



CHARITY IT LEADERS **CONFERENCE 2019**

9 -11 October 2019

IN PARTNERSHIP WITH OUR PLATINUM SPONSORS

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We are Charity IT Leaders

We facilitate professional networking, share expert knowledge and support the development of the current and future generations of technology champions and leaders. We do this to help charities unlock the potential of data, digital and technology, enabling them to transform their organisations and the sector.

We operate parts of the conference under the Chatham House Rule, participants are free to use the information received, but neither the identity nor the affiliation of the speaker(s), nor that of any other participant, may be revealed.

Charity IT Leaders is committed to providing a safe environment for all its conference delegates, sponsors, speakers, staff and guests. Discrimination or harassment on any ground, including sexual harassment will not be tolerated. If any attendee feels they have been subject to any discrimination or harassment, they are urged to report this to the Chair or any trustee of Charity IT Leaders as soon as possible. All disclosures will be fully investigated and treated in a confidential and supportive manner.



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Agenda



Pre-Event

Wednesday 9 October

19:00 - 20:00	Pre-dinner members' drinks	Silverstone Bar
20:00 - 22:00	Members' dinner	The Courtyard

Main Event

Thursday 10 October

7:00	Breakfast	Aston's Restaurant
8:30 - 9:30	Registration	Orangery
9:30 - 9:45	Chair's welcome and introduction	Dan Hall Pavilion
9:45 - 10:30	Opening keynote: How to survive an AI winter	James Luke Pavilion
10:30 - 11:00	Networking break with refreshments	Orangery
11:00 - 11:10	An introduction to NCSC	Cub L Pavilion
11:10 - 12:00	Meet the suppliers	Pavilion
12:00 - 12:30	Out of the fire...	Sarah Winmill Pavilion
12:30 - 13:30	Networking break with lunch	Orangery

13:30 - 14:15	How to think like a start-up	Avril Chester	Pavilion
14:15 - 15:00	Robotic Process Automation case study	Vince Grattrick	Pavilion
15:00 - 15:30	Networking break with refreshments		Orangery
15:30 - 16:15	Building trust and conflict in a technical team	Elizabeth O'Neill	Pavilion
16:15 - 17:00	Data driven business transformation	Caroline Carruthers	Pavilion
19:00 - 19:45	Pre-dinner drinks reception Sponsored by Adapta		Bentley's Lounge
19:45	Gala dinner Sponsored by Databarracks		Grand Prix Suite

Friday 11 October

7:00	Breakfast		Aston's Restaurant
9:00 - 9:30	Annual General Meeting		Pavilion
9:30 - 10:15	LEADing the way in BT TV & Broadband	Jérôme Tassel	Pavilion
10:15 - 10:45	Networking break with refreshments		Orangery
10:45 - 11:05	Tech enabled change	Darren Hurst	Pavilion
11:05 - 12:15	CIO panel and debate Chaired by Laura Dawson	CIO Group	Pavilion
12:15 - 13:15	Networking break with lunch		Orangery

13:15 - 13:45	What I've seen and why you need it	Martin Campbell	Pavilion
13:45 - 14:30	Closing keynote: How to be brilliant	Michael Heppell	Pavilion
14:30 - 14:45	Closing remarks and prize draws	Dan Hall	Pavilion
14:45	Close		

Business Analysis Track

Thursday 10 October

7:00	Breakfast		Aston's Restaurant
8:30 - 9:30	Registration		Orangery
9:30 - 9:45	Chair's welcome and introduction	Dan Hall	Pavilion
9:45 - 10:30	Opening keynote: How to survive an AI winter	James Luke	Pavilion
10:30 - 11:00	Networking break with refreshments		Orangery
11:00 - 11:45	How to facilitate a workshop	Ian Phillips	Orchid Room
11:45 - 12:30	What is the role of a BA and how do you explain it to the board?	Jess Sass	Orchid Room
12:30 - 13:30	Networking break with lunch		Orangery

13:30 - 14:15	How to think like a start-up	Avril Chester	Pavilion
14:15 - 15:00	What is data and why would a BA care?	Chris Kearns	Orchid Room
15:00 - 15:30	Networking break with refreshments		Orangery
15:30 - 16:15	Perfect your negotiation skills	Paul Duckworth	Orchid Room
16:15 - 17:00	Data driven business transformation	Caroline Carruthers	Pavilion
19:00 - 19:45	Pre-dinner drinks reception Sponsored by Adapta		Bentley's Lounge
19:45	Gala dinner Sponsored by Databarracks		Grand Prix Suite

Service Management Track

Friday 11 October

7:00	Breakfast		Aston's Restaurant
9:00 - 9:30	Annual General Meeting		Pavilion
9:30 - 10:15	Service transition	James Didsbury	Orchid Room
10:15 - 10:45	Networking break with refreshments		Orangery
10:45 - 11:05	Product vs. service panel and debate	Service Management Group	Orchid Room

11:05 - 12:15	Service management in a cloud world	Nick Martin	Orchid Room
12:15 - 13:15	Networking break with lunch		Orangery
13:15 - 13:45	ITIL 4 vs. DevOps panel and debate	Dax Grant & Kate Hamblin	Orchid Room
13:45 - 14:30	Closing keynote: How to be brilliant	Michael Heppell	Pavilion
14:30 - 14:45	Closing remarks and prize draws	Dan Hall	Pavilion
14:45	Close		

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Welcome



A very warm welcome to the 2019 Charity IT Leaders Conference.

This is our biggest conference yet, and I am very proud of all the work, time and commitment the committee have put in to pull together such a fantastic agenda. At the time of writing, we have 96 delegates – our largest number of delegates ever!

We have a great set of speakers and workshops planned. The range of topics is quite broad, and again we have focused on finding experts from both the wider world and within the charity space. The agenda also enables loads of time for questions, conversations, networking and even to use the spa and gym facilities here at Whittlebury Hall..

