

# Charity IT Leaders – Annual Conference 2021

Back to the Future - Agenda

CHARITY  
IT LEADERS

## Key

Charity IT Leaders' sessions
Keynote
Coffee/lunch/networking
Case studies
Leadership
Other

## IT Leaders Stream – Thursday 7 October

Session time	Speaker details	Session info
09:30	Matt Jago – Chair and Tree Hall - CEO	Welcome and introduction
09:45	Ha Cole - Microsoft	Opening Keynote
10:30	Coffee and Networking	
11:00	Steve Shutts - Astriid	Steve will describe the work of the charity in connecting people with long-term health conditions to meaningful work. As the pandemic raged, so the number of individuals affected by chronic illness increased, beating a path to the charity's door, and seeking a range of solutions that included career coaching, training and confidence building work opportunities. Steve will describe how the charity is now seeking to understand the jobs of the future that are going unfilled by organisations, developing solutions that will see Astriid candidates being assessed, trained and developed to fit those requirements. The outcome will be to give those with energy limiting conditions, and those with disabilities a greater chance of employment success.
11:30	Sponsors and suppliers	Meet the suppliers – speed-dating
12:30	Lunch and Networking	
13:30	Rob Jones - QBase	TBC
14:00	Harriet Green and panelists - Mission Beyond and Red Badger	Enabling mission based digital transformation for the Third Sector

		Charities are under pressure to drive digital change but are challenged with structures that choke freedom of decision making and affordability due to restricted budgets. Discover how Red Badger created Mission Beyond to help solve some of the biggest societal challenges with new mission thinking approaches that encourage Third Sector value creation as well as collaboration between the public and private sectors.
14:30	Michaela Liavaag	With over 20 years in IT and cybersecurity, Michaela will show how to demystify cybersecurity, build and maintain customer trust and protect your organisation.
15:10	Coffee and Networking	
15:40	Stuart Sumner and John Leonard – Incisive Media	Benchmarking and insights
16:15	Simon Lamkin	Why do we have this obsession with technology from the past? Why can't we just... you know, move on? Consumerisation has done a great job at making tech professionals look unprofessional through the introduction of 'as a service' and the ability to be able to control an IT operation sat at home from your iPhone. To add to the mystery of modern-day technology, the role of the Technology Leader evolves almost monthly, even more so through a global pandemic, it is no longer about managing a server farm, extolling the virtues of storage arrays or nurturing a team of pasty white guys in a basement eating pizza that have trained to say no to anyone that has the audacity to call for support. Simon will explore how a modern-day CTO can bring together the best of the past, embrace modern leadership and try to keep things innovative but above all simple.
17:00	Matt Jago – Chair and Tree Hall - CEO	Closing remarks

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## IT Leaders Stream – Friday 8 October

Session time	Speaker details	Session info
09:00	Matt Jago – Chair and Laura Dawson - Secretary	Charity IT Leaders AGM
09:30	Dr Aarti Anhal – before nine	<p>Join Dr Aarti Anhal for this interactive masterclass - Putting IT at the heart of the organisation, Putting People at the heart of IT - which will serve 3 main purposes, each of which will form the basis of a “round” of activity:</p> <ul style="list-style-type: none"> <li>* REFLECT: Provide a space for IT Leaders to reflect on (and share) their experiences and lessons in relation to leading their people during the pandemic</li> <li>* REPLENISH: Provide an opportunity for IT Leaders to acquire strategies and tools which can help them sustain their wellbeing, resilience and optimal performance going forward</li> <li>* ROLE-MODEL: Provide a toolkit of actions that IT Leaders can takeaway to enable their people to thrive, sustain resilience and demonstrate agility in delivering technology services to the organisation.</li> </ul>
11.30	Coffee and Networking	
11:45	Chico Chakravorty	TBC
12:30	Lunch and Networking	
13:15	Liz O'Neill	<p>Let me tell you about the birds and the bees</p> <p>The future of work has changed, are you ready? I'm not talking about hybrid working or new technology. I'm not talking about how you manage the day-to-day operations or how you're suddenly doing all-hands meetings on zoom.</p> <p>I'm talking about the change you need to make to set your team up to succeed in this “new normal”. More importantly, I want to talk about how you may need to change some of your old thinking on what makes a great team.</p>

