



## Timothy Murphy

### Acting Director Service Operations

Timothy Murphy was appointed Director Service Operations of the NATO Communications and Information Agency on 1 February 2019.

Prior his appointment, Murphy spent 16 years working for the Agency and its predecessors, the NATO Communication and Information Systems Services Agency (NCSA) and the NATO Consultation, Command and Control Agency (NC3A).

During this time, Murphy held the positions of Global Account Manager under the former Demand Management Directorate. He also acted as the Chief Service Level Agreements (SLAs) and Service Support Packages (SSPs) under the Chief Operating Officer (COO). Against these last two appointments, he oversaw the development and execution of the NATO Headquarters and BI-Strategic Command Service Level Agreements and Programmes of Works (POWs), as well as managed the development and implementation of some 120 SSPs to Nations and the NATO Force Structure.

Through his account management team, his responsibilities included provision of a single point of entry to NCI Agency to manage all customer requirements, subsequent development of the appropriate business platform and ensured the delivering of credible CIS service offerings to Customers. Moreover, his responsibilities included the fostering, management and support to strategic partnerships and the promoting and sustainment of strong customer relations, which he built under trust, partnership and under a collaborative approach.

Prior to his COO appointment, he was the Crisis Response Operations (CRO) Programme Manager within NC3A: his portfolio covered the full spectrum of Command, Control, Communications, Computers, Intelligence, Surveillance and Reconnaissance (C4ISR) capability delivery into Afghanistan with some 100 projects, plus the management of the scientific Programmes of Work for both ISAF and the Balkans' operational theatres. He has supported Afghanistan since November 2001 under both National (United Kingdom) and NATO leadership.

From 1980 to 2006, Mr Murphy enjoyed a full and challenging 26 year career with the British Royal Air Force, which started with airframe technician duties and completed with operational lead duties for two NATO signal battalions; the latter located at Supreme Headquarters Allied Powers Europe (SHAPE) and working for NCSA.

Additionally, Murphy distinguished himself in his career by specializing in geospatial satellites as a Spacecraft Operations Officer, executing lead operator support duties for the launch of two Skynet satellites; commanding his own Signals Unit; undertaking Head Communications instructor duties at postgraduate level; and Business Manager duties for a production factory of 700 staff sustaining the Royal Air Force's worldwide footprint of navigation aids, radars and supporting communications.

Timothy Murphy is an honours graduate from the Royal Military College of Science where he specialized in communications and electronics.

He is married and has six children, three grandchildren and two dogs. He is a very enthusiastic but average golf player.

SHAPE, Belgium  
Tel : +32 65 44 6585  
Fax : +32 65 44 9008

Brussels, Belgium  
Tel : +32 2 707 8715  
Fax : +32 2 707 8474  
email: Timothy.Murphy@ncia.nato.int

**NATO Communications  
and Information Agency**  
**Agence OTAN d'information  
et de communication**

Boulevard Leopold III  
1110 Brussels, Belgium  
[www.ncia.nato.int](http://www.ncia.nato.int)