We are also delighted to bring together a diverse, interesting and committed group of sponsors. We spend lots of time looking for sponsors who we feel will be relevant and beneficial to our members. Please visit them and chat with them in the exhibition space. Sponsors are the main income stream for our charity, and without them, we wouldn't exist. They also offer many exciting opportunities outside of our main sponsorship packages so I hope you strike up some interesting conversations.

As a trustee and the current Chair, I am always wondering if we are still relevant? The market for events and conferences is very crowded; do we still have a place, and what is that place?

I believe that we are still relevant and important to our members. Our place stems from our uniqueness; we are one of the only groups run by the members and as Chair I will also get so much from these two days; knowledge and connections that I will take back to work. We create safe spaces for conversation and thought-sharing and

problem-solving.

As you may know, in April 2019 we appointed Tree Hall as our Business Manager. Her impact in the first five months has been brilliant. She has assembled our sponsors, launched a new annual sponsorship package, and started down the road of member engagement. Her focus over the next year will be on member engagement and how we can build our network. Please talk with her at conference and afterwards – she will help us take your ideas for Charity IT Leaders and make them happen. This is YOUR organisation, so make sure you have YOUR say.

Some of you will have noticed that I am standing for election at the AGM on Friday. I first stood for the role of Chair in 2017 for a 3-year term. Each year a third of our trustees stand down. To ensure we stick to this requirement, I have agreed to stand down a year early and plan to stand for re-election. However, I am only standing for one more year, and next year I will hand over the reins to someone else, someone who I hope is reading this now. Turn to page 14 to find out about being a trustee.

On the subject of trustees, Rahul Chauhan and Gerard McGovern have both decided to step down from the board. I would like to thank them both for all the work they have done and time they have given and I hope we can welcome you back again soon.

Have a great conference, and I look forward to catching up with as many of you as possible over the next two days.


Dan
Chair of Trustees

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Practicalities



Registration desk

We will have a manned conference desk in the Orangery. Please come here if you have any questions. Amy Ehlas will be on site for the whole of the conference and is the first point of contact.

Check in

Wednesday: you can check in at the hotel reception desk. Rooms are available from 15:00.

Thursday: prior to 10:00, please head straight to the Orangery/Pavilion, this is a separate building to the main hotel. You can drop off your bags in the Orchid Room here and the hotel will offer a porter service to put bags into your rooms. Then you can check in to your room at the hotel any time after 15:00.

Check out is by 11:00.

Your room fee is covered by your registration fee, but you will need to pay for any incidentals. If you want to charge these to your room, you will need to go to the hotel reception to set this up. From 23:00 you will only be able to charge drinks to your room, and only then if you have set this up.

If you wish to book a taxi to share for your return journey to the train station a sign-up sheet will be available at the conference desk. Requests will only be permitted until 11:00 on Friday 11th October.

Gala dinner

Please check the seating plan, and no throwing bread rolls. Please let the waiting staff know about any pre-notified dietary

requirements. Note only those who have registered for the dinner in advance will be permitted a seat.

Parking / taxi drop-off

Parking is available at the Orangery/Pavilion or in the main hotel car park. We recommend that you park at the Orangery/Pavilion or get dropped here if arriving Thursday morning. Access will be signposted.

Passport Prize

Within your delegate pack, you will find a passport prize sheet. Visit as many sponsors as possible to gain stamps. Complete your sheet and enter your passport to be entered into the prize draw to win a special prize!

Please note that fully completed prize passports only can be entered and must be handed in to the conference desk before 13:15 on Friday 11th October.

Wi-Fi

Wi-Fi at the venue is fibre optic and no password is required as this is tap and go. If any problems please speak to admin at the registration desk.

Next Year's Conference

We are always looking for new and exciting ideas for future conferences. Do you have any suggestions? What would you like to see from our conference? Please grab Matt, Dan or Laura during the conference or email ideas to conference@charityitleaders.org.uk.

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The Committee



How the Committee works

As a Charity Incorporated Organisation (CIO), we are led and managed by a Board of Trustees or Committee as we tend to call it.

Each trustee stands for a three year term with at least a third of our trustees being elected every year.

Legally we have three roles of office we must fill; Chair, Treasurer and Secretary. Details of these roles are below. We then have additional trustees who have a more open portfolio.

We expect all trustees to take on a "role" on the board or share the responsibility with another trustee. The key roles we have are:

- **Events** (co-ordinates the quarterly meeting and other events)
- **Conference** (leads on the organisation of our annual conference)
- **Communication** (leads on the communication strategy for the organisation)
- **Strategy** (leads on setting the strategy for our organisation)
- **Corporate Liaison** (the link between Charity IT Leaders and external organisations)



Dan Hall, Chair

Director of IT Services
Girls' Day School Trust



Gerard McGovern, Secretary

Charity IT Leaders



Bill Griggs, Treasurer

IT Director
The Children's Society



Adam Lennon, Trustee

Chief Information Officer
Unicef UK



Chris Callaghan, Trustee

Site Reliability Engineering Manager
Royal Society of Chemistry



Danny Attias, Trustee

Chief Information Officer
Anthony Nolan Trust



Elsbeth Sully, Trustee

Director of Digital, Tech. & Data
Scope



Jane Deal, Trustee

IT Director
Law Society



Laura Dawson, Trustee

Director, Data & Technology Services
LSE



Matt Jago, Trustee

Head of Infrastructure & Bus. Apps
Sightsavers



Nick Napier, Trustee

Charity IT Leaders



Phil Durbin, Trustee

Charity IT Leaders

Get involved

Having a committed, experienced and diverse Committee is essential for ensuring that our community continues to be relevant for our members and the best it can be.

Being a trustee brings great benefits with it too, including an expanded professional network, direct board experience and a chance to develop your skill set in areas such as governance, strategy, marketing, communications supplier management and finance.

