

David Carlisle

Digital Transformation Leader
Award-Winning Program Director

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Profile

A Senior Executive and Program Director with over 20 years of experience leading large-scale digital transformation programs, managing multi-disciplinary teams and delivering award-winning products. Proven ability to drive efficiency, reduce operational costs and lead teams to exceed targets, using Agile, PRINCE2 and digital-first approaches. Adept at managing programs with budgets up to \$50M, transforming organisational processes and leveraging various technologies to enhance business outcomes.

Capabilities

- Program & Project Management (PRINCE2, AgilePM)
- Strategic Digital Transformation Leadership
- Large-scale Team Leadership (50+ members)
- Cross-functional Team Management
- Stakeholder Engagement & Governance
- SaaS and Cloud Technology (AWS, Microsoft Azure)
- Product Development Lifecycle Management
- Risk & Issue Management
- Budgeting & Resource Allocation (programs up to \$50M)

Qualifications

- Prince2 Project Management: Practitioner Level
- Certificate VI: Workplace Assessment & Training
- Bachelor of Applied Science: Environmental Health
- Certificate IV: Health (Food Safety Programs & Auditing)

Referees

Referees supplied on request

Experience

General Manager

AgilyCom | August 2022 – September 2024 (2 years)

Led the creation and commercialisation of an Integration-as-a-Managed-Service product, evolving it from concept to fully formalised company serving global brands. Managed cross-functional teams in product development, enablement, sales and support, driving top performance and ensuring customer satisfaction.

- **Strategic & Operational Leadership** - Led cross-functional teams across product development, customer enablement, managed service support and business development in a start-up business environment with 20+ staff across Australia, Southeast Asia and Europe. Delivered consistent innovation and growth aligned with business objectives, enabling global expansion solely through founder's investment.
- **Product Vision & Roadmap Development** - Crafted and executed a comprehensive product management framework that streamlined the entire product lifecycle - from ideation and development to deployment - across AgilyCom's core offerings. Extended this approach across the business's other products, including Mobile Action and Data Wizard.
- **Revenue & Market Expansion** - Played a pivotal role in securing high-value contracts with global brands, delivering a \$1M ARR within the first 2 years, driving a 30% year-on-year revenue growth and establishing business in Southeast Asia and Europe. Key customers included Lorna Jane, Orotan, Shiseido, Miele, PoolWerx, Nymans, New Hope and Benetton.
- **Partnerships with Products & Consultants** - Created a partner framework and established several strategic alliances with leading software vendors and IT consultancies across the globe, enhancing AgilyCom's offerings and competitive edge. These partners include Cegid, Newstore, Embriq, Sitoo, Touch2Pay, Tools Group, Viseo and Dedagroup.
- **Intellectual Property Protection** - Ensured that the intellectual property for AgilyCom's branding trademarks was secured through across Europe, with a plan established to safeguarding the brand's integrity in all key markets.
- **Technological Leadership** - Partnered with AWS on the product's technical architecture, enabling AgilyCom to be incorporated into AWS Marketplace, making the product accessible to a global audience. Spearheaded the use of AI-driven error resolution, reducing error handling issues and support efforts by 40%, leading to improved client retention due to more reliable and responsive service offerings.
- **Key Technologies** - AWS Cloud, Atlassian (Jira, Confluence, Bitbucket), Jira Service Management, MS Co-Pilot & ChatGPT API, Figma, Miro, IoT Integration, CDK & Pipelines, AWS Marketplace, PowerBI, Xamarin & Maui.

Executive Director

National Heavy Vehicle Regulator | July 2014 – June 2022 (8 years)

Directed transformative, award-winning programs across NHVR, responsible for managing digital products, data analytics, corporate services and business improvement. Directed multi-disciplinary teams and worked closely with stakeholders to deliver innovative, customer-centric solutions, enhancing safety, efficiency and productivity across Australia's heavy vehicle industry.

