

2007 VISIONARY AWARD

Security Management, High Availability,
Storage Management, Messaging Management



QR LIMITED

Dallas Stower

Career Highlights

- Appointed to CIO at QR in 2001
- Joined QR in 1996 as Manager of Information Strategy
- Held various IT management roles in IT strategy and solution delivery roles across a number of Queensland State Government departments and agencies over the last 20 years
- Commenced IT career as a programmer in the Department of Defence in Canberra

Education

- Bachelor of Business (Computing),
University of Southern Queensland
- Graduate Certificate in Public Sector Management,
Griffith University

Accomplishments/Recognition

- CSIA Australian Service Excellence Awards – 2005
Best of the Best – Government, QR IT Help Desk
Queensland – Government, QR IT Help Desk
- CSIA Australian Service Excellence Awards – 2004
Queensland – Government, QR IT Help Desk

Tech Trends to Watch

- Mobile technology solutions from field staff to executives with strong emphasis on providing staff with access to the right information at the right time
- Web self-service
- Federated information security/enterprise single sign-on
- E-commerce on Web 2.0

Performance is what QR Limited is all about. Its mission and values revolve around its vision to deliver “performance that impresses its customers so they choose QR over all other transit and transportation options.”

Through the leadership and innovation of CIO Dallas Stower, the IT team is helping QR to make its vision a reality. But developing and managing the IT systems that support 1,000 daily train services transporting 600,000 tons of freight and carrying 160,000 passengers is a daunting challenge. However, Stower, a Symantec 2007 Australasia Visionary, is up to the challenge. Seeking to reduce IT risks, lower cost and complexity, and comply with different regulations, he and his team have worked with Symantec to deploy solutions in three basic areas.

First, as part of its information lifecycle management strategy, the QR team turned to Symantec Enterprise Vault and ArchiveBridge from Gamma Enterprise Technology for integrated email and SAP archiving and e-discovery. The solution reduced email and SAP stored data and facilitated compliance with the Australia Public Records Act. In addition, employee productivity was improved, as each of QR's 13,000 employees no longer spend an average of 15 minutes each day managing their email and PST files. Second, for high availability and storage management, Stower and his team deployed Veritas Storage Foundation for Windows and CommandCentral Storage. Storage Foundation helped increase system availability and performance. CommandCentral Storage improved the health monitoring, tracking, and reporting of the SAN infrastructure. Finally, the QR team is in the process of integrating incident management and reporting across their heterogeneous environment using Symantec Security Information Manager. Once the solution is fully implemented, QR anticipates that it will speed the amount of time required to locate incidents by up to 75 percent.

