

Oscar Krane

EVENT PROGRAMME

Wednesday 7th - Thursday 8th October



EXCELLENCE IN
ENTERPRISE IT



SAUNDERSON
HOUSE



The way in which companies set and manage an IT strategy has drastically changed in recent years and it seems as quickly as plans are set, they become obsolete. Data and information flows at a rapidly increasing speed, technology keeps evolving and the needs of customers and end users changes whilst the cyber security threats feel like a grim reaper hovering in the background.

How people work and the way in which information is accessed has moved on. People need and expect instant access to information, they expect to be able to view information and work the same way they do in the office wherever they are. However, the easier the access for genuine users the easier it is for data and information breaches to occur. Companies are adopting different methodologies and operating models, having to deal with legacy systems, whilst ensuring that the IT element stays current.

On top of all this, device management is a separate minefield with technological uptake increasing and the challenges around how users interact with the devices and how companies ensure the devices are safe when they are out in the field.

So, the question is how? How does Enterprise IT ensure that it is all things to all people? How do you balance the human element when it comes to Enterprise IT Strategy? This event will bring together everyone in the development and implementation of Enterprise IT strategies.

Topics to be discussed:

- ITaaS • AI and MI • IT governance • Cloud v onsite • Capability optimisation • Enterprise cloud adoption
- Operating models - API, IoT, XaaS • Methodologies – Agile, DevOps, CI/ID • Operating as a service-based business • Improving the user-centric experience • Technologies – Cloud, Analytics, Mobile • Security / Business Service Management • When models clash – traditional v digital • Enabling legacy to digital transformation
- Integrating applications, data and services • The human element – It's not all about technology • Balancing between function of technology and user accessibility



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, 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

TECHNOLOGY AND ENTERPRISE EQ



One of Einstein's famous quotes "It has become appallingly obvious that our technology has exceeded our humanity." can still be used to summarise current concerns, when considering the future implications of technology. But what happens when Enterprises do get impacted or commit to technology transformation, how do they grow their humanity (EQ) in the process? And could this turn into a virtuous cycle?

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

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 RISKS OF THE DIGITAL AGE, covering:

Data Collection

Data Protection and Legislation

Social Engineering

Banking, Apps and Passwords

Minimising your Cyber Profile

Nick Ioannou, *Head of IT*



14:45 - 15:15

CASE STUDY PRESENTATION

15:15 - 15:45

THE CHALLENGES FACING STEM AND THE ARTS IN HIGHER EDUCATION



In comparison to most industries, Universities have a unique factor that they need to consider. Our Students are now our paying customers, who rightly have high expectations, they are incredibly tech savvy staying up to date with all the latest software versions and technologies. Unlike traditional academic courses, which simply need standard desktop machines or Wi-fi networks, specialist areas require something far more specific which creates a dynamic problem. For STEM and the Arts there is the need for machines with powerful processors, high-end graphics cards, different operating systems and Apple OS machines. All of this comes at a price and how does a 21st century University balance the rapidly changing technologies and student expectations with financial planning, infrastructure constraints and IT security, and can we keep up with the students?

Gary Anderson, *Technical Services Manager*



15:45 - 16:30

TEA, COFFEE & REFRESHMENTS BREAK

16:30 - 17:00

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 and 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)*



17:00 - 17:30

UNDERSTANDING AND USING DATA



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

Rob Allen, *Director of IT*



17:30 - 17:45

CHAIR'S CLOSING REMARKS AND EVENT FINISH
