



What does “ technological innovation” mean in the financial services sector? And how it will change in the future? A round-table discussion with James Gardner (Group IT), Tobias Rooney (Innovaro) and Carsten Sorensen (LSE). To be held on Wednesday 3rd June 2009 at the City Club, 19 Old Broad Street, London, EC2N 1DS, from 12:30-2:15pm.

Visa/CSFI Fellowship Programme

Innovation is a very slippery concept – particularly technological innovation. There are thousands of new, emergent technologies – and millions of ways to use them. So, how does a financial institution pick and choose? After all, taking a gamble on a particular technology is not cheap – and, if you get it wrong, you may find you have bet the bank.

Can an institution manage the process of innovation so as to maximize the chances of success and minimize those of failure? And can it “embed” innovations in its corporate DNA more quickly and effectively than its competitors?

These are difficult questions – and no one really has the answer. (If they did, Microsoft would have invented Google and Citi would have invented PayPal.) But they are well worth thinking about. I am, therefore, delighted that we have been able to pull together a panel – including a practitioner, a consultant and an academic – who have been thinking about the process of innovation and the way it is likely to evolve in the future:

- **James Gardner** is the head of innovation and investment in Group IT at Lloyds Banking Group, and the author of the well-known “Bankervision” blog. He has just completed a book on *The Future-Proof Bank*, drawing on his experiences both inside and beyond the banking sector.
- **Tobias Rooney** is a principal at Innovaro, a consultancy that has been helping large organisations (in many sectors) to manage their innovation processes more effectively for many years.
- **Carsten Sorensen** is from the innovation group in the Department of Management at the London School of Economics, and has been researching the impact of technology (mobile, in particular) on organisational structure and dynamics.

Attendance is free, but space is limited. So if you or a colleague would like to join us, please let us know as soon as possible by e-mailing sophie@csfi.org.uk or by phoning the CSFI on +44 (20) 7493 0173 as soon as possible.

Sincerely yours,

David Birch
Research Fellow CSFI



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