



BIOGRAPHY



Eric Lièvre

Chief Operating Officer (Acting)

Eric Lièvre, of France, was appointed acting Chief Operating Officer (COO) at the NATO Communications and Information Agency (NCI Agency), effective 1 July 2021. As COO, he is responsible for aligning demand and supply to create customer value. He leads business planning and development, prioritizing incoming requests and overseeing the allocation of resources to projects and services. Lièvre is in charge of strengthening projects, programme and portfolio management, as well as service delivery, in support of Allied and Partner Nations, NATO Headquarters and NATO Commands.

Prior to his role as Acting COO, Eric Lièvre served as Chief Portfolio, Programme and Project Management (P3M) at the NCI Agency from 2018 – 2021. In that role, he was responsible for managing business intake and development of the Enterprise Agency Portfolio, valued at 135 million EUR, to best achieve the NCI Agency's operational and financial goals. This included capturing and assessing customer requirements, prioritizing business intake and then tracking the execution of the P3M portfolio.

From 2014 to 2018, Eric Lièvre was responsible for leading business development and establishing a Customer Relationship Strategy and Customer Engagement Plan for the NCI Agency. He provided leadership, management and governance to develop and implement requirements-driven and customer-centric approaches to cooperation development. His work focused on the establishment of non-commonly funded collaboration frameworks with NATO Nations and other non-commonly funded organizations. He also managed the organization of annual Senior Customer Conferences, as well as the Chief Information Officers' Conference (CIOC), to engage Nations as customers. Moreover, his responsibilities included the delivery of a Customer Service Catalogue.

From 2004 to 2013, Eric Lièvre was Deputy Leader/Planner responsible for the planning, implementation and management of NCI Agency projects in the transmission area. During that time he also served as Deputy Chief of Capability Area Team 9 (CAT9), responsible for a portfolio that included scientific, experimentation and acquisition projects in support of the Agency's sponsors.

Eric Lièvre retired as a Colonel from the French Air Force in 2004, with his final post being Head of the French National Technical Expert (NATEX) Office. As an officer and engineer, his penultimate assignment was as Head of the Communications Division (1998-2001), at the Air Force Headquarters, responsible for all communications programs in support of the Air Force, including in-service systems.

Eric lives in Belgium and is married with two grown children.

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