

Access to Experts



Stephen Cassidy

Chief Researcher, Systems Science, BT Research & Innovation
BT

Stephen Cassidy leads BT's research on the transformation of organisations in the future. This multi-disciplinary programme combines technological research and ethnographic studies to optimise the human-machine relationship and key behaviours of the organisation as a whole. Research into AI, data-driven decision tools, self-learning systems, human behaviour and culture is combined with trials in operational areas across BT Group. This generates a deep understanding of new organisation principles and the future of work.

Stephen returned to research to start up this programme after a number of roles in different areas of BT including computer controlled networks, platform strategy, technical marketing, proposition development and programme management. He had originally started his career in research on optical communications during which he published around 60 papers and 4 book chapters on optical technology, generating nearly 60 patents and winning the Queen's Award for Industry.

Stephen lectures on the MBA programme at the School of Economics and Management at Tsinghua University, Beijing, on the Information Systems and Digital Innovation course at the London School of Economics and Political Science, and on the Executive Education programme of the Cambridge Judge Business School. He is an Advisory Board Member of the Oxford/OU/Cambridge University Arts and Humanities Doctoral Training Partnership, the Leeds University Business School MSc programme on Information Management and Information Systems, and the Human Capital Analytics Center of the Conference Board. He is industry Principle Investigator on a nationally-funded project to define the Next Generation Digital Infrastructure, a collaboration with the universities of Cambridge, Lancaster, Bristol and Surrey. He continues to file patents on self-learning systems, and has just completed a second book chapter in the field of Operational Research.

Contact [Carol Courter](mailto:courter@conferenceboard.org), Manager, Corporate Communications, +1 212 339 0232, courter@conferenceboard.org

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