

## Recruitment of Chief Technology Officer on Contractual Basis

NICL's Technology Vision is digitalization and paperless office with use of microservices based architecture, AI, ML, RPA, Big Data, Cloud, Analytics, Blockchain and other emerging technologies in Core Insurance Solution that allows faster speed to market for new products and service offerings.

### 1. Company Expectations from the CTO

#### Short Term:

- The CTO should be an adequately experienced professional from the industry who will lead the afore-mentioned digital transformation process in NIC, starting with driving the project for seamless transition of EASI to a new system integrator till the system gets fully stabilized. The CTO has to lead the upgrades, and/or, replacement / modifications of Applications running for Core Insurance Solution to ensure improved efficiency of the Solution.
- The CTO should also plan the roadmap, design the architecture for NICL's technology transformation to digitalization and paperless office taking into account upgrades / replacement of EOS/EOL applications, databases forming part of Core Insurance Stack with use of microservices based architecture, AI, ML, RPA, Big Data, Cloud, Analytics, Blockchain and other emerging technologies to ensure improved efficiency of the Solution.
- As part of the exercise, CTO would be responsible for identifying opportunities and risks for the transformational roadmap, including identification of competitive services, opportunities for innovation, and assessment of marketplace obstacles and technical hurdles to business success.
- Evaluate and identify appropriate technology platforms (including micro-services based web application frameworks and the deployment stack) for delivering NICL's services.
- To analyze and assess the new technologies like Big Data, Stream Analytics, Cloud Technologies, IoT, AI/ML, RPA, Blockchain and Mobility and come up with innovative user-friendly products and services for the customers, agents and partners
- Evaluate the cost efficiency of emerging technologies and assess their applicability to the technology transformation
- Designing the high level software architecture, modules and components
- Choosing the database solution and strategies etc.

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National Insurance Company Limited

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- To advise Corporate Management and the Board with regard to taking key decisions by undertaking the Technology Analysis, Technology Risk analysis and expected RoI from new projects and technologies by establishing governance processes of direction and control that ensure objectives are achieved, risks are managed appropriately particularly in the areas of secure and agile software development and deployment
- Reviewing, modifying, consolidating and refining the technology platforms presently deployed in NICL for meeting the technology roadmap and remaining competitive in the marketplace

**Long Term:** The CTO should be a technology strategist possessing strong business focus and meet the following expectation of the Company:

- In partnership with the Corporate Management, deliver on NICL's technology transformation to digitalization and paperless office.
- Explore, identify technology trends and evolving social behavior that may support or impede the success of the business.
- Identify new areas of opportunities in digital operations and create strategies to implement them for NICL and it's agents, customers and partners
- Drive specific initiatives to create flexible IT architecture that allows faster speed to market for new products and service offerings
- Making new software applications or modifications securely available to business with least turnaround time
- Keeping IT infrastructure (Software applications and hardware) in contemporary state and future ready by adopting latest technologies
- Adoption of systemic project management methodology in all IT projects. Track, analyze and monitor technology performance metrics.
- Use the existing IT talent pool of the company
- Take the initiative in thought leadership, innovation and creativity
- Participate as a member of the Corporate Management team to collaborate with the appropriate departments to assess and recommend technologies that support NICL's organizational needs.
- Keeping IT environment secure as per established ISMS Policies, Network Policies, Procedures and Guidelines of NICL
- Adhere to a governance process that meets regulatory, legal, government, industry standards for customer information privacy and data protection.

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**2. Experience:** Experience should be post-qualification; training and teaching experience shall not be counted for eligibility. At least 20 years of experience as on 01.04.2022 in various IT engagements, preferably with software development background out of which minimum 8 years should be in senior executive level position, with experience as follows:

