Since March 2020 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?

The Excellence In Enterprise IT event brings together individuals involved in all aspects of IT from across both the public and private sectors to share their experiences and challenges.

Topics to be discussed include:
- BI
- ITaaS
- Big data
- Security
- AI and MI
- Integration
- Governance
- Cloud adoption
- IoT and Analytics
- Strategy development
- Driving improvement through
- Balancing function
- 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

---

**WEDNESDAY 24TH APRIL**

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

**18:45 – 19:30**
REGISTRATION AND DRINKS RECEPTION

**19:30 – 22:00**
NETWORKING DINNER
07:45 – 08:20  REGISTRATION, TEA, COFFEE & PASTRIES

08:20 – 08:30  CHAIR’S WELCOME AND OPENING REMARKS

08:30 – 09:00  BUILDING THE WORLD’S FIRST AI-NATIVE RETAIL UNICORN

During this presentation Qaiser will discuss the role AI is taking in delivering improvement within ASDA and what lies ahead with this technology.

Qaiser Mazhar, Principal Strategy Manager

09:00 – 09:30  CYBERSECURITY THREATS DON’T CARE ABOUT YOUR BUSINESS CONTINUITY PLANS

Mark is a customer facing Technologist, currently leading the WEUR Sales Engineering team at Rubrik. Having worked in technology for over 20 years both on the customer side in support, service delivery and as an IT manager, and on the vendor side in senior customer facing, business focused technology positions. Mark looks to provide real insight to the challenges customers face, which enables the ability to provide a business and organisational focus delivered with the goals and outcomes viewed from the perspective of the customer.

Paul Mallon, Solutions Engineering Manager, Major Accounts

09:30 – 10:00  SEAMLESS BUT SECURE: THE DEMANDS ON ENTERPRISE IT IN AN EVER-CHANGING WORLD

Business, as we know it, has changed almost beyond recognition over the last few decades, shifting from physical to digital, planned to instant, one size fits all to hyper-personalised. Customers & employees have previously unimaginable levels of flexibility to make transactions, and access services from anywhere in the world, any time of day, with brands competing to offer frictionless experiences. Supporting this constantly evolving landscape is a mammoth task for IT & Security teams. This talk will delve into the latest data on cyber-attacks & the real cost to the businesses affected, and consider how the primary threat vectors can be mitigated without compromising on user experience.

Ceri Tinine, Principal Strategy Manager
10:00 – 10:30  FUTURE-PROOFING CYBERSECURITY: AI’S IMPACT ON IDENTITY AND IT SECURITY

In this presentation we are going to explore how AI is revolutionizing cybersecurity. It delves into AI’s role in enhancing identity management and IT security, providing advanced solutions for detecting and responding to threats more efficiently. The document emphasizes the importance of integrating AI technologies to stay ahead of increasingly sophisticated cyber threats, ensuring robust protection for digital identities and IT infrastructures.

Ray Manash, Lead – Business Development

10:30 – 11:30  TEA, COFFEE & NETWORKING BREAK

11:30 – 12:00  GENAI BOTS THAT MAKE SECURITY TEAMS 10X MORE PRODUCTIVE

GenAI is poised to become an integral part of everything Cyber Security Teams do everyday and it has the potential to increase productivity 10 fold. In this session Dinis will explore the latest innovations and show real world examples of how this technology can be used and implemented by security teams. He will also talk about the practicalities of using this technology as well as why this is the time to embrace the opportunities IT presents.

Dinis Cruz, Former Chief Information Security Officer

12:00 – 12:30  LEGACY APPLICATIONS...WHY ARE COMPANIES STILL HOLDING ONTO THEM?

A large amount of legacy applications hold onto legacy data and is costing more money on maintenance and licence costs, but what is the solution?

IAM Processes and procedures are still very manual and broken which is leaving businesses at risk of accounts being compromised and also higher risks of access to company data and user data.

Amardeep will talk about his experience in this area and how The Guardian is addressing these challenges.

Amardeep Ginday, IDAM Business Analyst
Advances in the past 12 months within Artificial Intelligence, and specifically Generative AI, represent some of the most transformative developments in technology for decades. Organisations that can successfully integrate AI into their key processes and services will significantly accelerate their progress and could truly transform not just their IT but their business overall.

However, these technologies do not come without risks – both technical and operational. If you get it wrong, the reputational risk is significant.