This year, we are electing the posts of Chair and Secretary and we strongly encourage you to put yourself forward for one of these roles or to stand as a generalist trustee.

If you wish to be nominated for a post, or would like more information about what the role involves, as well as what benefits it can bring to your professional status, please do contact one of the post holders above who will be happy to chat with you.

How much work is there?

The Committee meet at the following times:

- four times a year before the quarterly meetings
- one day per year for an “away day”
- once a month for a conference call

Along with this, you will also need to put in a couple of hours a month reading papers and preparing for meetings. You may also have some short additional calls as part of your other roles e.g. 30 minute monthly planning call for conference organisation (this becomes more frequent as we get closer to the conference).

Trustee roles and responsibilities

All trustees must:

1. Ensure Charity IT Leaders is carrying out its purpose for the public benefit
2. Comply with Charity IT Leaders governance policies, procedures and the Trustee Code of Conduct
3. Act in the best interests of Charity IT Leaders
4. Ensure we manage Charity IT Leaders resources responsibly
5. Ensure Charity IT Leaders is accountable
6. Encourage the retention and attraction of members to the CIO through public activities
7. Contribute to the regular newsletter sent out on behalf of the trustees
8. Host the occasional Topical Event
9. Assist the Chair in the development and upholding of the CIO's constitution
10. Support the Chair, Secretary and Treasurer in the timely execution of their duties
11. Attend all Trustee meetings
12. Take on additional Trustee responsibilities.
13. Ensure that the group is aware of, and supportive of trends and changes in ICT and in charities, so that members can be prepared and take advantage of those changes to the benefit of the charity they work for and for their professional community
14. Membership of sub-committees or groups

15. Act as a spokesperson and ambassador for the CIO with the outside world, particularly with IT suppliers, other pertinent professional bodies, other charities, and the media etc.

There are three roles with additional responsibilities:

Chair

1. Provides direction and leadership to the CIO – so that it meets its aims and objects consistent with the preferences and priorities of its members
2. Works with the other Officers to support and drive forward the CIO's aims, and supports them in the timely execution of their duties
3. Develops and defends the CIO's constitution
4. Acts as a focus and arbiter for internal group communication and contributes to the regular newsletter sent out on behalf of the trustees
5. Acts as Chair at official meetings of the CIO, including the Annual Conference and the Annual General Meeting, delegating the role where appropriate to another
6. Leads and coordinates the officers of the Charity IT Leaders so that planning and enabling work for the CIO (and its subgroups) proceeds effectively
7. Reports to the annual general meeting of the CIO on the activities of the previous year and the challenges faced by members and the CIO
8. Working with the Treasurer, sets the budget annually

Secretary

1. Has overall responsibility for maintaining the Membership of the CIO
2. Ensures compliance with Charity Commission and ICO rules and requirements
3. Assists the Communications Officer by with publicising the CIO whenever possible (for example, at appropriate events)
4. Assists the Chair in the development and upholding of the CIO's constitution
5. Works with the other Officers to support and drive forward the CIO's aims, and supports them in the timely execution of their duties
6. Line manages the appointed administrator in the a) conduct of membership duties for the CIO, and b) preparing of agendas and production of minutes of Trustee meetings and conference calls
7. Manages contracted 3rd parties (excluding supporting the CIO's website)

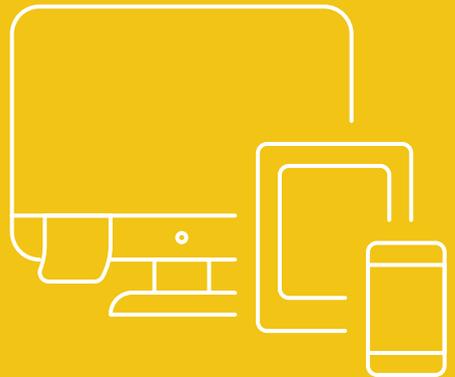
Treasurer:

1. Acts as a central point of coordination for all income and expenditure issues for members and the CIO's, the groups bankers, and the groups creditors and debtors
2. Manages the finances of the CIO efficiently, ensuring all legal and moral financial obligations are met in an accurate and timely manner

- 
- 
3. Moves money between the operating account and the high interest asset account ensuring there are adequate funds in the operating account whilst maximising the earning potential from any investment interest on the funds held in the asset account
 4. Ensure the subscription invoices are issued annually.
 5. Proposes at the AGM the appropriate membership subscription fees needed to ensure the CIO remains solvent
 6. Presents the CIO's financial statement to the membership at the AGM, answering any finance questions that may arise
 7. Ensures the production of signed off account before the AGM.
 8. Oversees the maintenance of an accounts ledger of all income and expenditure transactions
 9. Pays all agreed invoices within the stated payment schedules of the suppliers to Charity IT Leaders
 10. Ensures that the Charity IT Leaders get the best price for any goods or services, and that they meet the standards required
 11. Arranges for there to be at least three authorised signatories on the CIO's bank accounts with agreed signing rules, and these individuals shall nominally be the Chair, Secretary and Treasurer, making any changes with 1 month of new officer elections

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Digital services





Website

Our website is a place where you can share information and have conversations amongst with other members. The address is charityitleaders.org.uk.

If you don't have an account or have forgotten it, please follow the link on the Sign In page or contact admin@charityitleaders.org.uk.

Conference slides and promotional material from the sponsors will be available to delegates by visiting the resources section of the website, accessible to members only.

LinkedIn

Connect with us on LinkedIn via our group page. We post news and updates about upcoming Charity IT Leaders events. To join the group, simply log into LinkedIn and navigate to [linkedin.com/company/charity-it-leaders](https://www.linkedin.com/company/charity-it-leaders) or search for Charity IT Leaders.

