



## JOHAN TORSTENSSON CHIEF INFORMATION OFFICER

Along with keeping the Ericsson IT engine running globally, Johan Torstensson leads the organization within Ericsson to continuously improve the company's internal digital systems.

Consisting of a mix of around 5000 in-house and outsourced people delivering service to Ericsson in 180 countries, the Ericsson Digital Transformation & IT organization is responsible for the traditional enterprise core IT and orchestrating the internal Ericsson digital transformation. That means employees should have smart and global tools at their fingertips that speed up processes like working remotely, working with remote teams, supporting customer needs in real time, reporting travel expenses, and more.

Torstensson and team therefore have to juggle many perspectives. They look at solutions from the eyes of Ericsson customers, employees and suppliers to ensure the best end-to-end experience.

Before becoming CIO, Torstensson held several senior positions with the Ericsson IT organization since he joined in 2010, including Head of IT Service Delivery to Head of Group IT.

His work experience spans many roles within IT market, having started at the outsourcing providers EDS and HP, mainly in Account Management. After 13 years with outsourcing providers, he took an advisory role in IT Strategy and Sourcing area for the firm ISG (former TPI). Assignments included areas like building up IT strategies, sourcing models, outsourcing transaction, and setting up governance structure for outsourced environments.

Topics he has covered as a keynote speaker and in panels include business transformation, cybersecurity, and transformation of IT organizations.

Torstensson holds a Master in Business Administration from Linköping University in Sweden.