- Experience in large-scale, complex programs for Digital Transformation from conceptualization to execution
- Experience in all phases of Project Management, Delivery Management and Excellence and Operations Management with end-to-end execution of high valued IT projects and programs across BFSI
- Expertise in planning project activities such as scoping, estimation, tracking, change management, delivery management and implementing project plans within preset budgets and deadlines.
- Advanced knowledge on ITIL processes such as Incident Management, Problem Management, Change Management, Configuration Management, Release Management, and Escalation Management.
- Should be able to drive and influence other resources to follow standard processes.
- Experience in consolidating the overall IT landscape and creating a unified IT Architecture at the organization level focusing on key technology trends like Cloud, Mobility, Analytics, RPA, IOT, AI/ML, Blockchain etc.
- Experience in CI/CD with Dev-Sec-Ops, microservices deployment
  - Experience/exposure preferably in tools and technology relative to data, and digitalization amongst the following: Java (Spring Boot)/Node.js/Angular.js/JQuery/J2EE etc.
  - Experience/exposure in language used in AI/ML, Blockchain: C++/R/Python/Solidity etc.
  - Experience/exposure in Web Services: RESTful API/Jersey API, Spring MVC etc.
  - Experience/exposure in Safe/Agile/Waterfall framework and ways of working.
  - Experience/exposure in SQL/PostgreSQL, MongoDB/Solr/ElasticSearch, Jenkins/Ansible, Kubernetes, Oracle etc.
  - Experience/exposure in Jira or Redmine.
- Experience in handling large outsourcing partnerships

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- Experience in Vendor Management skills – (System Integrators and OEM's) - Evaluation, Negotiation, Selection, Performance, SLA
- Experience in People management – Handling and managing IT teams of not less than 250 professionals
- Exposure to Core Insurance applications/Core business applications in other BFSI companies is most desirable.
- Exposure to the technology suites presently in use in NICL is preferable e.g. :-
  - Core Insurance Systems
  - Oracle Financials and similar
  - Siebel - CRM and similar
  - SAS- Master Data Management and similar
  - Peoplesoft - HRMS and similar
  - Opentext – Documentum and similar
  - Oracle IDM and similar
  - Oracle BPEL Suite and similar
  - Oracle Portal and similar
  - ODI and OBIEE (Oracle DWBi) and similar

### 3. Responsible For:

- Complete ownership of the Technology Vision of NICL - digital transformation and paperless office
- Technology Vision, Plan and IT architecture for Core Insurance and its upgrade
- Studying the environment, ensuring innovation and rolling out the new products/initiatives
- Conceptualizing and executing strategic planning of Core Insurance Upgrade / Replacement of Components to deliver on the Technology Vision.
- Managing and supervising development of various applications catering to IT operations and business requirements
- Making new software applications or modifications available for business with least turnaround time
- Focussed attention on integration needs of internal and external applications with Core Insurance.

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- Ensuring uninterrupted Availability of IT Hardware and Software applications of Core Insurance
- Keeping IT infrastructure (Hardware, software applications and databases) in a contemporary state (user end to data center end) by adopting the latest
- Accounting and reconciliation of Core Insurance project.
- Customer complaints relating to Core Insurance and their resolution
- Collaborate with business teams, IT partners and business consultants
- Keeping IT environment secure as per NICL's ISMS Policies, Procedures and Guidelines

#### 4. Activities:

- Deliver on NICL's Technology Vision and deliver a Technology Policy document for next 5 years
- Contribute to this technology vision and business; directing by influencing strategies, monitoring execution of major technology initiatives
- Analyze and understand solution requirements; facilitate solution development projects throughout the solution cycle from requirements gathering to implementation for business continuity
- Review, refine and modify the technology architecture prevalent in NICL for meeting projected needs of Core Insurance and its upgrade / replacement and remaining competitive in the market
- Help adopt latest, cost-effective and efficient new technology initiatives
- Ensure optimal utilization of IT resources
- Defining success criteria for a project, including scope, time, cost, technical & performance parameter
- Developing, executing IT strategy in line with business strategy and redefining IT vertical to improve business operation and business performance analytics
- Ensuring future demand from growth and projects is understood and factored into capacity plans for all associated systems
- Validating monitoring technologies to ensure alignment of performance metrics, alert criteria and other monitoring functions for operations
- Overall monitoring of the applications and aiming at zero down time in the applications.
- Forecasting and timely procurement of IT infrastructure for smooth IT operations
- On boarding of vendors for the purpose of Support (System Integrators)

