



## Dr Franco Fiore

Head of General Services and Senior Responsible Owner (SRO) for the Agency Infrastructure Programme.

Dr Franco Fiore was appointed the Head of General Services on 1 August 2020.

A former Italian Army Corps Engineer, from which he retired in 2004, Dr Fiore spent four years in the United States of America serving at the NATO Medium Extended Air Defense System Management Agency (NAMEADSMA) as a Sensor Simulation Engineer, and joined the NATO Consultation, Command and Control Agency (NC3A, a predecessor of the NCI Agency) in January 2005.

Since then, Dr Fiore has been the counter-improvised explosive device (C-IED) and counter-terrorism programme manager. Responsible for the Agency's C-IED portfolio, which handled projects worth over 50 million EUR, he delivered C-IED capabilities for the International Security Assistance Force (ISAF), the former NATO-led security mission in Afghanistan, and supports NATO Allied Command Transformation and Allied Command Operations in their counter-terrorism and C-IED activities, as well as the NATO Headquarters counter-terrorism technology section, under the Emerging Security Challenges division.

From July 2012 until December 2015, he worked for the Director of Service Strategy as his Executive Officer, dealing with numerous tasks, from business process, to asset management, to NSPA-NCI Agency partnering. From January 2016 until March 2016, he worked directly for the Director of Application Services dealing with internal process enhancement, business intake, workload/work capacity analysis and future resource planning.

From March 2016 until February 2018, he acted as the Service Support and Business Application Service Line Chief, accountable for the delivery of Business Application and logistic services to Agency and external customers.

In 2008, in recognition of his outstanding contribution to NATO and to the ISAF, he was awarded the prestigious NATO Meritorious Service Medal.

He has a Master's degree in Computer Engineering as well as one in Complex Electronic Systems. He also holds a post Master degree in Computer Engineering and Telecommunications.

He holds PRINCE 2 Project Management and Manage Successful Programmes (MSP) qualifications. In 2011-2012, he attended the third edition of the NATO Executive Development Programme (NEDP). From September 2016 to June 2017, he attended the first Achieving Leadership Excellence Programme.

Dr Fiore is the author of numerous papers, technical notes and articles in newspapers and magazines on counter-terrorism and C-IED as well as on Agile Software Engineering, speaks fluent English, German and Italian and has a good knowledge of Dutch.

Dr Fiore is married to Daniela and is the proud father of a 22 year old son, Alessandro.

The Hague, Netherlands  
Tel: +31 70 374 3300  
email: Franco.Fiore@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)