



## Interim Testimonial

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Ms. **Jaimie Aituayin Oduware**, born on July 26, 1987, joined the Commercial Information Technology Service Delivery Marketing Authorization, Marketing Authorization & Patient Safety department of Novartis Pharma AG as **Business Relationships Manager (BRM) Retina Cardio Metabolism & Established Medicines** on March 15, 2016.

Her main duties essentially included:

- Representing IT as the primary contact point for business areas (Global Retina Ophtha, Cardio & Established Medicines areas), developing technology strategies, managing budgets and forecasts, overseeing business portfolio and architecture
- Being in charge of demand and innovation management, as well as for assets delivery and maintenance
- Maximizing the business value of IT investments while understanding and anticipating customer needs, translating them into effective processes and technical solutions and driving change
- Handling the coordination of various internal and external resources and playing a critical role in delivering value-driven solutions
- Building strong relationships with stakeholders, evaluating project feasibility and scaling them across; serving as an escalation point for initiatives, adding value to business cases, providing consulting expertise, and leading solution visioning sessions including requirement gathering and rationalization

From December 1, 2017, she worked as **Service Delivery Expert Basel** in the US&I Marketing & Customer Engagement department.

Her main duties essentially included:

- As a Strategic Business Partner for Global Business Therapeutic Areas, driving and ensuring that Data Digital & IT global demand are captured from the business; collaborating with other cross-functions to ensure that the quality services are delivered as per agreed service descriptions
- Contributing to creating, evolving, and driving the organization's strategy, aligning objectives with technology strategy development, solution discovery, service, risk and relationship management
- Acting as the Global Product Line Lead and being responsible for maximizing its value and utilization
- Owning all technical aspects of the product lifecycle in close partnership with the Business Product Manager
- Developing the technical product roadmap, from ideation through development to adoption and value realization
- Identifying and prioritizing the features to build minimum viable products towards incrementally delivering maximum business value
- Representing the business and customer strategy within the Data Digital & IT organization to recommend and provide input into platform and product investments and roadmaps
- Managing the planning, design, development and delivery of system solutions, in alignment with design and architectural standards and business requirements



- Managing the design of system solutions in alignment with design and architectural standards, while meeting quality, performance, security and business requirements (all as per agreed SLAs)

Since March 1, 2022, she has worked as **Associate Director / Director Strategic Business Partner Global** in the Operations / Data Digital & IT Innovative Medicine / US&I Marketing & Customer Engagement department.

In this position, Ms. Oduware is fully integrated within the business franchises and therapeutic areas and well known as SPOC. She improves the 'ease of engagement' while driving business transformation programs enabled by technology and co-owns transformation outcomes. Furthermore, she successfully leads programs/projects with end-to-end accountability, localizable for CPOs, and proactively supports business partners and the IT peers in the CoE. Ms. Oduware also measures and drives the business value of transformation initiatives underpinned by programs, projects and products. She is accountable for the program, project and product delivery to the business and develops knowledge above silos across business functions while ensuring that the business accountabilities are executed.

With her full understanding of global business customers' needs and details on the account plan, she is able to undertake actions to support them while leveraging the Integrated Products Strategy dossier, digital strategy and brand/product business objectives.

Ms. Oduware is responsible for the Finance accountability to the business and helps the business understand their choices to manage technology costs. She partners with key countries in respect to their roadmaps, balancing global and local investments and business needs.

In addition, she assumes risk ownership for the investment and operations portfolio and acts as a key business partner for business continuity. She ensures that the journey to the technology transformation supports business objectives in a fast, simple and efficient way. Furthermore, she ensures that the SLAs are met for all IT services, collects customer feedback, identifies optimization areas, and identifies and manages risks related to IT services.

She also holds end-to-end accountability for business processes, integrates services horizontally across organizational units and manages interfaces between service delivery projects and third parties. Finally, she orchestrates multiple launches, manages the scheduling and deployment of IT solutions across multiple countries and functions, scales them and agrees on set KPIs.

