

# CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

**Proposed Position:** International Consultant for ICT Development

**Name of Firm:** Independent Consultant

**Name of Staff:** **Trong Viet Tran**

**Profession:** Information Communication Technology Specialist

**Date of Birth:** 26th December 1950

**Personal Addresses:** **Sydney:** 7/8 Cecil Street, NSW 2131, Australia (+61297989246)  
**Hanoi:** 34/121 Thai Ha Street, Hanoi, Vietnam (+84903404947)  
**Email:** viettran@cicatco.com

**Years of Experience:** 33 years in ICT.

**Nationality:** Australian

**Education:** 1987 MBA (Marketing) University of Technology, Sydney;  
Awarded Reckitt-Colman prize as top student in Advanced Marketing Management  
1975 M.E. (Telecoms) Canterbury University (NZ)  
1974 B.E. (Hons.) (Elect.) Canterbury University (NZ)

**Membership in Professional Societies: --**

- Member of a number of discussion groups: KSD (knowledge systems for development), VINIT (Vietnam IT discussion group)
- Member of Vietnam Information Technology Society

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**Key Qualifications:**

Viet Tran is an internationally well known IT professional with more than **32 years experience** in Australia, Vietnam, New Zealand and the USA. This time includes more than 15 solid years of experience in Vietnam. Prior to 1993 Viet worked on the development of large projects for government and other commercial entities in Australia as well as holding senior positions in a large software/system integration companies such as Oracle Corporation and Computer Sciences Corporation (Australia & USA).

In 1993 Viet established Oracle Corporation Vietnam as a 100% foreign subsidiary in Vietnam and began consulting and system sales to many government departments, Ministries, large SOEs, and banks. From then until 1997 he led the largest and most successful IT Company in Vietnam, Oracle Vietnam.

After leaving Oracle Vietnam in 1997, he established a number of local IT firms specializing in consultancy and large systems development as well as ERP. In the last 8 years, he has worked in a number of WB, ADB, UNDP, EC, AusAID and SIDA funded projects in the area

of IT applications in public utilities (water and electricity customer information and billing), Transport Management (Portal, Financials, GIS), **public administrative reform**, especially in public services (national business registration, construction permit application, human resources management and development, decision support for urban management, GIS based information system for decision support and policy analyses), e-government and e-commerce.

Through a number of key UNDP and ADB projects in PAR and Capacity strengthening, Mr. Viet Tran has acquired unique experience in **using IT for PAR and capacity strengthening in government departments**, state owned enterprises and agencies as well as e-government policies.

Recently he is involved with the preparation for WB program loan negotiation in the Hanoi e-government development project (USD 35m WB funded) as an independent **e-government system architect**.

In an ADB PAR project he was the **e-government specialist** preparing e-government policy matrix for the introduction and implementation of e-government projects in Vietnam in conjunction with the State Administrative Management for Computerization (SAMCOM) program.

His main strengths are in the **ICT/e-government strategy formulation, Business Process Reengineering (BPR)**, system design at detailed level, **tender document preparation**, and **project management of subcontractors** for the implementation of the designed systems. He has already shown major successes in using IT in implementing PAR and delivering effective **public services in e-government projects** in Hai Phong, the MPI's National Business Information Network being implemented in most provinces in Vietnam, the EU support to the Ministry of Education and Training for the implementation of an Education Management Information System (EMIS) for 64 cities and provinces in Vietnam, e-government Population management for Hanoi City, the MPI Business Portal proposal, Urenco Da Nang Financial management, Customer care and billing systems.

Mr. Viet Tran's technical specialization includes General Project management, Business Process Reengineering, Process modeling (using BPwin, WebSphere Business Integration Modeler), Data modeling (ERwin, Rational Rose), Business Process Model for ERP implementation, **E-government system modeling and architecting using SOA concepts** (service oriented architecture), e-government and e-commerce Portals, J2EE based application development, Data warehouse design and implementation (IBM MetaCube, DB2 OLAP server, Alphablox), and High availability consulting (servers clustering, disaster recovery solutions) as well as portal security using IBM Tivoli, Top Layer, and smart card technology.

From July 2009, Viet Tran will provide part-time consulting services to the WorldBank ICT project for Hanoi city in the areas of technical architecture and project progress assessment.

Viet Tran is also an expert in Enterprise Resource Planning software with consulting assignments for major Retail and Distribution companies in Vietnam using an Australian ERP solution, PRONTO.-Xi.

