
WARD CHAPIN

Ward Chapin was the Chief Information Officer at ICBC and he partnered with the Business to lead ICBC through a business transformation process that replaced and updated many of their key business applications in order to provide business efficiencies and improve customer service. This also involved leading the Information Services team (600+ staff) through their own transformation process in order to acquire the new skill sets required to undertake this challenge and his 'one-team-concept' has developed a collaborative high performing culture.

Previously, as VANOC's Chief Information Officer, Chapin led the Technology Team (2000 staff and 1000 volunteers at Games time) that implemented and managed all the technology and systems critical for staging the Vancouver 2010 Olympic and Paralympic Winter Games. The scope of responsibility was diverse and included the implementation of numerous systems that met the daily requirements of the VANOC Organizing Committee and the many systems that managed the logistics of putting on the Games including accreditation, accommodation, security and transportation. The implementation of timing and scoring systems and the infrastructure that distributed the results to the worldwide audience for all competitive events was another of the key areas, as was the design and presentation of a compelling website that was viewed by over 100 million people. In addition, the team worked closely with the worldwide TV broadcasters and press agencies and implemented a robust technical infrastructure that interconnected the 100+ venues and successfully broadcast the Games and results to our global audience.

A longtime executive in the Financial Services industry, Chapin built a progressive career with HSBC Bank, where he was Director, Global IT Operations in London, UK; Director, IT Infrastructure, HSBC Bank France, in Paris; and in Canada, served as Vice President, Technical and Corporate Services.

Chapin, a noted speaker at worldwide conferences, earned a BA from McGill University, is a graduate of the Institute of Corporate Directors, sits on several professional boards, and is fluent in French. Ward's career accomplishments were recognized when he received the **2009 Global Top Ten Leaders and Change Agent Award**, the **BC Technology Innovation 2010 Person of the Year Award** and the IOC's "**Ordre Olympique**". This award carries with it great honour and significance as it is the first time in history that it has been awarded to a Chief Information Officer.

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