Annual Meeting of Members 2021

Minutes of the TM Forum’s Annual Meeting of Members held online on
Thursday 1 July at 14:00-15:00 GMT

Chair: Dr Steffen Roehn, TM Forum Chair of the Board of Trustees

Speakers:
Dr Steffen Roehn - TM Forum Chair of the Board of Trustees
Mrs Olga Martynov - CFO and Treasurer, TM Forum
Mr Michael Lawrey - TM Forum Finance and Commerce Committee Chair
Mr Nik Willetts - President and CEO, TM Forum
Mr George Glass - CTO, TM Forum
Mr Tim Banham - CCO and EVP Membership, TM Forum

Attendees
- 192 attendees
- 13 eligible votes entered in advance of the meeting via online voting
- 27 eligible votes received
- No proxies received

Agenda
- Chair’s introduction
- Introduction of Directors
- Financial report and appointment of auditors
- Annual Report: A year in review 2020-21
- Question and Answer session
- Any Other Business

The meeting was opened by the President and CEO, Nik Willetts, who welcomed all attendees, gave detail of the agenda and reminded everyone that this webinar is an important date for our members to elect new Board members, share financial results of the previous year and reflect on the achievements of the Forum over the last 12 months.

Before asking the Chair, Dr Steffen Roehn, to give his introduction, Nik introduced Michael Lawrey, Vice Chair. Michael Lawrey confirmed that the Board of Trustees had unanimously approved the re-appointment of Steffen Roehn as Chair of TM Forum during the meeting of the Board of Trustees which took place on 15 June 2021 and that this appointment will be for a further 2-year term.

Chair’s Introduction:
The Chair, Steffen Roehn, welcomed everyone to the meeting, and commented that he is truly honored to serve as Chair for a further 2-year term. He briefly summarized the last 12 months, noting the role of Telcos as the backbone of society around the world during the pandemic: connecting families, workers and companies without economical profit in the same proportion as other industries. He highlighted the urgent need for Telcos to become digital platform providers, starting with Connectivity as a Service for many.

Steffen Roehn went on to highlight that TM Forum has pivoted rapidly to increase its relevance and value for members during the pandemic, for example by turning the global flagship Digital Transformation World conference into a successful fully digital event in a matter of weeks with fantastic results; recently winning a best Digital
Conference award. Secondly, the increased adoption and scope of the Open Digital Architecture and APIs has become extremely important both to our members and beyond our industry, receiving encouraging feedback on value-add and applicability. This has helped to ensure robust financial results for the year and highlighted that every crisis offers the opportunity for change, which has been successfully demonstrated through the excelling of our platform for digital collaboration.

Looking forwards, Steffen Roehn stated that the key priority is to increase momentum of the trajectory the Forum is already on to become and remain the collaboration platform for our industry.

Steffen Roehn then moved to the first order of business to approve the minutes of last Annual Meeting of Members by vote:

**Motion #1:**
Resolve that the available minutes shall be taken as a true and fair record of the Annual Meeting of Members held on 1 July 2020.

**Proposed:** Steffen Roehn, TM Forum Chair  
**Seconded:** Nik Willetts, President and CEO, TM Forum

Accept: 83%  
Reject: 0%  
Abstain: 17%

The motion was carried.  
Note: Only principal contacts of TM Forum Corporate Member organizations are eligible to vote.

**Introduction of Directors**
The Chair, Steffen Roehn, introduced the role of the Board of Directors, giving his appreciation for their time and commitment in helping to drive the success of the Forum. He stated that his intention over the last two years had been to create a Board of Trustees of passionate, collaborative activists to drive transformation in our industry and he was pleased to say that this had been achieved. He commented that the Forum’s achievements would not have been possible without their support. He went on to mention that under the leadership of Harmeen Mehta as Chair of the Appointments and Governance Committee, each Director on the Board of Trustees undergoes a transparent peer review process, including himself as Chair, which has helped maximize the potential for contribution within the Board.

Steffen Roehn went on to commend the four Directors on the Board of Trustees who are mid-term and therefore continuing in their current roles, along with the corporate Officers in ex-officio roles, Nik Willetts and Olga Martynov, who are appointed annually by the Board of Trustees. The four continuing Directors are:

- Ruza Sabanovic, EVP & Chief Technology Officer, Telenor  
- Craig Wigginton, Global Telecoms Lead, Deloitte  
- Jan Karlsson, SVP & Head of Business Area Digital Services, Ericsson  
- Jason Rutherford, SVP Communications Applications, Oracle

He then referred to the slate of Directors, as put forward to the membership, who have agreed to stand for re-election for a further 2-year term:

