

Introducing our
Chair for the
Forum...



Dave Pope
Chief Data Officer and Deputy SIRO
Driver & Vehicle
Licensing Agency




SPEAKERS

**CELEBRITY SPEAKER
SALLY GUNNELL**



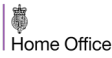
Jonathan Roberts
Director and Chief Data Officer
Ministry of Justice



Christopher Murtagh
Chief Technology Officer and ERP Programme Director
Synergy, HM Government



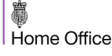
Stephanie Foster
Operations and Transformation Director
Home Office




Artan Zymberi
Director of Change and Transformation
Department for Energy Security & Net Zero



Janice Gosling
Assistant Director Change Delivery and Product Life Cycle Management
Home Office



Caroline Rich
Deputy Director Customer Experience Unit
Intellectual Property Office




Zainab Zorokong
Head of Strategy, Operating Model and Propositions
Ministry of Defence



Paul Fagan
Head of the Digital Programme
Scottish Government




Nic Granger
Director of Corporate (Digital, Data and Technology) and Chief Financial Officer
North Sea Transition Authority



Martin Jones
Managing Director - Technology Delivery
British Business Bank



Emma Day
Deputy Director, CD Assurance Review
Home Office




Lorraine Dick
Deputy Director, Head of Finance Performance and Improvement
Government Finance Function



Hannah Finselbach
Interim Deputy Director
Office for National Statistics



Mark Burlinson
Head of Portfolio Delivery and Technology Transformation
Driver & Vehicle Standards Agency




Lee Cramp
Data Protection Officer and Head of Information Security
Department of Health & Social Care



Yorath Turner
Chief Operating Officer - Digital
Scottish Government



Alex Jones
Director, Insights and Research
Ofsted




Craig Taylor
Deputy Director for Business Statistics Transformation
Office for National Statistics




Puja Myles
Director, Clinical Practice Research Datalink
Medicines & Healthcare products Regulatory Agency



Patrick Haston
Head of Cloud Transformation
Cabinet Office



Justin Placide
Head of Net Zero Governance, Ministerial Briefing and Fiscal Events
Department for Energy Security & Net Zero



Swapnil Wirmalwar
Head of Data Architecture and Analytics, Transformation Design and Architecture
Scottish Government



For more information please visit
www.centralgovstrategyforum.com
E: info@ahmediauk.com T: 01293 850300

MAIN THEMES

- **Elevating Efficiency - The Cloud Revolution**
- **Building a Culture of Cyber Awareness**
- **Predictive Analytics - Anticipating Trends and Behaviors**
- **The Roadmap to Net Zero - Practical Steps and Solutions**
- **Adapting to Political Changes and Challenges**
- **Enhancing Capabilities with Transformative AI**
- **Performance Metrics - Measuring What Matters Most**
- **Empowering Your People - Change Management in Action**

VENUE



DE VERE COTSWOLD WATER PARK HOTEL

Set among the honey-coloured villages and gently rolling hills of The Cotswolds, De Vere Water Park is a hotel as spectacular as its surroundings. In the heart of the 152 lakes that spread across the unique Cotswolds Water Park, this is a place where modern design effortlessly combines with its natural surroundings.



STRATEGY NIGHT LIVE

ADDITIONAL PRE-EVENT EVENING
LIMITED SEATS AVAILABLE



17:00 - 18:00

Registration and Networking Reception

18:00 - 18:15

Drinks Reception



18:15 - 20:00

Driving Resilience and Sustaining Performance

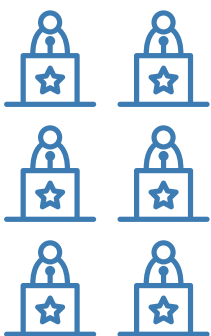


Sally Gunnell OBE
Former
European, World
and Olympic
Champion

Sally's career in international athletics was nothing short of stellar. As the only British woman ever to hold four major track titles concurrently – Olympic, World, European and Commonwealth – Sally's determined approach to perform at the highest level and work alongside others to achieve success has never been more important in today's challenging business and social environment.

In her session, Sally will look back on her athletic and business career and demonstrate why building mental resilience and setting achievable goals is crucial to:

- Building a high-performing team.
- Sustaining performance.
- Managing stress.
- Overcoming adversity and setbacks.