- **NHVR Portal Development & Rollout** - Spearheaded the creation and national rollout of the NHVR Portal, transforming a previously manual, paper-based system into a fully digital platform. The portal became the single-entry point for accessing all heavy vehicle services, improving efficiency and user experience for both industry and government. After roll-out, successfully decommissioned the original application lodgement channels and manual processes for customers and governments agencies.
- **Digital Transformation & Innovation** - Implemented cutting-edge technologies, including Microsoft Azure, D365 Finance and PowerApps, modernising NHVR's operational processes and enabling data-driven decision-making. Led the development of digital and data platforms using user-centred design principles, prototypes and pilot testing to ensure rapid feedback and adoption.
- **National Network Mapping & Asset Management** - Designed and deployed the National Network Map, allowing governments to effectively manage their infrastructure and assets, further streamlining processes and ensuring alignment with national regulations.
- **Program & Stakeholder Management** - Managed a team of over 40 digital, data and transformation specialists, delivering solutions across Australia. Partnered with numerous industry stakeholders and government officials to implement reforms that improved operational efficiency, reduced risks and lowered costs.
- **Policy & Process Reforms** - Directed a series of policy and process reform initiatives aimed at improving productivity and safety within the heavy vehicle industry. These reforms, including those tied to the NHVR Portal, were recognised with multiple national awards for innovation and efficiency.
- **NHVR Transformation Strategy** - Developed and implemented NHVR's transformation strategy, guiding the organisation toward continuous improvement and future growth. Fostered innovation through the NHVR innovation hub, exploring new technologies and ensuring that NHVR remained at the forefront of industry advancements.
- **Corporate Leadership** (including A/Chief Corporate Officer) - Performed key leadership roles at the request of the CEO, including as Executive Director during the AccessCONNECT Program delivery, as well as acting CCO to support NHVR's corporate functions during a critical transitional period, leading over 100 staff, including Governance & Risk, Procurement, Finance, IT and People & Culture. During the COVID-19 pandemic, implemented service delivery frameworks and remote working arrangements, ensuring business continuity and employee safety.
- **Budget & Financial Management** - Responsible for an initial digital platform development budget of over \$15M for the remediation of the system in the first 3 years, with a subsequent \$20M+ per annum portfolio budget to manage across each of ICT streams of work, reporting to the NHVR Board on delivery and management.
- **Key Technologies** - Microsoft Azure, ESRI, Mapbox, OpenStreetMaps, Figma, Here Data, Google Maps, CI/CD Pipelines, ReactJS, IBM StrongLoop Loopback Server, Azure Data Lake, PowerBI, D365, Atlassian (Jira, Confluence).

Program Director

Queensland Reconstruction Authority | October 2012 – January 2015 (2.5 years)

Led the Queensland Flood Mapping Program that delivered critical disaster-related data and digital solutions for high-risk communities across Queensland. Managed multi-disciplinary teams to provide government and public stakeholders with cutting-edge flood mapping tools that enhanced disaster preparedness and response efforts.

- **Extensive Flood Mapping for Queensland** - Delivered comprehensive flood mapping products for 172 communities across 53 local governments within 35 sub-basins, creating over 12,000 digital and data products that were widely adopted by emergency services and local governments. The \$12M budget was provided by the Federal Government.
- **FloodCheck Creation & Launch** - Spearheaded the development and deployment of FloodCheck, Queensland's first interactive flood mapping service, providing real-time and predictive flood data to support decision-making for both government agencies and the public.

- **Mobile App Development** - Developed an interactive flood mobile application to provide real-time flood mapping data for Queenslanders, significantly enhancing public access to critical flood information and enabling faster disaster response actions. The mobile application was built to work on both Android and iOS devices.
- **Open Data Accessibility** - Released final digital and data-related products as open data sets via Q-Spatial platform, enabling broader access and use of the flood mapping information for future planning and disaster response efforts.
- **Stakeholder Collaboration** - Collaborated with local governments, emergency services and state agencies to ensure alignment with disaster management strategies, providing a unified and data-driven approach to flood risk management across Queensland.
- **Data Management Strategy** - Engaged at the inception of the Queensland Reconstruction Authority to develop a comprehensive Data Management Strategy within the first week after the major flood event, ensuring the structured and efficient management of flood-related data, laying a key foundation for the recovery and reconstruction efforts.

Program Manager

Council of Mayors (SEQ) | July 2009 – September 2012 (3 years)

Managed major urban planning and process reform projects aimed at reducing development approval times and streamlining operational processes across high-growth councils in Queensland. Managed cross-functional teams to deliver innovative solutions that improved housing affordability, increased efficiency and aligned with state government growth strategies.

- **Process Reform Leadership** - Implemented process reforms that reduced approval times for large residential subdivisions by 25%, addressing key challenges in housing affordability and supporting regional growth areas across Queensland. Managed a delivery budget of approximately \$15M across the program lifecycle.
- **Target 5 Days & Next Generation Planning** - Developed and managed the Target 5 Days and Next Generation Planning projects, which reduced development application processing times through innovative solutions and technology adoption. Managed project planning, solution delivery and stakeholder engagement across local governments and the development industry.
- **Operational Works Streamlining** - Led the streamlining of Operational Works Applications, enhancing the efficiency of planning processes in growth regions and enabling faster development approvals for high-demand areas.
- **Stakeholder Engagement & Collaboration** - Collaborated with key stakeholders, including government agencies and the private sector, to ensure successful project delivery. Managed relationships across multiple levels of government and the development industry to align project goals with community needs.
- **Team Management & Procurement** - Recruited and managed a team of 20 specialists for project implementation and development, ensuring successful execution of the reform initiatives. Completed procurement processes for services and technology systems, ensuring effective and timely implementation of solutions.
- **Government Funding & Support** - Secured funding from the Queensland Government's Building Revival Forum and Commonwealth 'red tape reduction' funding, driving success for process reforms and ensuring alignment with state government priorities for growth and development, reporting expenditure to cabinet and various committees.