Twitter

Follow us on Twitter for key updates and for live tweets through our main events. Head over to twitter and find us at [@charityitleader](https://twitter.com/charityitleader). This year's hashtag is [#CITL2019](https://twitter.com/hashtag/CITL2019).

App

We're piloting a new Charity IT Leaders app which is accessible through the web and via a smartphone app that you can download from your app store.

The app includes a members directory, members' news feed, group areas, messaging, events information, Charity IT Leaders news, resources and more.

To join the pilot, head to charityitleaders.org.uk/app and fill in the quick form. To be eligible, you'll need to be an employee of a member organisation.

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Upcoming events



Upcoming Members' Meetings

12th March 2020

9th June 2020

11th September 2020

3rd December 2020

Business Analyst Group

28th November 2019

Further information

Full details of our events are listed on the website - charityitleaders.org.uk. If you have any questions please contact admin@charityitleaders.org.uk.

We have seen some success with our GDPR and Business Analysis special interest

groups. If you would like to set up a similar group for an area of particular interest to you please get in touch with us and we will be happy to look at ways we can support you.

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Speakers





Avril Chester

Avril Chester is 2019 Women in IT awards Entrepreneur of the Year and Founder & CEO of Cancer Central; an artificial intelligence based solution signposting to cancer services, products and support on a local & national level. Cancer Central HealthTech Innovation Winner of the Year 2019, is built on an intelligent AI chat platform called 'Ave', created from over 25,000 donated hours by 200+ volunteer subject matter experts and 30+ organisations with major contributions from

TechFINIUM and ROQ. Avril is co-creator of the 'Human Open Source Model' called cominovation and author of 'Taking that leap of faith' and 'Be with me, it's c'.

-
- 👤 Founder and CEO
 - 🏢 Cancer Central
 - 📖 How to think like a start-up
 - 🕒 11am, Thu 10 Oct - Pavilion
 - 🐦 @MeMyselfAndAve



Caroline Carruthers

Caroline is a renowned globally recognised Data Leader. With extensive exposure managing large complex data and technology transformations from both internal and consulting positions.

Caroline brings real life experience and knowledge to coach and train organisations, business leaders and data professionals on successful modern data approaches and leading strategies.

-
-  Partner & Chief Data Officer
 -  Carruthers and Jackson
 -  Data driven business transformation
 -  4:15pm, Thu 10 Oct - Pavilion
 -  @CarolineCarrut8



Chris Kearns

Chris joined Altis Consulting as the first employee in 1998 and has worn many hats over the last 21 years including Consultant, Quality Assurance Manager, Account Manager, and Higher Education Practice Lead. Chris has been working in the field of Data & Analytics for 29 years and has many case studies to draw upon. He moved from Sydney to London in Sep 2018 to run the Altis UK office.

-
-  UK Regional Manager
 -  Altis Consulting
 -  What is data and why would a BA care?
 -  4:15pm, Thu 10 Oct - Orchid Room
 -  @Altis_DWBI



Claire Priestley

Claire Priestley is founder of CIO+1, and Director of IT at City, University of London, supported by a team of 140 staff covering a technical estate that spans 23 buildings over 5 locations and 23,000 users.

Claire featured in the CIO100 list for both 2018 and 2019, won the 'Future CIO of the Year' category at the 2017 Innovation Age 'Women in IT Awards' and was a shortlisted finalist in the 'CIO of the Year' category 2018. A member of the International Association of Facilitators, mentor and role model on the Aurora 'Women in Leadership' programme, and STEM ambassador Claire also launched the 'Connectivity across London' initiative

with peers from Camden Council and University of London.

Claire is on the UCISA Board of Trustees and is a founding partner and director of The Secret Boxing Gym in London.

-
-  Director of IT
 -  City, University of London
 -  CIO panel and debate
 -  11:05, Fri 11 Oct - Pavilion
 -  @ClairePriestlBy



Danny Attias

Anthony Nolan saves the lives of people with blood cancer who need a stem cell transplant. As their Chief Information Officer I have overall responsibility for our Digital and Data transformation and lead a team whose excellence was recognised when I was listed in the top ten of the 2018 CIO 100. Collaboration is the key to success, whether it be in my team, across the organisation, throughout the global bone marrow register community or with UK charities which is why I joined Charity IT Leaders as a trustee. It's by working together and learning from each other that we can be truly successful and that's the real value of CITL for me.

-
-  Chief Information Officer
 -  Anthony Nolan
 -  CIO panel and debate
 -  11:05, Fri 11 Oct - Pavilion



Darren Hurst

Darren Hurst is Head of IT at CLIC Sargent, the UK's biggest charity supporting children and young people with cancer.

He would like to share with you the journey that CLIC Sargent have gone on over the past few years, to ensure their services stay relevant in a rapidly changing technological landscape, and continue to meet the ever-changing demands of their stakeholders.

Darren will discuss the successes and challenges they've experienced around

technology, people and culture, as well as continuing to innovate in an unpredictable economic climate.

-
-  Head of IT
 -  CLIC Sargent
 -  Tech enabled change
 -  10:45am, Fri 11 Oct - Pavilion
 -  @DarrenHurst_IT



Dax Grant

Following her previous positions as Director of Technology and Operations in a range of sectors, Dax has been appointed as Global Head of Operations, COO working for a global financial services company. Dax was previously Director for Service Operations at Macmillan, responsible for the operational aspects of the function together with ensuring effective technology infrastructure implementation. Dax has worked in a number of senior operational, technology and commercial positions ranging from niche financial services companies to established global banks and charitable organisations.

Following a number of years at Barclays Dax was appointed MD/Head of Personal Lending for Santander where Dax was responsible for integration of Santander, Abbey and Cahoot lending businesses. Dax was also responsible for digitisation in Barclaycard Business and more latterly at Visa Inc. where she became European Director of Technology and Business Operations, accountable for the bringing together operational and technology elements of the acquisition.

