

Oscar Krane

EVENT PROGRAMME

Wednesday 7th & Thursday 8th October



EXCELLENCE IN
ENTERPRISE IT



EXCELLENCE IN BUSINESS
INTELLIGENCE AND
DATA MANAGEMENT



SAUNDERSON
HOUSE



Since March virtually everyone's digital transformation strategies have been turbo charged and the COVID-19 pandemic has shown that different ways of working can be put in place very quickly. The changing role of IT has not only changed how a company operates in terms of its staff but also with how the customer engages with the organisation. With remote working the new normal and more and more customers going online rather than into the stores even with restrictions being lifted, organisations need to use data in a different way.

However, it's not just the physical aspects of remote working, online usage, customer engagement and tracking which are the challenges, the pandemic has seen a risk in data theft / loss, cyber-attacks, identity thefts and various system hacks.

How do we increase the access of information whilst keeping it secure? How do we deliver digital transformation whilst ensuring that the cultural shift comes with it? How do we learn from the recent speed up in technology adoption to ensure that we don't repeat the same mistakes?

At the combined Excellence In Enterprise IT and Excellence In Business Intelligence & Data Management event we will look to answer these questions and many more facing IT leaders.

Topics to be discussed:

- BI • ITaaS • Big data • Security • AI and MI • Integration • Governance • Cloud adoption
- IoT and Analytics • Strategy development • Driving improvement through • Balancing function v accessibility • Operating models / methodologies • Improving the user-centric experience • Technologies – Cloud, Analytics, Mobile • Security / Business Service Management • The human element – It's not all about technology



Delta Hotels by Marriott
Timbold Drive
Kents Hill Park
Milton Keynes
MK7 6HL

WEDNESDAY 7TH OCTOBER

15:00 - 18:00 HOTEL CHECK-IN AND FREE TIME

19:00 - 20:30 REGISTRATION AND DRINKS RECEPTION

20:30 - 22:30 NETWORKING DINNER

THURSDAY 8TH OCTOBER

07:45 - 08:20 REGISTRATION, TEA, COFFEE & PASTRIES

08:20 - 08:30 CHAIR'S WELCOME AND OPENING REMARKS

08:30 - 09:00 DEVELOPING PROPOSITIONS FOR CUSTOMERS OF TODAY AND THE FUTURE



In this presentation I'll be sharing how my team work at John Lewis Partnership and are developing propositions for customers of today and the future. Also, how we are enhancing our customers lives through developing propositions that provide access to the very best and most relevant products and services with the quality and trust they expect from the John Lewis Partnership.

Today, only the customer can own their journey. That's why we put them at the heart of everything we do, from research and discovery to MVP and go-to-market decisions.

Set apart from the main business my team have the mandate to autonomously develop digitally led customer growth opportunities. Consequently, we can work at pace in multi-skilled teams to deliver propositions in a matter of months. In this presentation I'll also share some of the propositions to date that have been successful and some that haven't.

Chris Kempster, Data and Insights Lead



09:00 - 09:30 BUSINESS ENGAGED TECHNOLOGY TRANSFORMATION



One of the key reasons for IT existing is to enable organisations to operate more efficiently and keep up with ever-changing market demands. During this session you will be taken through some of the key reasons for, and benefits of, close business and IT relationships to deliver more successful and beneficial transformation programmes.

Nick Rosser, Head of Information Technology

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09:30 - 10:00

THE HUMAN ELEMENT - IT'S NOT ALL ABOUT TECHNOLOGY



During this presentation Adina will talk about how developing an Enterprise IT Strategy is not just about technology, there is a human element which has to be taken into account in order to ensure that the technology is fit for purpose.

Adina will give an overview of the work BAT has been doing to ensure that both human and technology work in tandem.

Adina Iliescu, Group Information Technology Manager



10:00 - 10:30

ENTERPRISE ARCHITECTURE - HELPING TO DO THE RIGHT THING



New technologies and delivery approaches accelerate the delivery of business value and open new opportunities building up on analytics and machine learning. At the same time regulatory pressures are increasing and Digital Ethics are emerging. A pattern-based approach to Enterprise Architecture can help organisations to create business value while Doing The Right Thing.

Norbert Eschle, Enterprise Data Architect



10:30 - 11:30

TEA, COFFEE & REFRESHMENTS BREAK

11:30 - 12:00

CASE STUDY PRESENTATION

12:00 - 12:30

FROM STONE AGE TO CURRENT TREND



What happens when you join an organisation with an outdated, fragmented IT infrastructure unfit for purpose?

Sri Muthukumar talks about his experiences joining drug and alcohol support charity WDP: rethinking the IT budgets, challenging the organisation's culture and implementing his forward-thinking vision for the future.

