

Angela Nash

Education/Memberships

2020 – Current | **InternetNZ** | Funding Panel Member
2019 – Current | **STRMix Advisory Board** | Co-Chair
2018 - Current | **Parafed Auckland** | Board Member
2017 – Current | **Auckland Chamber Commerce** | Accredited Mentor Business Mentors.Org
2016 – Current | **Institute of Directors** | Member MInstD

2019 – 2020 | **Auckland University Business School** | CIO Advisory Panel
2018-2019 | **NZTech Board** | Board Member & Chair of Governance sub-committee
2017-2019 | **NZTech Leaders Executive** | Member
2017-2019 | **Faucet Foundation** | Co-Chair
2018–2019 | **Women on Sports Boards** | Member

Poupou Huia te Reo NZQA Level 4 Certificate | 2020 | Te Wānanga o Raukawa
He Papa Tikanga Certificate Level 3 | 2019 | Te Wānanga o Aotearoa
Postgrad Certificate Management & Leadership | 2011 | Waikato University
Telecom Leadership Development Program | 2011 | Telecom NZ Ltd
B.A. Information Systems and Computing | 1997 | Massey university

Role History

NZ Rugby (May 2019 – Current) Chief Information & Technology Officer
REANNZ (2016 – 2019) Chief Information/Operating Officer
Qual IT Ltd (2012 – 2016), Chief Executive Officer, General Manager Auckland/Northern
Telecom NZ Ltd (2009 – 2011) Business Improvement Lead
Datacom NZ Ltd (2008-2009) General Manager Systems Integration
Telecom NZ Ltd (2003-2008) Snr Business Consultant, HO Solution Test & QA
Other Roles 1994 – 2003 Quality Assurance Manager/ Development Manager/Functional Verification Team Lead/Senior Test Analyst/IT Operations/Analyst Programmer

Skills & Abilities

Recent Training

2020 | Boards role in Mental Health & WellBeing, Privacy Act 2020, Poupou Hiua te Reo
2019 | He Papa Tikanga
2018 | Company Directors Course, Board Ethics, Finance Essentials, State Sector Governance
2017 | Risk Trends, Governance Essential, H&S Governance, CyberSecurity

Strategy and Operational Business Management \$28million+ revenue, 200+ staff (permanent & contractor), 100+ FTE external vendors supplementary resource and/or 3rd party teams, \$2million + Opex Budgets, P&L management, Human Resource Policy and escalation including business ownership of legal intervention, due diligence, management of vendor contracts. Cultural and

Business Change. Digital Disruption and Change. Board reporting, Business Planning, Minister Briefing input, Audit & Risk, Health & Safety, CyberSecurity, Facilities Management.

Experience

CHIEF TECHNOLOGY OFFICER | NZ RUGBY | MAY 2019 – CURRENT

New Zealand Rugby (NZR), one of New Zealand's largest and most visible sporting organisations. This role is responsible for the leadership and direction of the technology strategy at an enterprise level and owns the delivery of NZ Rugby's digital and technology transformation programme of work across four key pillars: NZR Business Systems, Community & Rugby Admin (National), High Performance (National and International) and Future Technology.

This role works closely with the Executive and Board, acting as the key technology advisor and is expected to take a critical leadership role across the Senior Leadership Group. Additionally, I am a member of the Global CTO forum for equivalent roles across France, Scotland, Australia, Ireland, England and Wales Unions and World Rugby.

CHIEF INFORMATION/OPERATING OFFICER | REANNZ | OCTOBER 2016 – MAY 2019

After an initial 12-month FT I was asked to stay on at REANNZ in a permanent position and take up the duties of Chief Operating Officer combined with the Chief Information Officer role. The Chief Operating Officer (COO) coordinates the overall advanced networking roadmap for REANNZ, Project Management, Delivery, System Admin and Operational functions. This is a key strategic role for REANNZ, combining REANNZ IT Management with an overall objective of enhancing organisational performance. A key factor to this role is the ability to mentor, coach and develop emerging talent with specific focus on transitioning an internal candidate into the role over the next 12 months.

As well as having responsibility for all technical staff within REANNZ the CIO/COO function manages the build and maintenance of over 20,000km of fibre network and 31 Points of Presence over New Zealand, Australia and the United States. We have a large distributed network and equipment base that utilises decades long contracts and infrastructure in a heavily competitive industry. We deliver high speed, data intensive network capabilities to Universities, Crown Research Institutes (e.g. NIWA, GNS), Polytechnics, Government Agencies and Independent Research Organisations.

Large projects underway currently are upgrading the National backbone from 1-20Gbps to 100Gbps, production deployment of the third international cable (alongside SX and TGA) to New Zealand "Hawaiki" and a step change view of how we harvest, manage, translate and display our network and capacity datasets.

