THE FACE OF DIGITAL LEADERSHIP

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Director of the Board, **TM Forum**

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

There are many challenges we are facing as a telecoms industry that we can only solve by working together across our ecosystem of telco operators and vendor partners to accelerate thinking, collaborate on innovation and share best practice. TM Forum plays a unique role co-ordinating that ecosystem, brokering relationships, projects and developing useful assets to create pan-industry standardization and maturity assessment.

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

It is very aligned – digital leadership for me is not just across online channels or apps; it is across the full spectrum of social, mobile, analytics, IoT and cloud user experiences. It also has to be a holistic consideration – technology capabilities are critical, but the right culture, behaviors, ambition, vision and strategy, skills and talent pipeline, operational processes, and even physical facilities are even more important.

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

Develop a common understanding of the full automation potential of a telco; define what a world-class set of digital capabilities and underpinning KPIs would be; develop assets and accelerators to modernize and service-enable OSS and BSS.

Where were you educated?

Exeter University in the UK.

Describe your typical day.

Like most technology leaders, there is no typical day and I love the variety my role brings. Most weeks involve connecting with my leadership team to agree priorities and review issues, deep-diving strategic topics and critical projects, visiting some of our locations to meet with the team, meeting with vendors to review our partnership and how we're working together, and driving our ambitious IT transformation agenda.

What big idea are you working on now?

How we can bring together human-centred design thinking, service design and business architecture to transform our IT organization, operating model, capabilities, services, mindset, behaviour and culture.

Which worthy cause do you support?

I am passionate about gender diversity and am proud to lead BT's TechWomen program, a year-long development journey that helps our talented women reach their career aspirations. I am also a huge believer in the power of art and technology to connect people and solve social problems, and I am the Board Chair of the Foundation of Art and Creative Technology, a UK charity.

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