Mr. Viet Tran is well known for his **professionalism, hard working, extensive hands-on experience** in Quality Management System, Systems Development methodology, **Tendering, Project Management**, proven advanced IT expertise, design and implementation experience especially in e-government and e-commerce projects, in-depth knowledge of Vietnamese government business processes, protocols and local issues, PAR principles and methodology, as well as the exceptional ability to communicate and work effectively with the local government and institution officials to fulfill project objectives. For the above reasons, funding agencies in Vietnam have continually acquired his services in most IT related projects in Vietnam.

## Education:

- 1987 MBA (Marketing) University of Technology, Sydney; Awarded Reckitt-Colman prize as top student in Advanced Marketing Management
  - 1975 M.E. (Telecoms) Canterbury University (NZ)
  - 1974 B.E. (Hons.) (Elect.) Canterbury University (NZ)
  - 1969 Colombo Plan Scholarship to New Zealand University
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## Employment Record:

- 1999 to present:** *International IT Consultant for a number of WB, ADB, UNDP, AusAID, EU and SIDA projects* in ICT application in capacity strengthening, Public administrative reform, e-government, e-commerce, Education management and ERP systems in Vietnam.
- 1997 to 1999:** *Technical advisor for a local IT company, CICAT Co., Ltd., Senior IT consultant for Ministry of Science Technology & Environment (NACENTECH)*
- 1993 to 1997:** *General Director of Oracle Vietnam, Founder of 100% owned subsidiary of Oracle Corporation, USA*
- 1992 to 1993:** *National Quality Program Manager, Oracle Australia, Sydney*
- 1991 to 1992:** *Professional Services Manager, Oracle Australia*
- 1990 to 1991:** *Corporate Project Manager, QH Tours New Systems Project (Qantas Airlines group), Sydney*
- 1989 to 1990:** *Applications Development Manager, QH Tours (Qantas Airlines group), Sydney.*
- 1988 to 1989:** *Project Manager, Defense and Communication, Computer Sciences of Australia (CSC subsidiary), Sydney*
- 1984 to 1988:** *Senior Project Manager, SCADA systems, Leeds and Northrup Pty Ltd., Sydney*
- 1983 to 1984:** *Project Leader, SCADA systems Megadata Pty Ltd., Sydney*
- 1982 to 1983:** *Team Leader, AWA (Defence and Communications), Sydney*
- 1979 to 1982:** *Lead Software Engineer, Megadata Pty Ltd, Sydney*
- 1978 to 1979:** *Analyst/Programmer, Systems & Programs Ltd (NZ), Wellington, NZ*
- 1975 to 1978:** *NZPO Engineer - Telephone Equipment & Field section, Hamilton, NZ District Engineers Office and Auckland Regional Design Group*

## Relevant Professional Experience and Duration:

- Part time from September 2009 to February 2011** *International ERP Lead Assessment Consultant, Hanoi, EVN Wordbank ERP project: WB funded ERP development and Implementation for the EVN's IFM-MMIS project in Hanoi:* The work involved Advices to the EVN's steering Committee, Assessment and Monitoring the performance of the Indra Contractor in the development and implementation of Oracle EBS in the 32 subsidiaries of the EVN. The project is on a part-time and as required basis to February 2011. The consultant will manage a team of international consultants as the project

