

# Digital Transformation | Driving Digital Transformation with Organisational Alignment

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**STATE  
STREET**  
GLOBAL  
ADVISORS



**JET LALI**

Chief Digital Officer  
State Street Global Advisors



**DE MONTFORT  
UNIVERSITY**  
LEICESTER



**TRACEY JESSUP**

Chief Transformation Officer  
De Montfort University



**THE  
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CLINIC**



**JAMES MAUNDER**

Chief Information Officer  
The London Clinic



**Save the Children**



**LINDA MCBAIN**

Chief Digital Officer  
Save the Children UK



**SAP**



**SIMON CARPENTER**

RISE with SAP Programs & Demand  
SAP



**STrO**  
TRANSFORMATION

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# slido



**Which are you struggling with right now?**





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Question 1:

Where are we now with our digital transformation journey?



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**Question 2:**

**Modernisation is often seen as automation. Where do humans fit in?**





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**Question 3:**

**The top constraint for you as a CTrO in your organisation and how you have cultivated resilience in dealing with it?**



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## Key Takeaways

- **Linda's Takeaway:** Digital transformation is all about people, not technology. Focus on active listening, engaging and working in the open so that you build trust and everyone feels part of the change.
- **James's Takeaway:** Whatever your constraints – start, learn, and pivot. You won't know whether you are on the right path until you take the first step.
- **Tracey's Takeaway:** People are at the heart of all successful transformation, getting that change journey right for them will be a key component of success.





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## Key Takeaways

- **Jet's Takeaway:** If at the start, you think you know most of what you need to get done, you aren't being ambitious enough!
- **Simon's Takeaway:** At its heart, digital transformation is about using data to empower people in organisations to deliver new and better outcomes for themselves, their processes, their companies, and society at large. So, you must focus as much on culture, communication, skills, and incentives as you do on technology.



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Q&A





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11:55 - 12:55 | Interactive Panel Leading to Roundtable Discussion

[Digital Transformation] Driving Digital Transformation with Organisational Alignment

**Question 1: Why do many organisations struggle to achieve true alignment across departments and stakeholders when embarking on digital transformation initiatives, and how can they overcome the inherent barriers and resistance to drive successful organisational alignment?**

**Question 2: How can organisations ensure that data availability, integrity, security, and scalability serve as the foundational fuel for driving successful digital transformation and fostering innovation within their operations?**

# Thank you!

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# THIS AFTERNOON



CUSTOMER EXPERIENCE

6 June 2023 | Shangri-La The Shard, London

#ChiefCX #CXOInnovation

## EXCHANGING INSIGHTS WITH CUSTOMER EXPERIENCE EXPERTS

Connecting with professional peers to sharpen your knowledge and validate your ideas on CX expertise

## TOP-NOTCH VENUE

At the iconic Shangri-La The Shard in London, we will provide an unparalleled summit experience

## EXCLUSIVE GATHERING FOR C-SUITE LEVELS

Invitation-only registration guarantees that attendees are surrounded by top-tier CX leaders

### Who You Will Meet



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Lunchtime

Enjoy!

*Please wear your badge*