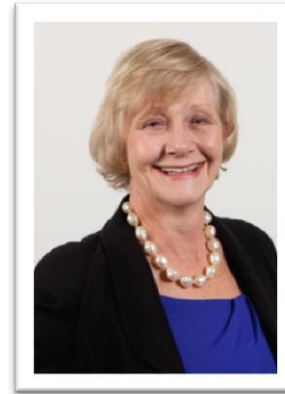


IN A SNAPSHOT

Claire has established ICT enabled business services for global and national companies over the last 25 years, and has created value through alignment of ICT focus to business strategy and effective and efficient delivery. She is a Board member of the IT Service Management Forum. She is also a member of Standards Australia's ICT Governance and Service Management Committee, and as Australian representative on the Global IT Service Management Standards Committee she is a thought leader in the industry.



EDUCATION AND QUALIFICATIONS

Claire is a Chartered Engineer (Software) with a BSc Eng (Hons) from London University and a Graduate of the Australian Institute of Company Directors. She also holds the ITIL Service Management Expert and Prince2 Practitioner Project Management certifications.

EXPERTISE

Claire has focused on improving leadership, effective communication and delivering business value from ICT enabled investments through Strategic Analysis, Benefits Management, Portfolio Management, Value Governance and IT Service Management. Claire's wealth of expertise has been effective in consultancy roles, and also in executive roles with Hagemeyer UK overseeing the introduction of a new Enterprise system which was subsequently rolled out to Hagemeyer Australia; as Head of IT at UnitingCare Health introducing effective procurement, Service Management and Project Management processes; and, as Service Consolidation Manager at IBM UK where she made major cost savings through standardizing and streamlining data centre services.