<p>Part time from August 2007 to October 2008</p>	<p>expanded. <b><u>International Lead Information system Advisor (Cardno Acil MCPM, Pillar3, Jakarta, Indonesia: AusAID funded Information support project for MoNE and MoRA as part of the AIBEP program:</u></b> The work involved consultancy and provision of architecture, system development and capacity strengthening for Pusat Statistik Pendidikan, PSP, in Ministry of National Education and Ministry of Religious Affairs. Completed work including eGovernment architecture proposal, designs for PSP and MoRA new data centers; procurement for software and hardware for PSP data centre, design for PSP Padati (EMIS) new system upgrades, completed delivery of an EMIS first prototype, architectural design of PSP data warehouse/ OLAP and Dashboard as well as MoNE Portal infrastructure, recommendation and support the establishment of PSP Padati national district user group for participatory development.</p>
<p>Part time from March 2006 to July 2007</p>	<p><b><u>International MIS Consultant (Colenco Engineering), HCM city, Vietnam: World Bank funded MIS development project for Urban Transportation Management Department as part of the HCMC Environmental Sanitation Project (Nhieu Loc - Thi Nghe Basin) Institutional Strengthening project:</u></b> World Bank funded MIS development including the development of Capacity strengthening program, specifications and WB tender documents for Accounting &amp; Financial management, Assets Management, Human Resource Management &amp; development, Projects Accounting, Portal, and Collaboration Information Systems for the Urban Transportation Management Department and Drainage Waste Water division.</p>
<p>September to November 2005</p>	<p><b><u>E-government lead (local) consultant, Hanoi, Vietnam: World Bank funded ICT development project for Hanoi City:</u></b> Preliminary design of an e-government infrastructure and related applications for Hanoi City, and preliminary budget estimates for the loan negotiation with the World bank funded "e-government development project" for Hanoi from 2006-2010 (USD \$35m). This is a subproject of the WB "ICT development project for Viet Nam".</p>
<p>6 months over period from November 2005 to August 2006</p>	<p><b><u>SME Information System Specialist: Hanoi, Vietnam: ADB funded Technical Assistance TA-4418, Capacity building for SME development:</u></b> The work involved the development of an Expansion plan, feasibility study and design for the National Business Information Network covering all provinces and districts implementing the legal requirements of the new Unified Enterprise Law 2006. The new system will be called the National Business Information Portal which will support nationwide business registration, SME information gateway, Internet based registration, data warehouse for decision support.</p>
<p>8 weeks over 4 months period, March to August 2003</p>	<p><b><u>International MIS Consultant, Danang, Vietnam: EN01183, Australia – Vietnam Development Cooperation, Institutional Strengthening of Da Nang Urban Environment Company, URENCO, 2002-04, AusAID:</u></b> Development of an integrated ICT strategy, an ICT Development Plan, for all ICT applications within URENCO to complement its planned corporate mission and objectives. Detailed design of 2 important applications was also</p>

produced as the basis for calling tenders to build the 2 systems:- Customer Care and Billing System and Assets Management and Maintenance System.

**Intermittent assignments over period from October 2002 to July 2003**

**International MIS Consultant, Vietnam: EU support to the Ministry of Education and Training, 2001-03, EU:** Review and design for implementation of an Education Management Information System, EMIS, to gather and maintain statistical information from all kindergarten, preschool, primary and secondary schools in Vietnam. The EMIS has been successfully implemented over 64 provinces at end of 2004.

**3 months over 6 months period, November 2002 to March 2003**

**International MIS Consultant, Vietnam: UNDP VIE/01/025, Institutional reform for business development, UNDP.** The development objectives of this project are to: i) further improve the policy and regulatory environment to increase income, employment and business investment; ii) strengthen the domestic capacity to analyze policy and regulatory constraints to business development. Mr. Viet Tran will be the IT consultant to review and enhance major functionality of the National Business Information Network which was first established in VIE/97/016 project.

**4 months from May to September 2002**

**International eGovernment Specialist, Vietnam: ADB PAR team for formulation of ADB program loan to support implementation of Vietnam PAR master plan in Training and eGovernment:** working as an eGovernment specialist in the ADB PAR team to jointly prepare working papers, policy actions, implementation plan and program loan documents which were presented to ADB board in August, 2002 requesting substantial loan to be used in the implementation of PAR master plan, particularly in action program 4 (training and retraining of civil servants) and action program 7 (Computerisation and eGovernment). Mr Viet Tran also wrote the TOR for the ADB Technical Assistance project helping the Vietnam government to establish policies, standards and training systems for 7 critical IT development areas such as: Project Management, Systems development methodology, Business Process Reengineering, Quality management, Procurement, System administration and maintenance, and systems audit.

**2001-2002, (1 month)**

**International MIS Consultant, Vietnam: UNDP VIE/98/004 Support to Public Administration Reform Programme in the Ministry of Agriculture and Rural Development, UNDP:** This is the first Public Administrative Reform project for MARD which runs from 2001 to end of 2002, and will focus on the re-establishment of MARD corporate mission, roles and responsibilities of all key departments, training assessments and training programs, as well as management information system master plan and a pilot IT implementation program for connecting all MARD departments, a Website for information exchange and data warehouse for decision support. Mr Viet Tran was the IT consultant to provide the preliminary analysis and design of the IT component 3 in the Inception report and a project plan for the commencement of the project. This will be followed up by full development of an IT Master Plan in 2001 and a pilot implementation project in 2002.