Additional responsibility is leading a programme of work that will enable the processes, tools and business intelligence capabilities to provide visibility to make data-driven decisions, deliver high quality customer experiences and help members better understand and manage the services they are receiving.

This role leads all oversight, selection, management and deployment of the REANNZ application stack, Security (IT & Physical), Systems, Software, Data Management, IT Administration, Business Intelligence and Reporting. Direct reports include HO Technology, HO Security, HO Networks, HO S/W & Systems and the PMO.

CHIEF EXECUTIVE OFFICER | QUAL IT LTD | JANUARY 2014 – JUNE 2016

Initially recruited as the General Manager for Auckland/Northern I moved to Wellington to take up the CEO role from the Managing Director in early 2014. Resigned from this role to return to Auckland.

Primary outputs for the first year was to improve in-house delivery and people capability processes, evolve the culture, implement organisational changes for the Auckland office to prepare for growth and overall ensure a strong foundation for expansion whilst retaining strong customer focus and quality.

Along with taking over the day to day operational management of the business I also implemented several initiatives that consolidated and improved on existing process and in some cases created new ones:

- Created and implemented structured HR and People Management strategy and processes including escalations, communication/response templates, 90-day trial process, flexi-working trial and mentoring for our people managers
- Created and implemented Process Review framework, process and templates
- Extended service lines from core test services to include Business Analysts, Enterprise Release Managers and Environment Managers
- Created and implemented an enterprise wide communications strategy
- Created and implemented an employee wellness program
- Implemented new reporting process from board through to Senior Leadership Team including day-to-day dashboards on staff levels (attrition, ratios, etc.), operational red flags/escalations, HR red flags/escalations, etc.

Key success were staff number and revenue growth year on year with significant improvement seen on internal process uplift, policy creation and continual improvement, centralisation of people capability, consistent delivery and sales methodology across all regions and improved engagement between delivery teams and regions.

GENERAL MANAGER | QUAL IT LTD | MARCH 2012 – JANUARY 2014

This role was to manage the Auckland and Hamilton offices. The previous few years had seen an uneven sales approach, sporadic client uptake and a generally dysfunctional team. There was an unsustainable level of contractor to permanent ratio and margins. There was a real focus on managing the business change and improvements without breaking current engagements and resourcing levels.

- After an initial review period, I implemented multiple process improvements and created some new roles to better manage the resourcing, people capability and client delivery teams.
- Over the past 24 months we have experienced excellent growth and increase in market visibility in the Auckland market with a doubling of team size and revenue.
- Management of local P&L, financial reporting, resourcing, client management and escalations

BUSINESS IMPROVEMENT LEAD | TELECOM NZ LTD | 2009 – 2011

I was initially asked to come back into Telecom to launch and embed the Enterprise Release process across the shared services group and outlying Business Units. This involved significant change to current operating process and required dedicated focus on cultural change and enabling disparate teams to work together. Once this role was successfully completed, I was moved across into supporting the wider FMO (Future Mode of Operation) project focusing specifically on organisational change and re-organisation impacts including team structures and operating models. Upon announcement of the UFB (Ultra-Fast Broadband) initiative this project was halted and focus was moved to improving delivery processes, particularly those delivering to operational separation and undertaking agreements with the NZ Government.

- Ownership of the TCNZ Product Delivery Framework, T&SS Induction Process and SOX/Data Compliance audits.
- Team Leadership including recruitment, team budget, staff management, activity pipeline management etc. for 9 Business Improvement Consultants and support 2 GM's (Organisational Change and Governance & Investment).
- Leadership of the CMMI programme including management of the coaches, periodic audit, executive and board papers on progress
- Successful implementation of the foundational process for the Enterprise Release function including executive reporting and BU interdependencies

GENERAL MANAGER SYSTEMS INTEGRATION | DATACOM LTD | 2008 – 2009

I was initially hired as an Account Director for Datacom S&I key accounts (specifically ADHB and Air NZ) and was responsible for building on existing lines of business and ensuring successful delivery of in-flight projects. In line with Datacom resourcing strategy, this was a varied role that included responding to EOI/RFI/RFP's, Account Management/Director as well as project –related business delivery. After 4 months in this role I was promoted to General Manager (S & I) taking over line management and budgeting responsibilities for the team (35+).

- Full ownership of P&L, strategic direction and all delivery/customer related activities.
- Average monthly profit goal 200k+ with annual cost and salary budgets in the million+ range.

Manage the teams responsible for delivering the Air NZ “My Koru” site (including “grab-a-seat” and “how far can I go”), the in-flight hand-held e-link application and the NZ Lotteries online web applications (online Lotto, Big Wednesday and Keno).