In our presentation, we will bring to life some of the amazing things AI is making possible and what it can do for your organisation. More importantly, we’ll focus on the technical foundations and prerequisites required to use AI safely, securely and at scale. We will also touch on the operating model implications with the emergence of the AI Centre of Excellence and the role that this should play in your adoption of AI.

Alex Hammond, Partner
AI in cyber security represents both a potent tool and a formidable challenge. On one hand, AI technologies are revolutionising cyber security practices, providing advanced solutions to protect against sophisticated cyber threats. They enable real-time threat detection, automate responses to security incidents, and enhance data protection mechanisms. Through machine learning algorithms, AI can analyse patterns, recognise anomalies, and predict potential vulnerabilities, thereby fortifying defences against ever-evolving cyber-attacks.

Conversely, the same capabilities make AI a powerful instrument for cybercriminals. AI can be used to develop more complex malware, automate phishing attacks, and bypass traditional security measures with alarming efficiency. This dual-edged nature of AI in cyber security underscores a critical balance – leveraging AI for protective measures while safeguarding against its misuse.

Jon Cosson will attempt to address this dichotomy, examining the advancements in AI, along with the collaborative efforts across the cyber security community. Through exploring the deployment of comprehensive strategies, technologies, frameworks, and governance he will describe how organisations can harness AI's full potential as a cure rather than a cause of cyber security challenges.

---

**14:15 – 14:45**

**AI: THE DOUBLE-EDGED SWORD – CYBER SECURITY’S BEST ALLY OR GREATEST FOE?**

---

**Jon Cosson, Chief Information Security Officer & Head of IT**

---

**INDUSTRIAL OPERATIONS – CYBER SECURITY EXCELLENCE**

---

I will be discussing how Cyber Security challenges in the Operational Technology space are different to that in Enterprise. What do we do with legacy mechanical and robotic equipment that cannot be readily patched and updated. Is it possible to take Cyber Security learnings and principles from the Enterprise IT domain and apply them in a Manufacturing environment. I will discuss what capabilities need to be considered, what Cyber Security Controls need to be applied, the use of network segmentation and the absolute importance in having a Security Operations Centre (SOC) dedicated to provide Threat Detection, Vulnerability Management and Incident Reporting.

**Adrian Creek, Lead Enterprise Security Architect**
15:15 – 15:45

DIGITAL TRANSFORMATION & AUTOMATION WITH THE LATEST TECHNOLOGY IN HARDWARE AND SOFTWARE

A showcase in the latest Digital Transformation technology from Scan-Optics & PFU A Ricoh Company; An in-depth look at the newest cutting-edge technology in Hardware and Intelligent Data Capture Software. And how these Digital Transformation solutions can help automate near any paper or digital process enabling the availability of important business documents anywhere at any time.

Ben Moralee, Business Development Director
Matt Smith, Channel Development Manager

15:45 – 16:30

TEA, COFFEE & NETWORKING BREAK

16:30 – 17:00

NAVIGATING CYBERSECURITY IN THE DIGITAL TRANSFORMATION LANDSCAPE

This presentation explores maintaining robust cybersecurity during digital transformations. Key points include:

- **Cyber Threat Landscape Expansion**: Highlights the broadened risk from digital transformations, with increased vulnerabilities from various cyber threats.

- **Security Maturity Model**: Discusses steps for enhancing cybersecurity, such as adopting a new security mindset and continuous innovation.

- **Emerging Technologies Impact**: Evaluates how AI, machine learning, and cloud technologies affect security, emphasizing the need for integrated security measures.

- **Security Awareness**: Stresses the importance of a security-aware culture where all employees actively participate in defending against cyber threats.

Milos Pesic, Group Chief Information Security Officer

Acce//eron
Over the last decade as many organisations have accelerated their Digital Transformations and the adoption of Agile ways of working, the role and relevance of the Architecture Practice has been under debate. Vijay will share his thoughts and opinions on that debate in the context of his previous roles and more specifically on how his thoughts have evolved during his time in his current role at SIS. Along with the CTO, Vijay was a key member of the team driving forward SIS’ Delivery Transformation, adoption of Agile Practices using the SAFe framework and alignment to Product Management principles. Vijay will articulate how Architecture was a key stakeholder in ensuring the transformation’s success.

Vijay Gosai, Chief Architect