Curriculum Vitae

Dr. Lynda Margaret Bourne DPM, PMP, FACS.

Email: lynda.bourne@gmail.com

Qualifications

Doctor of Project Management (DPM) 2005,
RMIT University, MELBOURNE.

GRAD. DIP. COMPUTING 1986
Deakin University, GEELONG.

BA (HONS) 1984
Majors in Social Studies of Science and Sociology
Deakin University, GEELONG.

Fellow, Australian Computer Society

Managing Successful Programmes, Advanced Practitioner (2007)

PMP, (Project Management Professional) Project Management Institute (PMI) (since 2000)

Certificate of Teaching English as a Second Language
University of Cambridge (UK) 1996

Curriculum Vitae

Lynda Bourne DPM, PMP, FACS is a senior management consultant, professional speaker, trainer and an award-winning project manager with 30 years professional industry experience. She is the Director of Professional Services with Mosaic Project Services Pty Ltd focussing on the delivery of stakeholder management and other project related consultancy, mentoring and training for clients world-wide.

She is a member of the Faculty of Information Technology, Monash University. As a sessional tutor she has taught various project management classes, and is now lecturing in IT management subjects. The modules Lynda teaches are focused on stakeholder management, communication and leadership as well as PM technical subjects.

Lynda is a Fellow of the Australian Computer Society. She was the inaugural (2003) winner of PMI Australia's 'Project Manager of the Year' award, and was included in PMI's inaugural list of '25 Influential Women in Project Management' (2006) and has been an entrant in the 'Who's Who of Australian Women' since 2007.

Lynda is a recognised international author, seminar leader and speaker on the topic of stakeholder management and the **Stakeholder** *Circle* visualisation tool, her book *Stakeholder Relationship Management: A Maturity Model for Organisational Implementation* (Gower, 2009 and re-printed 2012) defines the SRMM® model for stakeholder relationship management maturity. It has been translated in Spanish through EAN University in Colombia. Her latest book, focuses on the central role of effective communication in project success. She has also contributed to other books and published numerous papers on project relationship management, developing project managers, mentoring coaching and apprenticeship programs, and the **Stakeholder** *Circle*® (a comprehensive methodology for identifying key stakeholders and maintaining their support). The papers have been published in international project management and *Making projects and programs work: What really matters for achieving successful project and program outcomes* (Taylor and Francis, 2015) business journals in the USA, Europe, India and Australia

Lynda was a regular columnist for PMI's *PM Network* from 2009 to 2012 – regarded in PMI Circles as 'the stakeholder expert', and consulted frequently for 'expert' quotes on this subject. Since 2012, she has been a regular contributor to the PMI 'Voices on Project Management' blog – the blogs are distributed widely and often result in robust discussions on the topics.

She has presented at conferences and seminars in south America, Europe, Russia, Asia, New Zealand and Australia to audiences of industry leaders and project managers in the IT, construction, defence and mining industries and has been key speaker at meetings and workshops conducted by PMI as well as Project Management communities of practice within organisations in the finance and utilities sector.

Lynda was a core team member for the *PMBOK® Guide* Sixth Edition update and the team lead for Ch. 10, Communication and Ch. 13 Stakeholder Management (2017). She has previously been part of the testing team working on PMI's initial OPM3 development project; and was a sub-team leader for the OPM3 2008 update project. She was Chair of the PMI/DNV OPM3 ProductSuite Examination Committee from 2006 to 2008and was a member of the PMI OPM3 Certification Committee from 2008 to 2009.

Lynda has extensive experience as a Senior Project Manager specialising in delivery of IT and other business-related projects within the telecommunications sector. She has worked as a Senior IT Project Management Consultant with various Telcos in Australia and South East Asia including senior roles with Optus and Telstra. Other industry-related roles include strategic planning, Account Management within the IT industry, Business Process Re-engineering (BPR) and business development.

Lynda's career has combined practical project experience with business management roles and academic research to deliver successful projects that meet stakeholders' expectations. Highlights of Lynda's career have included:

- *PMBOK® Guide* Sixth Edition update; team lead for Ch. 10, Communication and Ch. 13 Stakeholder Management (published 2017).
- Author: *Making projects and programs work: What really matters for achieving successful project and program outcomes* (Taylor and Francis, 2015);

- Editor: *Advising Upwards: A Framework for Understanding and Engaging Senior Management Stakeholders* (Gower, 2011);
- Author: *Stakeholder Relationship Management: A Maturity Model for Organisational Implementation* (Gower, 2009: revised and re-printed 2012);
- Leading the development of the **Stakeholder Circle**® methodology and tool, initially for Mosaic and then as CEO of Stakeholder Management Pty Ltd;
- Selection as a PMI SeminarsWorld® presenter for 2007 and 2008;
- Redeveloping Mosaic's PMP and CAPM training resources – necessary each time a new edition is published;
- Consulting to PMI and DNV on the development of OPM3 and the OPM3 ProductSuite, including chairing the ProductSuite Examination Committee for DNV / PMI from 2006 to 2008 and then moving onto the PMI OPM3 Certification Committee;
- The successful implementation of project management support solutions integrating SAP with Primavera;
- The development of innovative Program Offices to provide support services for planning, reporting and other technical support services to IT development groups;
- Managing the development and implementation of Privacy and Disability Compliance programs in corporations;
- Leading process improvement initiatives to reduce systems development lifecycle through introduction of analytical processes to identify and take corrective action on processes within the SDLC,
- Leading RFT development and response teams in Australia and South-East Asia.

