

THE FACE OF DIGITAL LEADERSHIP



Alpna J. Doshi
 CIO, Phillips Group
 Director of the Board, TM Forum

Why did you want to join TM Forum's board?

Being a board member is not only important for my professional development an opportunity to give time and knowledge to TM Forum for the benefit of the wider membership, to help drive its future shape and direction.

How does your vision for digital leadership align with TM Forum?

As digital leaders we must build an external customer focus for the entire organization and develop consumer engagement expertise to ensure that our digital transformation extends throughout the internal organization and beyond to customers, suppliers, partners and processes. This resonates perfectly with TM Forum's goal and ambition to drive collaboration and collective problem-solving to maximize the business success of digital service providers and their ecosystem of suppliers.

What do you want TM Forum to achieve in the next 2 years?

To expand TM Forum's already strong foundation as a driver of collaboration between communication and digital service providers to being the leading platform for digitization across the entire technology industry.

Describe your typical day

I arrive at the office early enough to catch up with what's new? Whenever time permits, I tweet. In the office, I love to listen to what the employees say. I am in and out of an array of meetings, interacting with some of the most talented and committed people who develop and manage new products for our company.

Post lunch, I touch base with our development teams across the globe. As Steve Jobs said, "Creativity is just connecting things," and with my team of varied geographies and experiences we are able to see things that others may miss. It is then logical to listen more, talk less and be decisive when the situation demands. In the evening, there are client meetings and social commitments. At home in the evening, the family has dinner together and I help my daughter with her homework, connect with the elder children who are studying in the USA. I usually sleep early, for the next day, again – I need to sell Dreams and Wellness, not products.

What do you consider your biggest professional achievement?

Our proudest achievement is our **Philips Integrated Landscape** transformational program to digitize our core. When we talk about digitizing the core of the business, I am referring to the set of capabilities that allows our entire business to run effectively across all Philips operating processes.

What big idea are you working on now?

A proposal to build a Philips IT Digital Center with two objectives:

1. Building digital capabilities – The Digital Center will be a learning pool of resources with strong digital competencies.
2. Supporting digital project value delivery – The Digital Center prioritizes digital projects and secures their value delivery.

Which worthy cause do you support?

Sisters of Missionaries of Charity, Phillips Foundation and Médecins Sans Frontières.

To view more digital leaders visit
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