Dax began her time in technology at IBM whilst attaining a Bachelors degree in

Economics from Cambridge. During her time in technology Dax ignited a passion for digitisation in a data driven world, working with Fin Techs, technology incubators and international payments organisations to deliver global payments technologies. Dax also became an alumnus of Cranfield Business School following completion of an MBA.

In parallel, Dax has continued work in a non-executive and advisory capacity supporting CEOs and technology leaders within a variety of sectors, mentoring global charitable leaders and providing advisory services through the Cranfield Trust. Dax is a fellow of the Royal Society of Arts, recognised for her proactivity in supporting both society and local community. This includes continued fundraising support to build science, technology and sports facilities for a local Buckinghamshire school

-
-  Technology and Operations Director
 -  Macmillan Cancer Support
 -  Service Management Track
 -  Fri 11 Oct - Orchid Room
 -  @daxgrant



Elizabeth O'Neill

I wear many different hats in my role as Head of Technical Projects and Change including coach, mentor, implementer, process engineer, facilitator, doer, change agent, idea generator, agile evangelist and PRINCE2 practitioner to name a few. If I was to summarise my role in one sentence it would be "I am responsible for helping turn ideas into reality".

I run towards fires, I love hard problems and difficult challenges. I love doing things that people think are impossible and helping people reach their potential. I'm passionate about the positive impact technology and

digital can have in our organisation and society as a whole. I believe that culture eats strategy for breakfast and when we get culture right it's a win - win for the organisation and the individual.

-
-  Head of Technical Projects and Change
 -  Charities Aid Foundation
 -  Building trust and conflict in a technical team
 -  3:30pm Thu 10 Oct - Pavilion
 -  @CAF_Online



Ian Phillips

Ian recently joined AVEVA as Senior Business Analyst, following on from a 7-year career at the Royal Society of Chemistry. He has extensive experience across IT and Finance, with a focus on delivering transformational business change and enterprise systems implementation.

Ian is also a co-founder of the Cambridge Business Analysis Community, which is in its 4th year of running local knowledge sharing

events; and was a finalist for the BA of the Year Award 2018 at the IIBA's Annual European Conference.

-
-  Senior Business Analyst
 -  AVEVA
 -  How to facilitate a workshop
 -  11am, Fri 11 Oct - Orchid Room
 -  @AVEVAGroup



James Didsbury

James began his IT career in 2002 as a consultant with Accenture, working firstly in Operations and then Enterprise Architecture. In 2009 James began working independently within the Service Management workspace, focusing on the introduction, embedding and improvement of service design and service transition processes for several clients across travel, entertainment, transport, higher education and government.

-
-  CTSC Transition Lead
 -  HM Courts & Tribunals Service
 -  Service transition
 -  9:30am Fri 11 Oct - Orchid Room



James Luke

James Luke is an IBM Distinguished Engineer and Master Inventor. In his current role he is the Chief Technology Officer for the UK Public Sector in IBM Global Business Services.

In his IBM career, James has held several key leadership roles including being Chief Architect for Watson Tools and has over 20 years' experience in the delivery of machine learning and cognitive systems. Other roles include Chief Architect for i2 intelligence products and the lead architect for the Text Analytics Group.

Prior to joining IBM, James worked as an Artificial Intelligence (AI) consultant with Data Sciences (Data Sciences was taken over by IBM in 1996). Whilst at Data Sciences, James managed a number of AI projects for both military and commercial clients. Examples of this work range from the development adaptive systems for EW classification to the identification of

wavering customers for a major superstore (Safeway).

James completed his first degree, in Electronic Engineering Systems, at the Royal Naval Engineering College whilst serving as an Officer in the Weapons Engineering branch. In 2003 he completed a PhD with the Image, Speech and Intelligent Systems (ISIS) group of the University of Southampton researching the Application of Intelligent Agents in Information Systems Protection. James is an experienced conference speaker and a keen inventor with many patent applications filed and 8 patents awarded.

-
-  Chief Technology Officer
 -  IBM
 -  How to survive an AI winter
 -  9:45am, Thu 10 Oct - Pavilion
 -  @BrainBuilder1



Jason Oliver

Jason Oliver, joined University of Sussex from Science Museum Group late last year, where he built a sector-leading team and delivered a step-change in digital culture. Prior to that he was at Royal Opera House, where he delivered their biggest ever digital modernisation programme.

Jason has consistently been named one of CIO's top 100, which celebrates the UK's most transformative technology leaders and he is a Fellow of the British Computer Society

-
-  Director of Information Technology
 -  University of Sussex
 -  CIO panel and debate
 -  11:05, Fri 11 Oct - Pavilion
 -  @OliverJason75



Jérôme Tassel

Jérôme is a technology engineering leader who cut his teeth across a variety of fantastic challenges: IP video R&D, designing the UK Broadband services, Global technology pre-sales, incubating a start-up, architecting/ delivering the award-winning and industry changing BT Sport and BT TV services, leading teams of up to 200 engineers. He has been doing this for 20 years in BT, an awesome company to work in to try anything, big or small, backed up by fantastic people and scale. My current team engineers the IPTV, Media and Broadcast, Broadband and Big Data services that underpin BT's strategy. BT is continuously

transforming people's lives and how they work to deliver value faster and safely. Jérôme lives in Suffolk with his wife, two children and their dog, He loves trekking and photography.

-
-  Director TV & BB Services & Systems Engineering
 -  BT
 -  LEADing the way in BT TV & Broadband
 -  9:30am Fri 11 Oct - Pavilion
 -  @BT_UK



Jess Sass

I have recently completed a digital transformation project at a major UK charity, redesigning processes, implementing new software and managing change.

Previously worked at The Brain Tumour Charity as a Business Analyst on a brain tumour databank project that involved the merger of both national data sets and patient medical records in order to perform statistical analysis and present valuable data back to a user via an app.

