



THE FACE OF DIGITAL LEADERSHIP

Sivan Umapathy

CIO,
Telekom Malaysia

How would you describe your organization's enterprise-wide digital transformation strategy?

Telekom Malaysia (TM)'s long term strategy is to become a fully converged national telecommunications infrastructure provider for 5G. From 2020 to 2022, we will be going back to basics to fix issues in IT, network, processes and go-to-market plans, while increasing revenue and sales. We have to get our foundation right and strong as we build a better TM, working towards our aspiration of enabling a 'Digital Malaysia'.

What targets does your organization have to guide this strategy?

Over the next three years, our focus will be on having the right tech talent, having the right products and portfolio, and establishing a modern network & IT system. Ultimately, this will enable us to provide the best customer experience to our customers from all segments.

What's the biggest 'win' you've achieved so far?

We have successfully transformed our Group IT & Digital organization in TM to become a data driven service house with strong pillars of Innovation, Digital, Analytics and Process.

What initiatives does your company have to become a more diverse and inclusive workforce?

Collaboration is highly encouraged to bring additional innovation and maintain business momentum. We create and open opportunities for all. I practice an "open door" policy where anyone is free to discuss, throw around ideas etc. We also instil a culture of

crowdsourcing of ideas and problem solving, which is then channeled through to IT demand management and centralized IT & Digital DevOps.

Digital transformation is not just about changing processes and technology; it also involves a shift in organizational culture.

How is your teamwork changing and what's your role as a team leader?

Through enhanced efficiency, we successfully completed the internal transformation of Group IT & Digital within 90 days with the new leadership. This involved the taking over of major IT platforms, including the big data Hadoop data lake and contact center platform with 20 resources. As we envision a "lean, mean and clean" IT & Digital organization via "simple, standard and stable" principles, this has been internalized in the company culture and part of my role is to instill this shift in mindset and motivate the team to achieve their goals.

What are the 3 biggest changes in digital technology that the next decade will bring?

1. Cloud technologies
2. Artificial intelligence and machine learning
3. Extended reality through IoT

What are you most looking forward to?

We look forward to fully embracing digital technology, moving towards microservices and service brokerage, as well as automating processes through robotic process automation.

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