

Oscar Krane

WE ARE ENGAGEMENT

EVENT PROGRAMME

Wednesday 5th & Thursday 6th November



EXCELLENCE IN
DIGITAL
TRANSFORMATION



Improving processes through the use of technology is not a new concept, but what it entails is often misunderstood when people and organisations talk about Digital Transformation. Both often assume that this improvement lies solely with the IT / Digital departments, but it requires every part to work together. The processes themselves are often underpinned by technology but it requires a cultural shift and an organisation wide change to truly achieve digital transformation.

When it comes to the technical challenges facing organisations looking to undertake digital transformation there are many. With remote working there are inherent cyber security risks, this is in addition to daily hacking threats which are getting more and more advanced. In addition to this IT departments are grappling with the On Premise vs. Cloud debate and looking at the better use of data and business intelligence to drive through improvements. These are just some of the areas digital transformation touches on, but as we know it generally touches upon almost all.

Typically digital transformation is the digitalisation of non-digital aspects of an organisation, but it is also about improving existing areas of digital which are often overlooked and forgotten. Alongside this many organisations are at different stages of their journey. With no one size fits all solution some organisations are left with more questions than answers.

At Excellence In Digital Transformation we will look to help answer some of these questions and give everyone in attendance an environment to share ideas and challenges to enable everyone to fulfill their digital transformation destiny.

Topics to be discussed include:

- Talent Shortages
- AI & Ethical Concerns
- Cost & ROI Uncertainty
- Customer Expectations
- Data Silos & Data Quality
- Scalability & Interoperability
- Cybersecurity & Privacy Risks
- Legacy Systems & Technical Debt
- Regulatory & Compliance Pressure
- Cultural Resistance & Change Management

WEDNESDAY 5TH NOVEMBER

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

18:45 - 19:30 REGISTRATION AND DRINKS RECEPTION

19:30 - 22:00 NETWORKING DINNER



DoubleTree By Hilton
Oxford Belfry Hotel & Spa
Milton Common,
Thame, OX9 2JW

THURSDAY 6TH NOVEMBER

08:15 – 08:50 **REGISTRATION, TEA, COFFEE & PASTRIES**

08:50 – 09:00 **CHAIR'S WELCOME AND OPENING REMARKS**



Kathryn Rees, *Executive Director Corporate and Support Services*



09:00 – 09:30 **STRATEGY FOR BREAKFAST**



A look at the relevance in 2025 of Peter Druker's renowned quote "Culture eats strategy for breakfast".

In this session Stephen will consider whether culture remains the predominant barrier to the realisation of our strategies, how the digitisation agenda and associated innovation are impacting this, and some leadership actions we can all take to ensure a more balanced meal.

Stephen Lugg, *Chief Information Officer*



09:30 – 09:55

HOW AI IS RESHAPING THE FUTURE OF WORK



Artificial Intelligence is no longer a back-office experiment – it is actively reshaping how work gets done. From personalising remote collaboration to accelerating decision-making and powering continuous learning, AI is changing the way organisations operate. But technology on its own is not the answer. The future belongs to leaders who can balance AI adoption with the human skills machines cannot replicate: trust, creativity, emotional intelligence, and cultural leadership.

In this Giles Lindsay, CIO of Lif3away and author of *The Adaptive Leader*, will share how AI is transforming the future of work and what this means for leadership. Drawing on real-world examples, he will explore three major shifts already underway – hybrid work, decentralised decision-making, and lifelong learning – and show how leaders can respond with adaptability and resilience. He will also introduce the CLEAR Model® (Culture, Leadership, Execution, Adaptability, Responsiveness), a practical framework for embedding AI responsibly while driving digital transformation.

The session will conclude with insights from Lif3away's own AI-first approach, highlighting how trust, ethics, and customer value remain central to its digital transformation journey.

Giles Lindsay, *Group Chief Information Officer*



10:00 – 10:30

CASE STUDY PRESENTATION

10:30 – 11:30

TEA, COFFEE & NETWORKING BREAK

11:30 – 12:00

FROM ASSUMPTIONS TO INSIGHTS: HUMAN-CENTRED DIGITAL CHANGE IN PARLIAMENT



In a complex public-sector environment like Parliament, understanding the real needs of users is critical to successful digital transformation. This session explores how a process of continual Member discovery has helped uncover the diverse and evolving needs of Members of Parliament and their staff – enabling more human-centred, insight-led change. We'll share how proactive insights gathering, especially following a major influx of new MPs, has helped shape more effective digital services and change approaches.

Join us to learn why keeping user insights current and accessible is essential, how insights-gathering and transformational change approaches depend on each other, and how using them together to inform change can reduce risk, deliver value for money, and bring people with you on the journey.

Jenny Radcliffe, *Head of Transformational Change*
Sam Sergeant, *Head of Insights*



12:00 – 12:30

STRATEGIC IMPERATIVES FROM THE BOARDROOM



- Why Digital Transformation Still Matters – Cutting through the hype to the real drivers of value
- What the Board Needs to Know – The critical questions non-executive directors should be asking
- Lessons from the Past – What worked, what didn't, and why
- What's Working Now – From AI adoption to digitised operating models: practical, board-level insights
- Governance and Risk – Navigating the balance between innovation and oversight

David Germain, *Former Group Chief Information Officer*



12:30 – 13:00

CASE STUDY PRESENTATION

13:00 – 13:45

LUNCH

13:45 – 14:15

TEA, COFFEE & NETWORKING BREAK

14:15 – 14:45

WHAT ROLE DOES CHANGE HAVE TO PLAY IN LOCAL GOVERNMENT REFORM



With the announcement of local government reform the very foundations of Local Government are changing as we speak. New organisations mean new structures and new ways of doing things.

Changing the way the organisation operates and is managed on a day to day basis will play an important role as the new look Local Government emerges.

This presentation will discuss the Digital impacts of these changes which Buckinghamshire Council has seen and show what other organisations can learn from this.

Peter Parfitt, Head of Digital



14:45 – 15:10

WHEN DOES A SHINY SYSTEM BECOME TAINTED OR RUSTY



The number of organisations that spend millions of pounds on new applications to drive efficiency's only to find the systems haven't delivered what they wanted or within a short time become a hindrance.

Adam Huselbee, Assistant Director – Data & Technology



15:15 – 15:45

CASE STUDY PRESENTATION

15:45 – 16:30

TEA, COFFEE & NETWORKING BREAK

16:30 – 17:00

A DIGITAL HEALTH CARE APPROACH TO IMPROVING OUTCOMES IN CARE AT THE END-OF-LIFE



Care at the end of life is fragmented and attended avoidable urgent admissions and death-in-hospital.

We have integrated data from multiple providers, applied statically valid methods to define variables that risk stratifies large populations for their mortality risk with high performance accuracy, using mixed robotic process and machine learning methods.

The outcomes, termed the “e-surprise question”, are presented to clinicians as a decision support aid, for their clinical judgment, which we have shown further enhances performance metrics by pre and post Bayesian probability adjustment.

From that point, robotic process assessment, drives the completion of the required end-of-life care processes to end-of-life registration.

This complete system is thus a digitised care pathway, promoting earlier identification and proactive care planning.

We have demonstrated that: end-of-life registration rates improve, urgent care events and death-in – hospital rates fall, and hospital bed days are saved.

Baldev Singh, *Clinical Director of IT*



17:00 – 17:30

CHANGE WITHIN THE NPCC AND WIDER POLICING



Nikki Butt, *Senior Organisational Development and Change Manager*



17:30 – 17:40

CHAIR'S CLOSING REMARKS AND EVENT FINISH