MEET THE SPEAKERS

A fun and interactive way to meet the speaker faculty

20:00 - 21:30

Networking Dinner



EVENT AGENDA DAY ONE - 3rd DECEMBER

08:00 - 08:30 **Registration and Networking Reception**

08:30 - 08:40 **Chair's Opening Remarks**



Dave Pope
Chief Data Officer and Deputy SIRO
Driver & Vehicle Licensing Agency



Driver & Vehicle Licensing Agency

08:40 - 09:00 **Redefining Government - The Path to Mission-Led Success**



Stephanie Foster
Operations and Transformation Director
Home Office

Recent months have brought a lot of change, prompting government departments to shift towards a new direction. This approach, known as mission-led government, aims to address the long-standing issue of departmental silos that have historically limited collaboration and effectiveness. Traditionally, our departments have operated in isolation, leading to disconnection and inefficiencies in achieving our broader goals. To overcome these challenges, the government is now focusing on fostering better communication and cooperation across departments, ensuring that all efforts are aligned towards shared outcomes.

This session will explore how we can work together more effectively to deliver on our five key missions, embracing this new direction and creating a culture of collaboration where we understand each other's roles and contributions. Stephanie will outline strategies for breaking down silos, improving interdepartmental relationships, and ultimately enhancing our ability to achieve the government's objectives.



Home Office

09:20 - 09:40

From Data Strategy to Predictive Power - An AI-Driven Revolution



Zainab Zorokong
Head of Operating Model and Propositions
Ministry of Defence

In 2022, Zainab spearheaded the development of the department's first data analytics and AI Strategy, specifically tailored for major projects. This groundbreaking initiative marked a significant shift in how the department approaches complex challenges, particularly in enhancing their predictive capabilities. Under her leadership, several innovative projects were launched, utilising AI to accelerate delivery timelines and mitigate risks during project execution.

In this session, Zainab will share her vision of transforming the department into a fully predictive operation, where advanced technological tools are not only used to anticipate potential barriers, but also to proactively address them before they can impact progress.



Ministry
of Defence

09:20 - 09:40

Solution Provider Case Study

09:40 - 10:00

AI Implementation in the Real World



Dave Pope
Chief Data Officer and Deputy SIRO
Driver & Vehicle Licensing Agency

The adoption of AI is crucial for departments aiming to stay competitive in an increasingly digital world. By leveraging this technology, companies can enhance efficiency and drive innovation, positioning themselves for long-term success.

This presentation will explore the integration of AI on a large scale from several key perspectives: governance, people, awareness, and technical implementation. Dave will provide insights on leading this transformation, and offer guidance on how existing service delivery models will need to evolve to accommodate fast-paced change.



Driver & Vehicle
Licensing
Agency

10:05 - 10:25

Solution Provider Case Study - Stream 1/2/3/4

10:30 - 11:00

Business Meetings



11:00 - 11:20

The Quest for Interoperability - Joining up Back-Office Functions



Lorraine Dick
Deputy Director,
Head of Finance
Performance and
Improvement
Government
Finance Function

Back-office functions are essential for ensuring seamless business operations, enhancing employee experience, and improving customer satisfaction. Despite their importance, these functions are often hindered by outdated systems and fragmented data.

This session will delve into the Government Finance Function's new "blueprint" for back-office cloud technology, a transformative initiative implemented over three years. Lorraine will share insights from internal teams and lessons learned along the way. She will outline the challenges and successes encountered while pursuing seemingly straightforward objectives, such as adopting off-the-shelf technology, standardising data, and prioritising interoperability at every step.



Government
Finance
Function

11:20 - 11:40

Solution Provider Case Study

11:40 - 12:00

Elevating Your Data's Impact - Governance and Engagement Strategies



Nic Granger
Director of
Corporate
(Digital, Data
and Technology)
and Chief
Financial Officer
North Sea
Transition
Authority

High-quality data is a crucial for making informed business decisions and underpins advanced technologies, such as AI and machine learning. However, it often fails to receive the attention and investment it merits from key stakeholders, leading to missed opportunities for optimisation and growth.

In this session, Nic will present strategies for digital leaders to better engage boards and other key decision-makers. By highlighting the value that data holds, she will guide participants on establishing effective governance frameworks to maximise data's impact, driving more informed decisions and greater value across the organisation.