**5 months over 12 months period,**

**International MIS Consultant, Vietnam: UNDP VIE/97/016 Improving the Regulatory Environment for Business, Analysis,**

Jan to Dec 2001

***Design and Implementation of the National Business Information Network for Vietnam, 2000-01, UNDP:*** One of the most important components of the VIE/97/016 project is the development and implementation of a national business information network for Vietnam which includes online computerised business registration systems at all 61 provinces and 660 districts, a business information management system at the Business Centre in the Ministry of Planning and Investment (MPI), as well as a Website with online library for the publication of business information and directories, and a data warehouse for decision support in the area of analyses and formation of new business policies and regulations. Mr Viet Tran works as an International IT consultant for the analyses, design and implementation of the complete system. The system IT Master Plan was completed in December, 2000 and subsequently approved by the Minister and UNDP. A comprehensive system design and tender documents were completed on 22-May-2001 and have been issued to all tenderers. The final delivery of the system is expected at end of August, 2001. The system main objectives are capacity strengthening and improving efficiencies of business registration officers, promoting better public services, facilitating development of private business sectors by offering needed information, assistance, discussion forum, at the same time offering capability in business data analyses for decision support in the MPI. The National Business Information Network (NBIN) was inaugurated in January 2002 by the Deputy PM, Mr Nguyen Tan Dung. UNDP has praised the success of this NBIN project and has decided to continue phase 2 of the project as well as seeking resources to expand the network to all 61 provinces. Mr Viet Tran will also be the international IT consultant for phase 2 of this project.

9 months over  
20 months period,  
2000-2002

***International MIS Consultant, Vietnam: UNDP VIE/98/003 - Pilot Public Administration Reform, Hai phong, 1999-01, UNDP:*** Responsible for delivering all IT components of the PPAR project in the Analysis, design and implementation of 4 management information systems for Hai phong city including user requirement analysis, system design and implementation of a decision support system for urban management coordination council, business license application, construction permit application, and human resource management & development. all systems have been successfully completed including a website for Hai Phong city, with the business license application and monitoring system has been adopted by the MPI for nationwide implementation. The 4 systems in Hai Phong are the unique systems in Vietnam using advanced IT and developed with international development methodology and implementing PAR and eGovernment initiatives.

Oct 98 to Jun 00

***Principal Technology Consultant, Vietnam: Institute of Technology Research and Application (NACENTECH), Government agency:*** Principal consultant responsible for the establishment of a new system consulting group to provide RDBMS solutions and training to major government organizations.

Jul 99-Nov 99  
(3 months)

***International Consultant for Monitoring & Evaluation and MIS development, Vietnam: UNDP VIE /96/010 - Strengthening Capacity in Policy Formulation and Management of Ethnic Minority Development in Vietnam, UNDP:*** The work involved the

need assessment, design and implementation of a data collection, processing, Web site, data analysis, and decision support (data warehouse) for the State Committee on Ethnic Minority and Mountainous Affairs (CEMMA) who will use this system for monitoring and evaluation of EM information and progress on national program on Hunger Eradication and Poverty Reduction (HEPR) for 1715 communes. This system is seen as a facilities for capacity strengthening of CEMMA and support tools for HEPR development of ethnic minorities in Vietnam. The system will be built when funding is available.

**Jun 99 to Jul 99,  
(4 weeks over  
2 month period)**

**International MIS Consultant, Vietnam: - Ministry of Health Project - Drug Administration Department - ADPC-INDEVELOP, Swedish International Development Assistance (SIDA):** Consultant to INDEVELOP to prepare an I.T. Master Plan for the Drug Administration of Vietnam, as part of SIDA funding for Ministry of Health. The work involved gathering user requirements, designing system hardware, software, networks and applications, as well as identifying training needs and information dissemination. This master plan has become the overall plan to build the entire management information system for the drug industry in Vietnam.

**Dec 97 to Oct 2001**

**Technical Advisor (part-time), Vietnam: Company specialized in Information and Control Automation Technology (CICAT Co. Ltd.):** Consultancy work and building systems for government departments such as the National Archives centre, the Vietnam Civil Aviation dept., Office of Government, Forestry Institute of Planning and Investigation, Water utilities in Ha Tinh, Bac Ninh, Bac Giang and Son Tay, MARD Hanoi Dyke management system, Committee on Population and Family Planning, Committee on Care and Protection of Children, Vietnam Railways, etc.

**Dec 96 to Oct 97**

**Managing Director, Vietnam: Centre of Information and Control Automation Technology (CICAT) (a company belonging to the Ministry of Science Technology and Environment):** setting up the IT centre for NACENIMEX.

**Apr 93 to Nov 96**

**General Director, Vietnam: Oracle Vietnam Pte Ltd, a 100% owned subsidiary of Oracle Corporation (USA):** Solely responsible for having successfully built Oracle Vietnam market and Oracle Vietnam 100% foreign owned company from ground up to become the largest software company in Vietnam.