Other companies include the RNLI & National Cancer Research Institution.

-  Business Analyst
-  Business Analysis Track
-  Thu 10 Oct - Orchid Room
-  @J_Sass



Kate Hamblin

Kate is a dynamic and enthusiastic accredited trainer with almost 20 years' experience in both internal and external delivery of service management and customer service education and consultancy.

A fluent speaker of 3 European languages and a passion for communication and travel, Kate has extensive experience in the African, European and North American education sectors. Kate is also an experienced consultant performing various process and Service Desk assessments and implementations for various local and international organisations.

Having worked for Pink Elephant UK for 5 years, Kate and a colleague spotted a gap in

the African market and subsequently co-founded Pink Elephant South Africa in 2004. She was the first trainer in Africa to deliver the ITIL V3 and ITIL4 Foundation courses in 2007 and 2019 respectively.

Kate recently relocated back to the UK to assist in the expansion and standardisation of Pink Elephant EMEA and continues to have a passion for communication, service management, structure and process.

-
-  IT Management Consultant
 -  Pink Elephant UK
 -  ITIL 4 vs. DevOps panel and debate
 -  1:15pm Fri 11 Oct - Orchid Room
 -  @theitilexperts



Martin Campbell

Martin Francis Campbell is an award-winning digital entrepreneur and expert in tech for good. Martin founded Baigent Digital, a leading digital agency for the charity sector which served many leading charities with digital fundraising and online service delivery programmes. He then served as a director at Convio and Blackbaud Europe before taking a break from the charity sector to get his digital skills bang up to date with big-data startup "Ormsby Street".

Martin now serves as Chief Information Officer for World Vision UK where he chairs the World Vision Digital Collective. Martin also works with consulting clients across the sector to accelerate their digital transformation and digital marketing programmes.

The World Vision Digital Collective is a dynamic group of digital specialists from across World Vision UK which works

together to use agile techniques from the world of Silicon Valley startups to deliver rapid change and growth in digital projects spanning fundraising and operations.

World Vision is a Christian humanitarian organisation conducting relief, development and advocacy activities in its work with children, families, and their communities in nearly 100 countries to help them reach their full potential by tackling the causes of poverty and injustice. World Vision serves all people regardless of religion, race, ethnicity, or gender.

-
-  Chief Information officer
 -  World Vision UK
 -  What I've seen and why you need it
 -  1:15pm Fri 11 Oct - Pavilion
 -  @TheCharityCIO



Michael Heppell

Michael Heppell is an international author of 6 books which have been translated into 27 languages and are sold in 80 countries. Two of them –How to Be Brilliant and Flip It - have been Sunday Times best-sellers...

But Michael's passion is presenting and he has been described as 'One of the top 3 professional speakers in the world'.

He works with individuals and organisations who are dissatisfied with being good and have a desire to be brilliant.

Through his events and coaching Michael has worked with everyone from category B prisoners to business leaders; from Premiership footballers to TV personalities.

He works with his wife and business partner, Christine and in 2001 they set a goal 'To positively influence 1 million lives'. Through presentations, training, books, audio programmes and coaching they hit this target several years ago and now have the goal to positively influence everyone they connect with

-
-  Founder
 -  Michael Heppell Ltd
 -  How to be brilliant
 -  1:45pm Fri 11 Oct - Pavilion
 -  @MichaelHeppell



Nick Martin

Nick has a long track record of working with clients to deliver successful digital transformation projects that result in operational improvement and measurable business outcomes. Nick and his team of highly certified consultants have helped clients in the public and private sectors to build secure cloud platforms, optimise application performance, use data to improve critical decision-making, enhance mobility and collaboration, and ensure better service delivery.

-
-  Managing Director
 -  Systems Up
 -  Service management in a cloud world
 -  11:05 Fri 11 Oct - Orchid Room
 -  @SystemsUpLtd



Paul Duckworth

Paul is a classically trained buyer, developing his skills working at Booker with many major suppliers, before switching to the other side of the desk, joining Mars as a salesman. Paul worked in both confectionery and pet care for Mars, ending his time as Sales Director of a new pet care acquisition. Paul has international experience, working across both Western and Central European countries, including a time as Sales Director for a telco based in Dusseldorf. Prior to Total Negotiation he worked in the FMCG, SOAS and telecommunications industries, including Booker, Mars and sage.

Worked with an MVNO to deliver the first ever listings within the German National Retailers, and drove a 460% increase in sales for the company over a 15month period

Developed and executed a robust negotiation and planning strategy for a

marketing services business which rescued the company from a total de-list in a Top 4 Multiple Retailer and drove the first increase in sales & profit for more than 3 years

Trade terms negotiations with Top 4 Multiple Retailer to drive the biggest sales v market share of any major Mars account, increasing consumer choice, revenue and profit for both manufacturer and retailer

-
-  Negotiation Director
 -  Total Negotiation
 -  Perfect your negotiation skills
 -  3:30pm Thu 10 Oct - Orchid Room
 -  @Tot_Negotiation



Sarah Winmill

Sarah is Chief Information Officer at the British Transport Police, leading the delivering of ICT services to 3,500 police officers across Great Britain. In 2019 she has been listed as one of the 50 Most Influential Women in Tech and included in the UK CIO100. A past Chair of Charity IT Leaders, her career has seen her work at some of the UK's most iconic visitor attractions including the V&A Museum, Royal Albert Hall, Royal Academy of Arts, Hampton Court Palace and HM Tower of London, as well as University College London. Sarah is a Chartered Fellow of BCS, the Chartered

Institute for IT and a Liveryman of the Worshipful Company of the Information Technologists, the 100th City of London Livery Company. She is passionate about working in tech and the creative opportunities a tech career offers.

