



Paul Coby
IT Director
John Lewis

Paul Coby is responsible for John Lewis Division's IT including applications development and support including johnlewis.com, which with its wide range and clear navigation now accounts for about one fifth of John Lewis revenue. John Lewis has led the development of multi-channel retail in the UK, with innovations like Click and Collect where customers order on-line and collect from John Lewis or Waitrose stores and using in-store kiosks for accessing the Internet. johnlewis.com is now live for deliveries in European countries and is going to be rolled out outside Europe.

Paul joined John Lewis in March 2011. Previously, he had been Chief Information Officer (CIO) of British Airways for 10 years, where he was in charge of the management of all IT across the BA Group. BA.com lead the airline industry in the large-scale implementation of many innovations - most now widely adopted and expected by passengers: including calendar-selling, manage my booking and change my booking, self service kiosks at airports, online check-in and mobile check-in, as well as dynamic packaging of air, hotel, car-hire and excursions and BA's Executive Club apps.

Paul joined BA from the Civil Service where he held senior roles including Principal Private Secretary to the Secretary of State for Transport, Deputy Director of Rail Privatisation, and Head of Resource Management for the Road Programme.

Paul is also Chair and President of the Societe Internationale de Telecommunications Aeronautiques (SITA), which is the systems and service co-operative owned by the Air Transport Community, with a turnover of c\$1.5bn operating in 200 countries around the World. He is also Chair of the CIO Board of e-skillsUK, the skills council for the UK IT sector and the National IT Skills Academy.

He blogs on IT, retail and aviation matters at paulcoby.wordpress.com and tweets at @PaulCoby.

Outside work his interests are of course his family, Roman military history and Norfolk brilliance like Nelson, Lotus cars and Norwich City.