**Aug 92 to Apr 93**

**National Quality Program Manager, Sydney: Oracle Australia:** Solely responsible for the development, implementation and the achievement of ISO-9002 accreditation for the entire Oracle Australia, involving the head-office and 6 branches throughout Australia.

**Aug 91 to Aug 92**

**Professional Services Manager, Sydney: Oracle Australia, Professional Services, Systems Projects department:** leading the system professional services group for Oracle Sydney in implementation of systems for customers like: Rothmans, Linde, Unilever, Peak Goldmine, etc...

**Jun 89 to Aug 91**

**Applications Development Manager, Sydney: QH Tours (Qantas Airlines group):** Management of the application 12

member development team and maintenance support for the tours operation applications.

- May 88 to Jun 89**      **Project Manager, Defense and Communications, Sydney: Computer Sciences of Australia (CSC subsidiary):** Project manager for the Mission Simulator for the RAN S-70B-2 Seahawk helicopters.
- Oct 84 to May 88**      **Senior Project Manager, SCADA systems, Sydney: Leeds and Northrup Pty Ltd.:** Project manager for a number of SCADA projects for customer like: Snowy Mountains Hydro-Electric Authority, LN-2026 Substation Automation System, Canberra Pipeline Authority, NORQEB, SECV, MINENCO, etc.
- Aug 83 to Oct 84**      **Project Leader, SCADA systems, Sydney: Megadata Pty Ltd.:** Project leader for SCADA projects such as: Prospect County Council STU project, Substation automation project.

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**Relevant experience for the proposed assignment:**

Consultant & Designer for the following e-government, Education management systems and e-commerce systems:

- Pusat Statistik Pendidikan of Ministry of National Education and Ministry of Religious Affairs: Design of eGovernment architecture, Data centers, Procurement of software and hardware, design and development of Education Management Information System, Portal, Data warehouse, OLAP, Dashboard and GIS.
- Urban Transportation Management Department (UTMD) - World Bank funded MIS development including the development of specifications and WB tender documents for Accounting & Financial management, GIS based Assets Management, Human Resource Management & development, Projects Accounting, Portal, and Collaboration Information Systems.
- E-government development project for Hanoi City, World Bank funded project (USD \$35m ) - Project preparation phase for loan negotiation completed
- SME Information Specialist, development of the expansion for National Business Information Network and SME Information portal. ADB TA4418
- E-government specialist for ADB PAR Loan formulation program, working with SAMCOM on e-government roadmap, policy matrix and TA project
- Hanoi e-government Population Management System, FS stage
- Proposal of Hanoi e-government architecture with IBM
- The MPI National Business Information Networks, and recently National Business Information Portal for the Business Information Centre (UNDP TA and ADB TA)
- Ministry of Trade, Trade Information Center – e-commerce B2B trading floors
- Hanoi People Committee, IT Trading Center - B2B e-commerce trading floor
- Urban Management & Coordination Council support system for Hai Phong city
- Human Resource Management & Development for the DOP of Hai Phong city, implemented across all public service units in Hai Phong
- Construction Permits Registration and Monitoring for Hai Phong city
- Hai Duong Birth & Death, Residency Registration, FS stage and now Development stage, part of SAMCOM projects
- Soc Trang Personnel Management System, FS and now Implementation stage, part of SAMCOM projects

- IT Master plan for Committee on Ethic Minority and Mountainous Areas
- EC – design and implementation of Education Management Information System, EMIS, now operational nationwide.
- MARD PAR inception report stage
- AusAID – Urenco Da Nang IT master plan and implementation of Customer care and Billing System as part of the Institution Strengthening project
- SIDA – Dept. of Drug Administration of VN, IT master plan
- CSC (Australia) - Project Manager - Seahawk Helicopter Simulation project for the Royal; Australian Navy
- QH Tours - Corporate Project Manager - Tours Application development
- Leeds & Northrup - Senior Project manager - Snowy Mountain Hydroelectric Control Center
- Univ. of Technology Sydney - MBA Thesis on Project management.

<b>Language</b>	<b>Reading</b>	<b>Speaking</b>	<b>Writing</b>
Vietnamese	Excellent	Excellent	Excellent
English	Excellent	Excellent	Excellent

**Referees:**

**Dr Peter Nelson**

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**Mr. Don Audet**

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 WB HCMC Environmental Sanitation  
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**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

Date: 20th June 2009  
*Day/Month/Year*



Full name: Tran Trong Viet