-
-  Chief Information Officer
 -  British Transport Police
 -  Out of the fire...
 -  12:00pm Thu 10 Oct - Pavilion
 -  @swinmill



Stuart McSkimming

Stuart has worked for nearly 20 years in the not-for-profit sector - as CIO at Shelter for 8 years, and currently CIO for the Royal British Legion. Also Stuart has worked at VSO both in the UK and overseas in IT-focused roles, as well as Strategy lead and Country Director.

He has a strong interest in using technology to transform organisations, and worked with a team to develop a Data function within Shelter. He has significant experience of CRM-related projects. He lives with his family, in Brighton.

-
-  Chief Information Officer
 -  The Royal British Legion
 -  CIO panel and debate
 -  11:05, Fri 11 Oct - Pavilion
 -  @stuartmcs



Vince Gratrick

I have been the IT Director for Mencap for the last 5 years and before that, a similar role at United Response for 4. Before moving into the charity sector, I spent over 11 years working in the financial markets, setting up and running the IT for a boutique, but global, Head Hunting organisation with offices in New York, London and Hong Kong. I have 2 beautiful daughters and a fabulous wife, fly a helicopter for fun, ride a motorbike and, for my sins, I am a Spurs fan. Nerdy fact. I've now been using Excel for 25 years!

-
-  IT Director
 -  Mencap
 -  Robotic Process Automation case study
 -  2:15pm Thu 10 Oct - Pavilion
 -  @VinceGMencap

9

Sponsors





Adapta Consulting is a leading IS Consultancy providing charities, membership organisations and other not-for-profit organisations with tailored advice and practical guidance to develop the three areas key to achieving strategic and operational effectiveness – Processes; through developing business processes and effective ways of working, People; by offering the support people need to manage change, and Technology – to help select and implement new systems or technology.

As specialists in the sector, we are able to offer a depth of knowledge and appreciation of the way charities and not-for-profit organisations work, and their strategic and operational objectives.

All our consultants have themselves worked within charities and many are trustees. We are independent and objective and, in all our work, we set the highest professional standards to ensure we provide services which are tailored to our clients' needs.

How Adapta can help:

- CRM
- Digital
- Outsourcing
- Project reviews
- Software selection
- Advice and support
- Process improvement
- Supplier management
- Business case development
- Information systems strategy
- Information security management
- Programme and project management
- Data Protection Act / GDPR compliance

Email: help@adaptaconsulting.co.uk
Tel: 020 7250 4788 Website:

 [adaptaconsulting.co.uk](https://www.adaptaconsulting.co.uk)

 [@AdaptaforNFP](https://twitter.com/AdaptaforNFP)



Amazon Web Services (AWS) helps its voluntary sector customers to reduce costs, drive efficiencies, and increase innovation. With AWS, you only pay for the services you use, with no long-term commitments.

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- 🚩 Stand 7
 - 🔗 aws.amazon.com
 - 🐦 @AWSSupport



CPS is a multi-award winning, full-service IT consultancy that helps charities identify, design and implement agile, future-proof solutions that transforms workplace performance by improving the value and adoption of technology investments.

A Microsoft Gold Certified Partner and trusted provider of over 25 years to organisations of all sizes, we deliver expert solutions based on Microsoft technology including: SharePoint, Office 365, Power Platform, Dynamics 365, Azure, Unified Comms and Project Online.

Through our continued partnership with many UK charity clients, we understand the specific pressures and challenges that you face and we pride ourselves on solving these problems with the right productivity and collaboration solutions.

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- Stand 11
 - cps.co.uk
 - [@CPS_Solutions](https://twitter.com/CPS_Solutions)



Databarracks is the UK's specialist business continuity and IT disaster recovery provider.

We've been a longstanding supporter of CITL and our job is to make enterprise-class continuity, security and resilience accessible for organisations of all sizes.

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- 🚩 Stand 2
 - 🔗 databarracks.com
 - 🐦 [@databarracks](https://twitter.com/databarracks)

HAYS Recruiting experts in Information Technology

Hays IT is the UK's leading technology recruiter, placing thousands of interim and permanent candidates every year across a range of diverse organisations.

Our dedicated Charity/NFP IT Practice works with a number of leading charities across the UK, addressing key IT recruitment challenges to meet the ever changing requirements and demands within the NFP sector.

The right job can transform a person's life and the right person can transform an organisation. To discuss how to attract and retain the best talent to drive your IT functions forward, please come speak to one of our specialist IT consultants.

🚩 Stand 4

🔗 hays.co.uk

🐦 @HaysNews



m-hance

M-hance is a Microsoft Gold Partner and leading provider of Microsoft Dynamics solutions tailored for the Not-for-Profit sector. We've worked with over 80 Not-for-Profit organisations including Oxfam Ireland, Christian Aid and the Motor Neurone Disease Association.

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- 🚩 Stand 10
 - 🔗 m-hance.com
 - 🐦 [@m_hanceSoftware](https://twitter.com/m_hanceSoftware)

Microsoft

The Tech for Social Impact group within Microsoft Philanthropies aims to accelerate digital transformation across three million nonprofits globally by bringing together the best of our Philanthropic work, technology and commercial ecosystem to holistically serve the sector.

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- 🚩 Stand 10
 - 🔗 microsoft.com/en-gb/
 - 🐦 [@MicrosoftUK](https://twitter.com/MicrosoftUK)

mimecast®

Mimecast is a cybersecurity provider that helps thousands of organisations worldwide make email safer, restore trust and bolster cyber resilience. Mimecast's expanded cloud suite enables organisations to implement a comprehensive cyber resilience strategy. From email and web security, awareness training, data protection, to uptime assurance and more, Mimecast helps organisations stand strong in the face of cyberattacks, human error and technical

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- Stand 8
 - mimecast.com
 - [@Mimecast](https://twitter.com/Mimecast)



NAK is a UK based IT Infrastructure Managed Service Provider.