As the Project Director leading outsourced and virtual projects with team members from many organisations and many cultures, Lynda successfully built and motivated high-performing teams. As Program Manager, IT Project Management Group she developed programs for mentoring and coaching project managers, and introduced an innovative program of apprenticeships to assist engineers and technical specialists make a successful transition to project management.

Achievements

With over forty years' experience in the Project Management and Information Technology Industries, primarily in telecommunications-related projects: other roles include training, strategic planning, Account Management within the IT industry, Business Process Re-engineering (BPR) and business development.

- **Director of Professional Services** – Mosaic Project Services Pty Ltd, primary focus on delivering stakeholder management consulting services, mentoring project managers and developing project management training courses focused on PMI accreditation and leading advanced Project Management, and stakeholder management workshops for a range of Australian and international clients.
- **Lecturer and Tutor**, Faculty of Information Technology, Monash University.
- **Managing Director and CEO** – Stakeholder Management Pty Ltd, developing and marketing the **Stakeholder Circle**® tool set and methodology (2003 - 2018).

- **International Faculty member, EAN University** (Bogota, Colombia) – Presenting a Masters' level course, Managing Project Teams and a PhD module focused on stakeholder engagement (2011 – 2016).
- **International Professor, Sholokhov Moscow State University For The Humanities** – Contributing to the Master's program "Innovation" (MSc) in the Faculty of Exact Sciences and Innovative Technologies. (2013 - 2014)
- **Associate Editor, PM Network Magazine** (PMI – USA) – regular columnist and contributor to PMI's voices on Project Management blog (2009 – 2012)
- **Adjunct Professor, University of Maryland University College (UMUC), Maryland, USA** - Tutoring on-line, post graduate, project management courses. (2007 - 2009)
- **Senior Project Management roles** in Telecommunications Companies. (See next four items.)
  - Project Director of Program to develop an interface between a high-end Project Management tool and SAP R/3. Project outcomes were supported by all stakeholders, and the solution was delivered to meet their expectations. The benefits of enabling project staff to enter time and cost data into SAP more easily and accurately were achieved.
  - Established Program Offices to support activities of the Telstra Project Management processes re-design.
  - Participation in 'Speed of Delivery' project to reduce Development Life Cycle and support more frequent major Systems Releases within Telstra
  - Established a Program Management Centre of Excellence to provide planning, reporting and other technical support services to IT development groups within Optus Communications IT Group.
- As **a Senior Management Consultant** in South East Asia, led the RFP (Request for Proposal) Response Team in various bids to telecommunications companies in Malaysia and Singapore. The bid process involved management of technical delivery as well as the sales and marketing effort to Senior Management in the target companies. Two bids, Help Desk for Maxis (Malaysia) and Customer Service Support System for Singapore Telecom were successful.
- As a **Management Consultant** worked with United Energy (Ue)– a Victorian electricity retail company, to develop a Telecommunications division. This was the first stage of a strategic plan to position Ue as a Utilities provider.
- Effective **Account Management** within IT groups and Telecommunications companies to develop client agreed IT revenue targets. Managed business relationships with clients, guiding clients in planning utilisation of Information Technology and managing sensitive projects to ensure the achievement of a satisfactory 'total solution' for the client.
- **Project Manager** of the selection, design, development and implementation; on time, within budget and to client specifications; of:
  - Corporate management of complaints (CICERO)
  - Customer contact history (feasibility study)
- Defined the vision, strategy and structure of a Project Support Office. With full support from senior management **defined and maintained standards** for systems development methodologies and tools.
- Successful development of national **secondment and change management** programs.
- Established a **research** group to investigate new and appropriate technologies and methodologies, including Object Oriented Methodologies.

Capabilities

- Strategic planning and analytical skills of a high order.

- Experienced Project Manager.

- Experienced Trainer and Mentor.

- Experienced Presenter and Workshop Leader.

- Effective Account Manager within IT groups and Telecommunications companies, leading the business planning and budgeting processes.

- Proven leader and manager of IT professionals

- An accomplished problem solver

- High level of skills and experience in the initiation of visionary and creative solutions to business needs

- Experience in Consultancy to Senior management in the exploitation of information and IT for a competitive advantage

- Excellent interpersonal skills, an effective team contributor whose management is pragmatic and flexible with a focus on results

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