The presentation will cover WDP's transformation over the last 4 years including:

How it can now adapt to changing business requirements

Be in an optimum position to bid for contracts

Provide real time performance reporting, allow remote access to systems 24/7 with centralised solutions

Use technology to communicate with stakeholders and streamline cumbersome processes, help the environment reducing paper waste

Sri Muthukumar, Head of IT



12:30 - 13:00

BUSINESS INTELLIGENCE AS AN ENABLER FOR DIGITAL TRANSFORMATION AND EFFICIENCY



Install a new piece of software and you're guaranteed to get a pop up asking if you're happy for the developer to capture data about the product in order to help them improve it. The public sector and in particular the NHS has the capability to do this and often does, but how do we turn that data into tangible improvements across the Trust?

Questions to be discussed include:

How do we implement the mechanisms to capture the necessary information?

How do we interpret this information?

What more can be done?

What's next?

Jayne Flynn, *Associate Director of Business Intelligence & Information*



13:00 - 13:45

LUNCH

13:45 - 14:15

TEA, COFFEE & REFRESHMENTS BREAK

14:15 - 14:45

HAS DIGITAL AND CULTURAL TRANSFORMATION BEEN ACCELERATED BY ORGANISATIONAL RESILIENCE AGENDA AND RECENT "NEW NORMAL" CONDITIONS?



This presentation will look at examples from recent experiences where Machine Learning and Data Automation products have become pivotal given new Operational Resilience regulatory requirements and recent working from home conditions.

Santiago Castro, *Chief Data Officer*



14:45 - 15:15

CASE STUDY PRESENTATION

15:15 - 15:45

MANAGING ENTERPRISE ARCHITECTURE IN CLOUD ON-PREMISES MIXED ENVIRONMENT



In the rush to the cloud,

- Fail to factor-in the on-premises existing systems which still have the Business value and in most of the cases core business systems.
- Hence, adequate considerations around Application & Integration Architecture are not given.
- Pay too little attention to modernising Data Management

And, in a rush to adopt agile delivery methods,

- Fail to factor-in the existing resources and their strengths.
- Hence, adequate considerations around appropriateness of delivery Framework is not given.
- Cross-functional cross-platform design assurance begins to lose effectiveness.

There is a need to transform architecture to meet business needs in the agile world. Organisations need to think through strategies for maximizing the value of existing infrastructure investments while improving the ability to use emerging technologies to respond to rapidly changing needs.

The speaker will share his experience and provide tips on the methods he applied in **Managing Enterprise Architecture in Cloud on-premises mixed Environments**.

Rajen Haris Saraswati, *Enterprise Architect - Data & Integration*



15:45 - 16:30

TEA, COFFEE & REFRESHMENTS BREAK

16:30 - 17:00

THE RISKS OF THE DIGITAL AGE



Nick Ioannou, contributing author of *Conquer the Web: The Ultimate Cybersecurity Guide* is giving a talk on his five chapters in the book about the **THE RISKS OF THE DIGITAL AGE**, covering:

- Data Collection
- Data Protection and Legislation
- Countering Social Engineering
- Banking, Apps and Passwords
- Minimising your Cyber Profile

Nick Ioannou is an IT professional, blogger and cybersecurity author, with over 20+ years' corporate experience, including 17 years using cloud/hosted software as a service (SaaS) systems. As an early adopter of cloud systems, including the first iteration of Office 365, he has been paying for the privilege of bug testing them ever since. He started blogging in 2012 on free IT resources (www.boolean.co.uk) currently with over 500+ posts.

Author of 'Internet Security Fundamentals', 'A Practical Guide to Cyber Security for Small Businesses' and 'A Practical Guide to GDPR for Small Businesses' as well as contributing author to three 'Managing Cybersecurity Risk' books and 'Conquer The Web' by Legend Business Books.

Nick Ioannou, *Head of IT*



17:00 - 17:30

DATA STANDARDS AND HOW THEY SUPPORT INTEROPERABILITY



The subject of standards implementation is frequently put in the 'too hard' basket especially with all the other competing priorities in relation to IT investment. It is important to understand the fundamental benefits realisation including patient safety, efficiencies and interoperability leading to data sharing. In this presentation I will seek to address some of those areas and hopefully encourage end users to move standards implementation up the priority list for developments and investment.

Kathy Farndon, Vice President (Elect)



17:30 - 18:00

UNDERSTAND AND USING DATA



Rob Allen will talk about how Triumph Motorcycles gathers data and uses it to improve the customer experience and the efficiency of the organisation including the management of IT itself.

Rob Allen, Director of IT



18:00 - 18:10

CHAIR'S CLOSING REMARKS AND EVENT FINISH