- Anthony Rodrigo, GCIO, Axiata  
- Steffen Roehn, Partner, Bain  
- Harmeen Mehta, Chief Digital & Innovation Officer, BT
• Li Huidi, Vice President, China Mobile
• Peter Leukert, GCIO, Deutsche Telekom
• Haiping Che, CDTO, Huawei
• Michael Lawrey, Independent
• Bob deHaven, General Manager, Worldwide Media & Comms, Microsoft
• Bhaskar Gorti, President, Nokia
• Shankar Arumugavelu, GCIO, Verizon

New Appointment: Koen Vermeulen, GCIO, Orange

Steffen Roehn also thanked Thierry Souche, of Orange who has been instrumental in driving the Open Digital Architecture for the Forum, and who recently stood down from his role on the Board of Trustees. He then welcomed Thierry Souche’s replacement at Orange, Koen Vermeulen, as a new appointment to the Board of Trustees, who has been with Orange for a significant time and brings a wealth of experience and knowledge from other industries.

Steffen Roehn then introduced the motion to approve the Board Slate and in accordance with the TM Forum Bylaws, Nik Willetts, President and CEO, proposed the motion for the members present to ratify the appointment to the Board of Trustees the persons listed above.

**Motion #2:**
Propose that the eligible Members present hereby ratify the appointment of the persons as listed on the Slate of Directors and on the TM Forum website to serve on the Board of Trustees. New appointments shall be for a period of two years and those appointed shall be Trustees under the laws of New Jersey.

**Proposed:** Nik Willetts, President and CEO, TM Forum

**Seconded:** Ruza Sabanovic, Director, TM Forum Board of Trustees

Accept: 93%
Reject: 0%
Abstain: 7%

The motion was carried.

Note: Only principal contacts of TM Forum Corporate Member organizations are eligible to vote.

Steffen Roehn then went on to note the addition of Keri Gilder, CEO of Colt, who is energetically leading the diversity, equity and inclusion work through the Forum’s Diversity and Inclusion Council.

**Financial Report and Appointment of Auditors**

Chair of the Finance and Commerce Committee, Michael Lawrey, provided an introduction to the financial report, commenting that the last financial year led to the introduction of new ways and new capabilities to deliver value to our members in response to the issues brought about through the pandemic. The effort and focus that has been applied enabled the Forum to return strong results and continue to be financially sound.

He then handed over to the CFO and Treasurer, Olga Martynov to provide an overview of the financial results for FY20-21.

Olga Martynov began by commenting that the situation we all found ourselves in at the beginning of the year was very different. By responding quickly and creatively in addressing multiple difficulties, and still maintaining the balance for our stakeholders, it has been possible to deliver healthy financial results this year with minimal decline.
in revenues of 5%, and substantially improved margin position. She went on to explain the revenue and member equity results which improved the Forum’s equity reserve to $3.3m.

Olga Martynov noted that the results shown are unaudited. The audit is currently underway with results due at the end of July, with no material adjustments expected. Moving on to the Sources and Uses of Funds, an explanation was given on the use of resources and areas of expenditure, maintained by a reduction in operational costs and the leveraging of government funding to help maintain the Forum’s workforce. As a human capital business, staffing is the Forum’s largest expenditure and greatest asset.

Olga Martynov then handed to Michael Lawrey to present the resolution to appoint auditors for the next financial year:

**Motion #3**

Propose that Smolin, Lupin, & Co., PA shall be appointed as auditors for the corporation for the financial year 2020/21

**Proposed:** Michael Lawrey, TM Forum Director and Chair of Finance Committee

**Seconded:** Olga Martynov, CFO and Secretary to the Board
The motion was carried.
Note: Only principal contacts of TM Forum Corporate Member organizations are eligible to vote.

Steffen Roehn took the opportunity to remind everyone that the Forum exists for all of its members, which means the dedication, contribution to projects and collaborative work, along with leveraging of our assets, is our lifeblood. He encouraged everyone to participate and get involved.

Annual Report – 2020-21
President and CEO, Nik Willetts, opened the year in review by reflecting on the strong and renewed leadership, active engagement of the Board and strong financial results which provide a renewed energy and confidence for the Forum to pivot to the changes facing the industry. He gave a snapshot of highlights throughout the year and thanked the membership for the exceptional levels of engagement, loyalty and willingness to pivot on the journey together through exceptional times.

Of note is the increased level of member retention and growth globally and the continued investment by our members in Catalyst innovation projects spanning a wide range of issues addressing the needs of today, including technology and business transformation, sustainability and navigating the pandemic. He referred to the importance of knowledge sharing and the emphasis over the last 12 months on providing the platform for vital how-to knowledge exchange, cross-industry collaboration and upskilling the industry with a focus on people and culture. Nik Willetts also noted the growing importance of the work of the Diversity and Inclusion Council helping to define novel solutions to measure and take action to improve diversity, equity and inclusion for the industry.

