# ADAM FITTON

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Enthusiastic Business Analyst with experience managing and succeeding across the entire system development life cycle (SDLC). Highly capable of analysing, problem solving, designing, coordinating, communicating and implementing systems that support business initiatives. Enjoys leading teams on both agile and waterfall projects with various types of stakeholders. Keen to provide a process orientated approach with attention to detail that enables organisations to achieve their goals.

## EXPERIENCE

**The Go-Ahead Group PLC**                                                      **September 2016 - April 2020**

*The Go-Ahead Group is one of the largest transport groups in the United Kingdom which oversees the management of the Govia Thameslink Railway (GTR), Southeastern Railway franchises, and numerous other bus and rail operations across Europe.*

### IT BUSINESS ANALYST MANAGER                                          DEC 2017 - APR 2020

- Established a new Business Analyst (BA) team. Recruited, onboarded, set clear objectives, delegated, developed and mentored members of the team. Used common BA techniques to identify new opportunities, kickstart stalled projects and utilise existing systems to meet new business needs. The team developed positive relationships across the organisation.
- Initiated and oversaw the development of the Go-Check application, the first internal mobile app for Go-Ahead employees, developed using an Agile methodology. Successfully planned and managed the pilot on 120 buses, resulting in project expansion to 800 buses.
- Kickstarted the stalled expense management system project. Oversaw stakeholder engagement, requirements gathering and procurement of the Concur expense solution. Resulting in better expense cost management and reporting for the organisation.
- Successfully conducted the scoping, defining use cases, stakeholder management, steering group formation, eliciting requirements, market engagement and business case development for a new organisation wide Human Resources Management system.
- Coordinated the creation of a standard data dictionary, processes and workflows of human resource management activities, across the employee life cycle, for ten business units across the organisation.
- Accelerated the adoption of Microsoft Teams across the organisation. This has proven to be instrumental in keeping the business operating during the Covid-19 pandemic.
- Successfully conducted the change management and migration from the Huddle document management system to SharePoint for several business units. This resulted in a significant cost saving due to lower licencing costs.
- Promoted the innovative use of Office365 applications to improve operational efficiency.

### IT STRATEGY LEAD (LSER PROJECT)                                          MAY 2017 - DEC 2017

- Defined IT strategies and supported all delivery plan leads to develop IT initiatives for the Govia South Eastern rail franchise bid. Ensuring that initiatives are achievable, compliant, legally defined, accurately costed and aligned to wider Group strategies.
- Designed, developed and gained approval for business cases totalling over £145 million for initiatives relating to IT operations, analytics, data connectivity and information security.

## BUSINESS ANALYST                                          SEPT 2016 - MAY 2017

- Developed the Requirements Specification for the replacement of Planning, Rostering, Resource Management and Control software. This was one of the most significant changes to Stock & Crew systems in the UK rail industry in the last decade.
- Developed the Requirements Specification for a new Operational Performance System to manage customers enquiries, training, incidents, insurance and events to support operational reporting for bus operations.
- Created the foundation for "TOC-IN-A-BOX", a standard enterprise architecture for train operating companies under the Go-Ahead Group.

*Relocated from Australia to the United Kingdom*

**NSW State Emergency Service**                              **January 2010 - April 2016**

*The NSW State Emergency Service is the respected government agency responsible for Storm, Flood and Tsunami natural disasters. It comprises of 8,500 volunteers and 250 staff.*

## SYSTEMS PROJECT MANAGER                                   JAN 2015 - APR 2016

- Managed SharePoint 2010 to 2013 upgrade and data-centre migration project.
- Successfully managed configuration, data migration, testing and adoption of the HP TRIM records management system.
- Defined Identity & Access Management As-Is and To-Be Architectures.
- Developed and implemented Major Incident Response Plan (Disaster Recovery) in alignment with ITIL processes.

## SYSTEMS ANALYST                                           JAN 2011 - JAN 2015

- Developed a capability model and process framework for emergency services. Enabled the funding and delivery of subsequent major operational systems.
- Effectively matured the principles, processes and software of the ServiceDesk to create a single point of contact for various head office functions. Grew technicians using the system from 30 to 120.
- Successfully negotiated a software source sharing agreement between Australian state governments.

## ASSISTANT BUSINESS ANALYST                                JAN 2010 - JAN 2011

- Successfully implemented call centre rostering solution. This included eliciting requirements, sign-off, market research, solution evaluation, procurement, implementation and support handover.
- Developed and established a SharePoint based task management solution for CEO and senior executive team.

**ANSTO**                                                    **November 2009 – June 2010**

*Australian Nuclear Science and Technology Organisation (ANSTO) is the operator of Australia's nuclear reactors for scientific, environmental, medical and industrial purposes.*

## BUSINESS ANALYST (SCHOLARSHIP)                            NOV 2009 - JUN 2010

- Successfully created the functional specification and database schema for the AINSE Grants Management System. Involved running workshops, interviews and managing stakeholders.

## EDUCATION AND PROFESSIONAL DEVELOPMENT

**PCTP LEVEL 2 EFFECTIVE PROCUREMENT CAPABILITIES**                    2015
Institute of Public Administration Australia NSW

**ITIL FOUNDATION**                    2014
APMG Australia

**MASTER OF INFORMATION TECHNOLOGY MANAGEMENT, WITH DISTINCTION**                    2013
University of Wollongong

**PRINCE2 FOUNDATION**                    2013
APMG International

**FUNDAMENTALS FOR SUPERVISORS**                    2011
Institute of Public Administration Australia NSW

**DIPLOMA OF PROJECT MANAGEMENT**                    2010
McMillan Staff Development

**BACHELOR OF INFORMATION AND COMMUNICATION TECHNOLOGY**                    2009
Major: Business Information Systems
University of Wollongong


## AWARDS

**PRIDE OF WORKMANSHIP AWARD**                    2013
The Rotary Club of Wollongong Inc

**TELSTRA PRIZE FOR THE MOST IMPROVED STUDENT**                    2010
School of Information Systems & Technology (SISAT)
University of Wollongong

**"FOR SERVICE" - 2007 HUNTER AND CENTRAL COAST STORMS**                    2007
New South Wales Government

**"MEMBER OF THE YEAR" RESCUE SECTION**                    2007
Shoalhaven City SES


## INTERESTS

**Software Projects** – I enjoy software development projects using open source, cloud and web technologies. For example, https://bettertask.me

**Online Learning** – Fascinated with gaining new insights and knowledge using platforms such as Open University Online.