		<p>The past 18 months have seen so much change. As we start to create this “new normal” that everyone is talking about, I’m hoping a little conversation about the birds and the bees will help you think a little differently about how you build, develop, and manage technical teams.</p>
14:00	Richard Mullender	<p>In his compelling talk Richard Mullender, will entertain, challenge and teach you hostage negotiation skills that transfer easily to the business world.</p> <p>You’ll discover:</p> <ol style="list-style-type: none"> <li>1. How to listen at an elite level <ul style="list-style-type: none"> <li>• Elite level listening gives you a unique insight into an individual’s motivators, values and beliefs.</li> <li>• Only by listening at an elite level can you truly understand them.</li> <li>• Once you have this level of understanding, you can put forward your proposal, argument, or solution in such a way that truly engages the other person.</li> </ul> </li> <li>2. How to encourage a person to give away control/allow you to influence them <ul style="list-style-type: none"> <li>• Both you, and the person you’re talking to need to be absolutely clear about where you stand with each other, only then will each of you feel safe.</li> <li>• Richard will demonstrate how to establish that clarity yourself, and how to communicate equally clear with the person you’re dealing with.</li> <li>• So you can develop mutual trust at speed, so that the person you’re dealing will be prepared to give away control and buy into your ideas.</li> </ul> </li> <li>3. How to use the Communication Route Map to build relationships <ul style="list-style-type: none"> <li>• All communication follows this Route Map.</li> <li>• Familiarise yourself with the Map, and you’ll know precisely where you are at any stage.</li> </ul> </li> </ol>

		<ul style="list-style-type: none"> <li>• Once you know the appropriate behaviour for your position on the Map, you can build good relationships and inspire people.</li> </ul>
14:45	Matt Jago – Chair and Tree Hall - CEO	Closing remarks and prize draw
15:15	Home	

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## Digital Transformation Stream – Thursday 7 October

Session time	Speaker details	Session info
09:30	Matt Jago – Chair and Tree Hall - CEO	Welcome and introduction
09:45	Ha Cole - Microsoft	Opening Keynote
10:30	Coffee and Networking	
11:00	Dan Hall - GDST	Oooops that went wrong!: An interactive session exploring how to make digital transformation pit-falls into success stories.
11:30	Sponsors and suppliers	Meet the suppliers – speed-dating
12:30	Lunch and Networking	
13:30	Laura Dawson - LSE	Digital transformation case study
14:00	Reb Gethin-Smith - Equantiis	Digital transformation case study
14:30	Matt Jago - Sightsavers	Digital transformation case study
15:10	Coffee and Networking	
15:40	Stuart Sumner and John Leonard – Incisive Media	Benchmarking and insights
16:15	Simon Lamkin	Why do we have this obsession with technology from the past? Why can't we just... you know, move on? Consumerisation has done a great job at making tech professionals look unprofessional through the introduction of 'as a service' and the ability to be able to control an IT operation sat at home from your iPhone. To add to the mystery of modern-day technology, the role of the Technology Leader evolves almost monthly, even more so through a global pandemic, it is no longer about managing a server farm, extolling the virtues of storage arrays or nurturing a team of pasty white guys in a basement eating pizza that have trained to say no to anyone that has the audacity to call for support. Simon will explore how a modern-day CTO can bring together the best of the past, embrace modern leadership and try to keep things innovative but above all simple.

17:00	Matt Jago – Chair and Tree Hall - CEO	Closing remarks
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## BA Stream – Friday 8 October

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11:30	Coffee and Networking	
11:45	Laura Moore - Sightsavers	BA Group Workshop
12:30	Lunch and Networking	
13:15	Matt Jago - Sightsavers	Switching from BA to management and how to 'let it go – round table discussion about the transition to a management position and the challenges of letting go of the old responsibilities
14:00	Richard Mullender	In his compelling talk Richard Mullender, will entertain, challenge and teach you hostage negotiation skills that transfer easily to the business world.



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