Our purpose is to help to enable and release customers' potential, through exceptional IT infrastructure services and bring peace of mind and confidence, through reliability and trustworthiness as an IT partner.

We describe ourselves as a 10 year start up because whilst we have a lot of experience, we have never lost our 'can do, will do'

approach. This balance of experience and dynamic, entrepreneurial spirit allows us to stand out in a crowded market and is a key attribute to why our customers continue to engage with us.

🚩 Stand 6

🔗 nak.co.uk

NIIT

technologies

Engage With The Emerging

NIIT Technologies is a leading global IT solutions organisation, enabling its clients to achieve real world business impact through unparalleled domain expertise working at the intersection of emerging technologies. The Company focuses on the following verticals: Public Sector, Banking and Financial services, Insurance, Travel and Transportation. This domain strength combined with leading-edge capabilities in Data and Analytics, Cloudification, Cognitive Automation and Digitisation, helps clients innovate business, automate process and industrialise AI.

With over 9500 people serving clients across Americas, Europe, Asia, and Australia, NIIT Technologies fosters a culture that promotes innovation and constantly seeks to find new yet simple ways to add value for its clients.

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- Stand 1
 - nii-tech.com
 - [@NIITTech](https://twitter.com/NIITTech)



Real Staffing is a global leader in the provision of life sciences recruitment services and a leading specialist in the provision of Public Sector, IT, Engineering and Banking & Financial Services recruitment services within the UK. We have one of the largest networks of specialist recruiters globally and work with organisations of all sizes to place talented industry professionals into some of the world's most sought after permanent and contract jobs.

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- Stand 14
 - realstaffing.com
 - [@RealStaffing](https://twitter.com/RealStaffing)



RingCentral, Inc. (NYSE: RNG) is a leading provider of global enterprise cloud communications, collaboration, and contact centre solutions. More flexible and cost-effective than legacy on-premises systems, the RingCentral platform empowers employees to work better together, from any location, on any device, and via any mode to serve customers, improving business efficiency and customer satisfaction. That is the promise of Work as One. The company provides unified voice, video meetings, team messaging, digital customer engagement, and integrated contact centre solutions for enterprises

globally. RingCentral's open platform integrates with leading business apps and enables customers to easily customise business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

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- 🚩 Stand 9
 - 🔗 ringcentral.co.uk
 - 🐦 @RingCentral



THE NETWORK COLLECTIVE

The Network Collective is the UK's leading independent network and telecoms consultancy, specialising in Strategy Development, Solution Sourcing and In-Life Optimisation.

TNC's expert consultants, each with at least 10 years of industry experience, work with major organisations across all sectors. As a vendor independent consultancy, TNC utilises specialist market insight to advise customers on the best solution to meet their

objectives. Customers are fully supported at all stages of the process, including; strategy development, procurement and tender processes, contract negotiation, in-life management and telecoms expense management.

- 📍 Stand 3
- 🔗 networkcollective.co.uk
- 🐦 @NetworkCollect



think S3 are proud long-term supporters of the CITL, with 2019 marking their 10th Anniversary at the conference. S3 are infrastructure, cloud and modern workplace experts in the charity space, enabling some of the most well-known organisations in the sector to achieve more through collaboration, close relationships with vendors and seamless support.

S3's range of solutions inspire the future and change what is possible for their customers,

whilst delivering on the promise of an industry leading end to end service where people and personalities come together with expertise to deliver true transformation.

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- 🚩 Stand 13
 - 🔗 thinks3.co.uk
 - 🐦 [@think_S3](https://twitter.com/think_S3)



timico®

Timico is a market leading end-to-end Converged Managed Service Provider, supporting a number of verticals including enabling Not For Profit organisations to increase their impact and service their communities better by embracing technology to create additional value, drive digital transformation and efficiencies.

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- 🚩 Stand 12
 - 🔗 timico.com
 - 🐦 [@TimicoUK](https://twitter.com/TimicoUK)

UNIT4

We are in business for people. We've specialized in enterprise software for service organizations, where people make the difference, since the early 1980s. Today, we build the smartest enterprise applications on the planet. Our technology is central to the organizations we serve – it improves efficiency and productivity, and allows people to spend more time on really meaningful work. Using the latest AI, machine learning and digital technologies, our customers can automate tedious tasks and make more sense of business-critical data than ever before.

People are at the heart of what not-for-profit organizations and NGOs do – those you serve and all those involved in enabling and delivering aid. Our goal is to help you deliver

more impact with increased transparency and accountability – so you can efficiently complete what has to be done and stay focused on what truly needs to be done. Our customers include more than 100 of the largest NGOs, non-profit associations and foundations around the world; The Salvation Army, Institute of Cancer Research, Marie Stopes International, The Red Cross, Save the Children International, Conservation International, Norwegian People's Aid, Rethink Mental Illness, ICIPE, Trocaire, Vinfen, ACDI/VOCA, and MAP International.

📍 Stand 15

🔗 unit4.com

🐦 [@Unit4global](https://twitter.com/Unit4global)



Upbeat built on Microsoft Dynamics 365 is a CRM built for charities, membership organisations and not-for-profits that enables you to view donor and attendee interactions across your organisation, such as donation / membership status & history, event attendance, email interactions, training courses, donations & online shop purchases. Upbeat provides transparency on donor transactions and relationships through the central contact profile. With modules such as fundraising & donations,

regular giving, membership, events, education & marketing, Upbeat is a transaction engine with deferred revenue capabilities so organisations can account for revenue at the right time instead of when it is accrued.

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-  Stand 5
 -  upbeatmembership.com
 -  [@ProfessionalAdv](https://twitter.com/ProfessionalAdv)



Engage With The Emerging



We are Charity IT Leaders

We facilitate professional networking, share expert knowledge and support the development of the current and future generations of technology champions and leaders. We do this to help charities unlock the potential of data, digital and technology, enabling them to transform their organisations and the sector.