteen years of quality service to many organisations in the Government and Private sectors.

The core focus of our business is on four areas: -

- Interim Staffing (Temporary/Contract or Term-Hire Professionals)
- Recruitment Services (Permanent Professionals – Search & Selection)
- HR Consultancy & Support (Human Capital Management Services in ICT)
- ICT Projects (Project & Consulting Services in ICT)

The New Venture combines the collective wealth of both organisations with breadth of services, coverage of skills, a significant pool of experienced personnel, a strong Sales and Business development arm and delivery capability backed up by strong processes, methodologies and templates across the ICT area. Examples of our capabilities include:-

- ***Project Management and Project Directing***

KDN Services Pty Ltd has 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. Some recent examples include:

- Undertaking Project Health Checks (covering all aspects of project delivery) for the duration of a large implementation project for DFEEST;
- The provision of Project Directing services for the University of Adelaide 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 Premier and Cabinet and Attorney General's Department, and
- The management of several large application development projects for Steve Rowe and Associates for the Western Australian Government.

- ***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). While these activities are normally conducted as part of other activities recent projects have included:

- An additional component of the Applications Strategic Plan for Forensic Science of South Australia (Benefits Map);
- A component of the business case for Legal Services Commission in the development of the business case for the replacement of the Legal Aid Office application (Outcome map and business justification);
- Change management practices developed from an agency of SA Health;
- Development of the procedures, governance and structure for services conducted under the SA Government Across Government Service Desk for Change Control Committee and approach, and
- Recommendations in the establishment of the PMO within DFEEST 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 the service delivery process that KDN Services Pty Ltd has been involved in throughout Australia, and in recent times, extensively with the SA Government. KDN Services Pty Ltd has 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. Some recent examples include:

- Review and recommendations for JRS Petroleum Research into the operational procedures and management;
- Development of templates and business engagement models for a business unit of SA Health;
- 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 SA Government Across Government Service Desk, and
- Engagement process for multiple service providers to the SA Government in the Change Control Process, including reporting, accountability and service delivery parameters.

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- ***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. Some recent examples include:

- Review of the ICT services and engagement model for the Office of Consumer and Business Affairs;
- A review of the ICT services, structure and operation model for the Courts Administration Authority;
- Recommendations on the model of operation for ICT services across the business areas of Attorney General's Department, and

- ***Contract Negotiation and Tender Development and Assessment***

KDN Services Pty Ltd 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 environments providing us with a good understanding of the SA Government procurement processes. Recent examples include:

- Market assessment and evaluation for two separate and large assignments for SA Health;
- Tender development, assessment and recommendations for a number of applications, infrastructure and implementation projects for the Adelaide University;
- Contract negotiation and implementation for a contract with OkTedi Mining on PNG;
- Business requirements development, market assessment and evaluation (based on functional gap analysis) for Legal Services Commission of South Australia, and
- Business Requirements, market assessment and negotiation for a number of projects within the Attorney General's Department of South Australia.

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

KDN Services Pty Ltd 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 the Adelaide University for business faculties in the funding and Governance process – most have succeeded in the funding submissions and KDN have been engaged in the implementation process;
- The development of 4 separate business cases across SA Health for large system wide change programs – KDN have been engaged in the implementation of the change programs for two of these;
- The development of the ICT Roadmap (including the identification of projects and strategy) for the Department of Further Education Employment Science and Technology (DFEEST), and
- The development of a business case for the Office of Consumer and Business Affairs for the Births Deaths and Marriages application delivery and changes.

- ***Strategic Planning***

KDN Services Pty Ltd has 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. Some recent projects have included;

- Application strategic plan for Forensic Science of South Australia;
- ICT Roadmap for DFEEST;
- ICT strategy for City of Unley;
- ICT plan for Southern Vales Christian College;
- ICT Strategy for the Peregrine Corporation, and
- A number of requirements analysis and business change evaluations/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. Some recent projects have included;

- BCP for SA Ambulance Service;
- Risk assessment modules for all strategy and implementation projects;
- DRP for SA Ambulance Service, and
- BCP and DRP for National Pharmacies.

- ***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.