The Forum’s global membership creates the opportunity to tap into global expertise in a unique way which comes together in our research and authentic shared learnings through collaborative learning and peer to peer exchange. All of that knowledge culminates in standards in the form of code and frameworks to drive the industry forward. Nik Willetts then shared an example of agile collaboration in action in the form of a real use-case, which focused on the growing challenge of how to deliver Closed-loop Anomaly Detection and Resolution Automation. A team of 6 member companies worked together to identify the challenges and build the architecture to resolve a $9bn problem CSPs currently face. In the coming year, the focus will be to build out more of these real-life use cases with our members and share the learnings through our how-to knowledge platform. He also commented on the progress of the Open Digital Architecture, a suite of over 60 open APIs, which has grown substantially and is now formally supported by 53 of the world’s leading CSP and technology vendor providers.

Looking ahead, Nik Willetts presented the strategic objectives for the next three years, focused on driving critical outcomes and delivering greater value and impact for our members, underpinned by the drive on practical action, diversity and inclusion. He went on to detail the ways for members to engage, consume and participate through member projects, catalysts, knowledge sharing, code and frameworks, training and education. He also referred to the Digital Transformation World series which this year runs from 22 September to 14 October as a digital event and will be focusing on making the ‘how-to’ real, finding real answers to unlock real growth and bring real impact to the industry.

Question and Answer session
The Chair, Steffen Roehn, President and CEO, Nik Willetts, CCO Tim Banham and CTO, George Glass responded to the questions raised:
Q: When does TM Forum plan to start running live events again?
A: Tim Banham confirmed that we are looking at the opportunity to run local regional events as part of the Digital Transformation World series and beyond that have an ambition to deliver a full-scale physical event in Copenhagen during 2022, governed by how quickly we progress to a normal operating environment.

Q: What ideas does the Board have to grow the Forum and how can members help?
A: Steffen Roehn commented that the role of the Board is to identify the opportunities for growth. Through the challenges of last year, some Board members took the opportunity to integrate training into their own organizational education curriculum for technical staff. He would like to see members of the Board leveraging the strength of their companies and leading by example. In a more forward looking way, the topic around production and availability across the industry of open-source software is another area where ideas can be raised and leveraged.

Q: What are the key initiatives related to Diversity and Inclusion?
A: Nik Willetts commented that the overriding purpose on our work on diversity and inclusion is to help the industry navigate the challenge of how to improve diversity, equity and inclusion overall. The first priority is to help build a stronger business case linking that to future talent and creative needs. He referred to the report published last year which addressed the skills gap and why diversity and inclusion is now a business critical issue. Our current initiative is focused on how to measure change and inclusion in the industry. We are currently piloting an Inclusion and Diversity Score with the results of that pilot to be made available during DTWS in September. In addition to that scoring model, we will be building our knowledge and resource sharing.

Q: As we come out of the pandemic, do you anticipate a drop off in revenues for events, research and media or training?
A: The key is to keep momentum in delivering value to our members. We do see an uplift in areas around digital delivery of research and media and believe investment in education and training will continue. We are also preparing and introducing new courses to continue the upskill in talent and investing in the research and media platform as the place to go for knowledge.

Q: TM Forum Open APIs is a very good and practical initiative to make integration easy, but still remains not strict enough to provide 100% compatibility between products of different vendors, like, for example strict 3GPP. Do we have a roadmap to achieve 100% clear specifications and examples to achieve undeniable compatibility?
A: George Glass responded by confirming that we do not enforce strict 100% compatibility and have deliberately designed the Open APIs to be flexible and extendable with the capacity to carry any payload within a standard architectural pattern. Conformance test kits are supplied to enable users to maintain compatibility.

Q: What is happening about Action Week events?
A: George Glass confirmed that, all being well, the plan is to be back in Lisbon in 2022. Prior to then we will be running virtual workshops, organized within the themes and with the agreement of members. The work achieved during these sessions will be taken forward to Action Week.

Q: I hear about the importance of customer experience and what surprised me, when you demonstrate examples, is that you focus mainly on network examples. What is the meaning behind that? Is the main “tool” to create our ecosystem, the network? Are we really moving to a new ecosystem with a collaborative customer focus?
A: Nik Willetts explained that our belief is to upgrade the multigenerational customer experience with a focus on describing the vision, for which a think tank is being set up. Regarding the ecosystem, we are conscious that this is baked into our technical and business model work to understand how to manage the customer experience as one in a number of partners delivering a solution. This forms the focus of the next wave for our work. All members are welcome to join any of the projects related to this.
In the interests of time, all further questions will be responded to over email.

Any Other Business
No further business was tabled by the members attending the meeting.

Chair’s Closing Remarks:
The Chair, Steffen Roehn, thanked everyone for their confidence in the Forum given during the voting and also for their focus and interaction via the Question-and-Answer session.

He closed by stating that collaboration across all borders and systems is key and we can be proud to be a diverse group working across all boundaries. He thanked everyone for their time and closed the meeting.