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- Supervise and monitor User Acceptance Testing functions
- Creating Business Analysis layer for selected business departments
- Collaborating with internal stakeholders to understand their needs and managing day-to-day projects operations
- Arranging & participating in meetings with stakeholders - both internal and external (Vendor), guiding them through the process and maintaining project management plan
- Team-based working style coupled with the skill to improve individual team-member performance with negotiations, persuasion and servicing skills – employees, Corporate Management, Business Departments, Vendors (System Integrators and OEMs), and building relationships with other teams and ensure effective dialogue
- Supervising teams in driving evaluation, deployment, and management of IT systems across the organization to improve operational efficiency, optimize service delivery, and lower costs
- Collaborating with the Corporate Management Team so they understand, value & embrace how technology can enhance operational processes and driving technology-enabled innovation to deliver business value & competitive advantage
- Provide in-depth technical expertise to the Corporate Management of NICL
- Ensure implementation of proper standards for governance as well as regulatory compliance
- Any other activities assigned by the management

## 5. Key Challenges:

- Technology Obsolescence - Upgrade or, Replace
- Transformation to a flexible IT architecture that allows faster speed to market
- Integrate customer experience into IT deliverables
- Agile access to data, reporting
- Assessing Geo-political impacts of the deployed technology stack and it's bearing on upgrade replacement
- Assessing Supply chain disruption risks and impact on upgrade / replacement of the deployed technology stack
- Mitigating increasing Cyber Security threats including threats to data privacy in existing applications, database stack during and after upgrade/replacement.
- Cost containment
- Compliance to regulatory requirements

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## 6. Measures of Success:

### Year 1 KRA:

- Stabilization of the transition including achievement of the following:
- Ensuring accuracy and transparency of operations across Core Insurance Solution
- Provision of timely and accurate application development support
- Maintaining zero down time in the applications.
- Agile access to data and reporting
- Refining existing infrastructure for optimal utilization of resources for Core Insurance Solution and replacement of obsolete hardware
- Plan the roadmap, design the architecture for NICL's technology transformation to digitalization and paperless office taking into account upgrades / replacement of applications, databases forming part of Core Insurance Stack with use of microservices based architecture, AI, ML, RPA, Big Data, Cloud, Analytics, Blockchain and other emerging technologies
- Frame the Technology Policy Document

### Overall:

- Successful implementation of the Technology Vision in orderly manner within timelines with effective IT Plan and efficient technology architecture
- Effective enhancement and integration of technical advancements in the Core Insurance Solution
- Refining existing infrastructure for optimal utilization of resources for Core Insurance Solution
- Faster speed to market for new products and service offerings
- Ensuring accuracy and transparency of operations across Core Insurance Solution
- Provision of timely and accurate application development support
- Maintaining zero down time in the applications.

## 7. Reporting structure and team: CMD, and the Board of Directors

**Overall Team Size:** In-house Team of around 170 officials in NICL across HO and ROs, Out-sourced Team of over 300 personnel spanning across multiple System Integrators

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**Peers to this role:** General Managers. The CTO might be assigned Administrative, Supervisory and Financial Functions currently handled by the General Manager - IT of National Insurance.

**8. Key Interactions:**

- CEO and Corporate Management
- Heads of Business Departments
- Head - Infrastructure Vertical (Server, Software, Database and IT Storage) and Team
- Information Security Manager, Information Security & Network Team
- Senior Executives of IT companies, IT consulting firms, IT industry leaders
- IT Consultants/ IT Solution Providers/ IT startups
- IT Vendors rendering outsourced services
- Regulators and knowledge partners.

**9. Qualification:**

**Essential:** Engineering Graduate/Post-Graduate preferably in related fields such as Computer Science, IT, Electronics and Communications etc.

**Desirable:**

- Project Management Certification - Project Management Professional (PMP) / PRINCE 2
- MBA (Systems) from a reputed and recognized University/Institution

**10. Age:** Age bracket preferably 50-52 years as on 01.04.2022

**11. Place of Posting:** Kolkata

**12. Contract period:** Three, extendable by a further period of two years, based on performance

**13. Remuneration:**

- Minimum Rs. 1 Crore per annum. **However, remuneration will not be a limiting factor for the right candidate.** Breakup of fixed and variable will be decided by NICL's Selection Committee as part of the negotiation with the candidate.
- Annual increment range will be decided by NICL's Selection Committee as part of the negotiation with the candidate. No other perquisites will be applicable

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- Performance appraisal to be done by the Board.

Interested candidates (Indian passport holders) may send their CV via email to [nicl.cto@kornferry.com](mailto:nicl.cto@kornferry.com).

All applications will be held in strict confidence and should be received by 12th August 2022, Midnight IST.

Final selection will be solely at the discretion of NACL's Board and their decision will be final.

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