**Her main duties essentially include:**

- Proactively shape the change portfolio and technology roadmap (3-5-year horizon); be fully accountable for creating account plans for each key brands/portfolio, determining the operational objectives and medium-term planning according to the long-term plans established by the DDIT strategy
- Identify and qualify new demand with overall responsibility for steering proposals through the early phases of approval; lead initiatives to identify opportunities, gather high-level requirements, perform high-level technology impact analysis, and work directly with customer teams to identify and develop business cases and obtain sponsorships
- Train, coach, supervise and collaborate with other SBP & key program/project leads locally and regionally and share best practices across the organization



- Identify and prioritize features to be delivered through the Product Backlog; ensure that the Development Team understands the items in the Product Backlog to the necessary level
- Contribute to and interpret the business and Data Digital & IT strategy to shape strategy and future direction for the Novartis business areas
- Serve as point of escalation; review and approve key issues and decisions
- Co-create the product vision and roadmap with the Business Product Owner
- Lead the delivery of programs/projects for the business, from initiation to operational handover, aligning with Centers of Excellence and other BEFs where needed

**Her additional tasks include:**

- Web and mobile platform product solution (patient & HCP portals focus): ambassador role for Global and EMEA
- Launch Excellence program support
- Keeping track of all key responsibilities in the business and IT within the company
- Developing and maintaining clear processes for third-party technology / SaaS platforms and requirements and responsibility for upscaling
- Leading a launch readiness and planning platform solution
- Acting as go-to person for the Digital Health Solutions team supporting the Ophtha, Cardio, Neuroscience businesses

**Special knowledge of current position:**

- SLAs
- Demand & Project tools
- ICE Methodology
- PPM Clarity
- IGM
- SOPs
- Miro
- Microsoft Office
- Jira
- CMS

Alongside her outstanding general knowledge, Ms. Oduware also possesses profound and comprehensive specialist skills that always enable her to independently and competently react to changes. From the outset she manages to carefully handle the extensive workload and bring about the best results thanks to her great expertise. Thanks to her skills, she independently, successfully and brilliantly implements demanding tasks. In addition, she is able to analyze and solve new problems exceptionally well. She distinguishes herself by clearly setting priorities and her pragmatic way of working. These exceptional skills allow her to significantly exceed the expectations and targets set for her on a regular basis. She excellently masters any issues by means of her positive attitude and practical experience and she manages to motivate other people involved to tackle central challenges.

Being an exceptionally dependable individual, Ms. Oduware works in an extremely careful and conscientious manner. Her level of commitment and motivation exceeds our expectations by far. Furthermore, her work is characterized by independence and responsibility. Even under very high pressure, she is able to master her field of work excellently.



Additionally, she carries out all jobs speedily, sensibly and assiduously, even in tough times. When confronted with new tasks, she recognizes the essential points right away and maintains a clear overview at all times.

We find Ms. Oduware's leadership skills and her strong assertiveness to be outstanding because she is able to win over her fellow colleagues for her ideas with ease across many departments and motivate them towards teamwork. She identifies herself completely with the managerial tasks assigned to her and tackles them independently, resolutely and actively. In doing so, she develops activity, creativity and self-initiative.

The diverse personal ideas and views of other team members are always appreciated by Ms. Oduware and she actively promotes exceptionally positive and targeted collaboration by adopting and implementing their suggestions. She consistently displays an exemplary attitude towards her managers, colleagues and clients.

This interim testimonial was issued at Ms. Oduware's request. We look forward to continued collaboration with her for a long time to come.

Basel, July 16, 2024

**Novartis Pharma AG**

DocuSigned by:  
*Perez Casesmeiro, Eva*  
74C57085B8A54DD...

Eva Perez Casesmeiro  
Head DDIT US&I Marketing & Customer Engagement

DocuSigned by:  
*Aparna Awasthi*  
C2E7A9B0E4A244F...

Aparna Awasthi  
H2R Services Expert