Senior Consultant

Contractor | July 2007 – June 2009 (3 years)

Undertook major consultancy projects across public health, urban planning and regulatory frameworks, delivering comprehensive studies, business cases and process improvements for government agencies both in Australia and internationally. Managed cross-functional teams to provide strategic solutions that enhanced operational efficiency and supported regulatory compliance.

- **Public Health Study & Privatisation Plan (Saudi Arabia)** - Conducted a detailed study and plan for the Public Health and Environmental Department in Riyadh Municipality, Saudi Arabia, resulting in a significant improvement program:
 - Developed the business case for privatisation, including an implementation strategy, cost estimates and options for outsourcing key services.
 - Delivered a report that led to structural changes within the Municipality, recognised as the 'Best Place to Work' in Saudi Arabian government.
 - Provided additional business cases for government projects, including animal control, waste management and disaster response.

- **Quality Framework & Business Process Review (Queensland)** - Completed a comprehensive review of the childcare licensing processes for the Department of Communities, identifying inefficiencies and providing recommendations:
 - Streamlined licensing operations by delivering process improvements that addressed key regulatory challenges.
 - Created new processes and tools that enhanced the overall efficiency of childcare licensing across Queensland.
- **National ePlanning Strategy (Australia)** – Led development of the National ePlanning Strategy, establishing a common vision for ePlanning across Australia and providing a roadmap for implementation:
 - Engaged with urban planning agencies in every state and territory government, resulting in development of a gap analysis across each jurisdiction, identifying opportunities for improvement in ePlanning practices.
 - Collaborated with business and technical teams in each state to align technology, processes and people with the national strategy, developing tools such as fact sheets and a website to aid in communication and delivery.
- **National Review of Planning & Building Codes for Disaster Resilience (Australia)** - Undertook a review to enhance disaster resilience within the built environment by examining land use planning and building codes across Australia:
 - Completed a gap analysis of existing policies and regulations, preparing a roadmap for improvement that aligned with the Built Environment Vision for each jurisdiction.
 - Developed an issues paper that set the direction for enhancing disaster resilience through regulatory and policy improvements, with recommendations presented to COAG sub-committee members.
- **Compliance & Enforcement Strategy for Roadway Permits (Queensland)** - Developed a compliance and enforcement strategy for the Qld Department of Transport and Main Roads, supporting road and corridor management operations:
 - Conducted a review of existing legislation to clarify enforcement powers and identified gaps within business processes, as well as an implementation plan to provide a roadmap to the Department.
 - Created a suite of enforcement practices and supporting tools to improve compliance and operational outcomes across the Department's related services.

Product Manager

Brisbane City Council | January 2001 – July 2007 (7.5 years)

Responsible for the development and implementation of the Local Government Toolbox, a knowledge base platform designed to enhance collaboration, efficiency and service delivery for local governments across Queensland. The solution became a critical tool for local governments across the state, delivering significant long-term value.

- **Platform Design & Implementation** - Developed and launched a comprehensive knowledge base platform, enabling 30+ local governments to standardise processes and improve operational efficiency.
- **Enhanced Service Delivery** - Integrated customer-facing features (council website content), including call centre scripting and proposed local law reforms, to streamline service delivery and improve responsiveness to public needs.
- **Significant Financial Impact** - Delivered over \$10M in annual benefits to both business customers and councils in the first 12 months, demonstrating the substantial economic impact of the platform.
- **Long-term Value** - The platform remained in active use by Councils and the community for over 20 years, showcasing its durability and continued relevance in supporting local government operations and collaboration.

Awards

- 2024: Finalist - *Technology Innovation Award* (Vendors in Partnership) | AgilyCom
- 2023: Finalist - *Brand Identity* (Australian Graphic Design Association Awards) | AgilyCom
- 2021: Finalist - *Excellence in Public Sector: The Citizen Experience* (CW Awards) | NHVR Portal and National Map
- 2020: National Winner - *Digital Transformation* (Australian Business Awards) | NHVR Portal
- 2019: Finalist - *Outstanding Digital Delivery Approach* (Digital Transformation Agency) | AgileSwift methodology
- 2017: Finalist - *Prime Minister's Awards for Excellence in Public Sector Management* (IPAA) | NHVR Portal
- 2016: National Winner - *National Award for Innovation* (CILTA) | NHVR Portal - Customer module
- 2014: National Winner - *State Government Category* (Resilient Australia) | Queensland Flood Mapping Program
- 2014: Queensland Winner - *State Government Category* (Resilient Australia) | Queensland Flood Mapping Program