Lumen Wins CIO 100 Award for IT Innovation

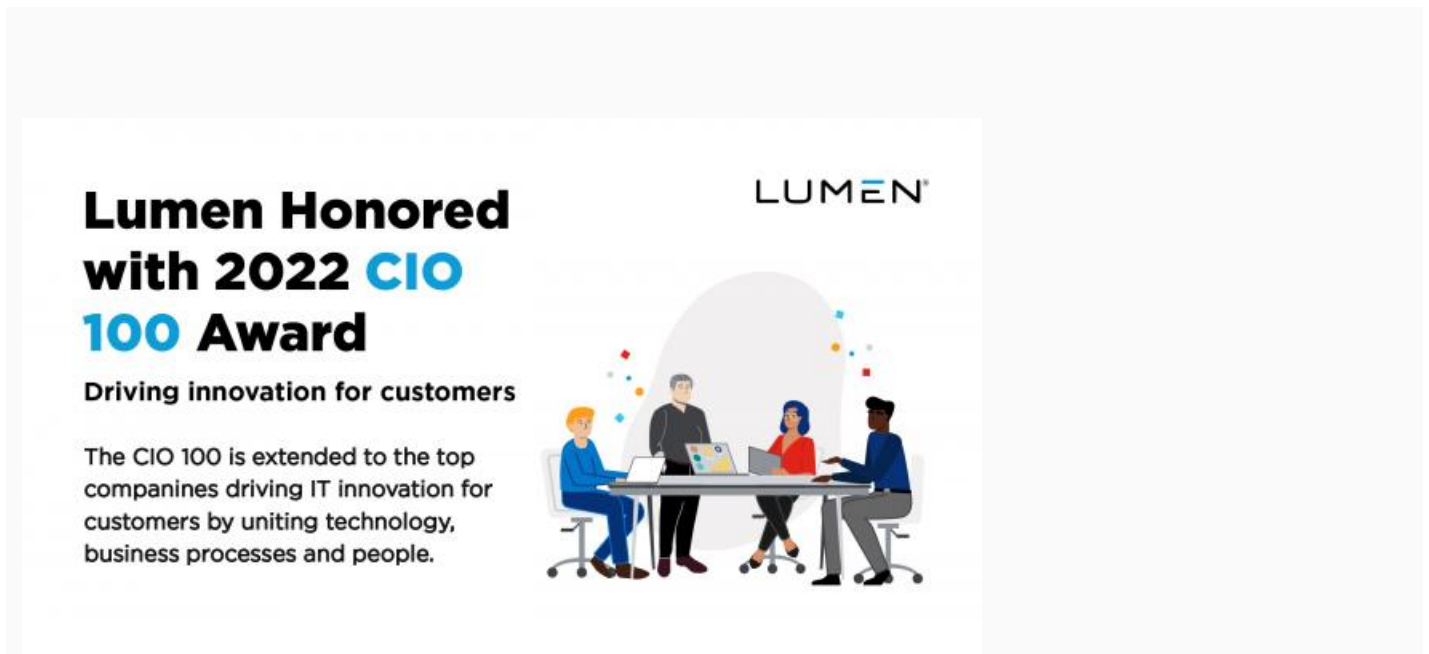

April 6, 2022

Lumen has been recognized with one of the most prestigious and coveted honors in technology, the 2022 **CIO 100 award**. The award is won by businesses that successfully bring together technology, business processes, and people to drive innovation for customers.

"This CIO 100 award is a testament to our commitment to our customers," stated Sibito Morley, senior vice president and chief data officer with Lumen. "Our dedicated people work day in and day out to bring innovative capabilities to life for our clients. This award represents the incredible collaboration across many teams at Lumen, demonstrating what is possible with a shared mission and empowered decision-making focused on our customers' needs."

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Vendor BigPanda nominated Lumen for this award, specifically emphasizing the strong vision and strategy created by Sibito Morley. Lumen worked with BigPanda to build an AIOPs ecosystem that improves visibility across its entire environment, stabilizing Lumen's applications such as the tools field agents need to provision, repair and service networks for Lumen customers. These

tools help to reduce the time to restore a service and automate incident reporting. By combining these AI capabilities with Robotic Process Automation (RPA), teams are now able to identify and address issues and use RPA to fix issues before they happen, avoiding critical events. These enhanced capabilities based upon data, AI/machine learning, and RPA help Lumen deliver exceptional customer experiences. It also provides a broader platform that can be used across all of Lumen networking environments and application services.

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The annual CIO 100 awards celebrate 100 organizations and the teams within them that are using IT in innovative ways to deliver business value, whether by creating competitive advantage, optimizing business processes, enabling growth or improving relationships with customers. The award is an acknowledged mark of enterprise excellence. Winners are selected by a team of external judges and editors at CIO magazine.

Winners will be recognized at the **CIO 100 Symposium & Awards** in Rancho Palos Verdes, CA from August 15-17, 2022.

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