North Sea
Transition
Authority

12:05 - 13:00

Group 1 P2P Connect Speed Networking



12:05 - 13:00

Group 2 - Group Discussion Public Service Reform - Leveraging Digital Tools for Lasting Change



Yorath Turner
Chief Operating
Officer - Digital
Scottish
Government



Paul Fagan
Head of
the Digital
Programme
Scottish
Government

Public services touch on many aspects of everyday life such as health, social care and education, playing a crucial role in building resilient and thriving communities.

The Scottish Government have undertaken a programme of public service reform by focusing on digitally enabled services. Through the implementation of a digital portfolio management programme, they have aligned their projects with their broader reform goals to deliver measurable and sustainable benefits.

This session will be set in an interactive format, where Yorath and Paul will encourage conversations around your thoughts, challenges, questions, and examples to build a shared retrospective board as a useful takeaway.

Discussion points include:

- How can we effectively manage digital portfolios whilst avoiding project silos?
- How do we provide the right tools, products and services to enable effective and successful digital transformation?
- How do we attract and retain the right people with the right skills in a permanently competitive market?



Scottish Government
Riaghaltas na h-Alba
gov.scot

13:00 - 14:00

Networking Lunch



14:05 - 14:55

Group 2 P2P Connect Speed Networking



14:05 - 14:55

Group 1 - Group Discussion Public Service Reform - Leveraging Digital Tools for Lasting Change



Yorath Turner
Chief Operating
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15:00 - 15:45

Business Meetings



15:45 - 16:05

Strategic Data Management in Action



Martin Jones
Managing
Director -
Technology
Delivery
British Business
Bank

Managing the vast amounts of data available can present significant challenges, especially if it is not managed properly. The onset of the pandemic exacerbated these issues as the need to rapidly deliver schemes and projects under tight government deadlines exposed gaps in data management and infrastructure. The sheer volume of information, combined with the lack of a unified IT strategy led to technical debt and fragmented efforts, with different teams creating isolated solutions. This disjointed approach has had lasting effects, making it difficult to manage data efficiently, hindering the organisation's ability to meet ongoing demands.

To address these challenges, the British Business Bank developed the 'Strategic Business Data Project', a comprehensive initiative focused on improving core infrastructure and streamlining operations. This project is enhancing their data warehouse, including building a new semantic layer to ensure that data is stored accurately, and is accessible and properly validated.



16:05 - 16:25 **Solution Provider Case Study**

16:30 - 16:50 **Solution Provider Case Study - Stream 1/2/3/4**

16:55 - 17:15 **Addressing Data Discrepancies - A Phased Approach**



Craig Taylor
Deputy Director
for Business
Statistics
Transformation
Office for National
Statistics



Hannah
Finselbach
Interim Deputy
Director
Office for National
Statistics

At the Office for National Statistics (ONS), their R&D statistics have recently come under scrutiny due to significant discrepancies with alternative data sources, which led to confusion among key stakeholders. In response, there is a growing demand for higher quality, more comprehensive and granular data, driven by evolving government policy and increased user-needs.

Adopting a phased approach enabled the ONS to conduct a substantial engagement exercise to ensure that both external and internal stakeholders were effectively included throughout the process.

This session will delve into the challenges faced by the teams, particularly the need to balance responsiveness with sustainable development, whilst ensuring alignment with the organisation's broader strategic objectives. Craig and Hannah will share their successes and discuss how these insights are being applied to other large-scale change initiatives.



17:15 - 17:45 **Business Meetings**



17:45 - 18:05

Key Considerations When Developing and Deploying AI Tools



Puja Myles
Director, Clinical Practice Research Datalink
Medicines & Healthcare products Regulatory Agency

Recent developments in the healthcare sector have offered valuable insights for all government sectors on developing and deploying AI tools responsibly. These initiatives provide guiding principles for delivering safe, effective, and customer-centred services.

Puja will showcase key examples of good machine learning practices, including recommendations for transparency and data quality to ensure inclusivity and generalisability. Additionally, she will address AI explainability and propose critical questions to consider when commissioning or deploying these tools and services.



Medicines & Healthcare products Regulatory Agency

18:05 - 18:25

Net Zero - The Journey to a Greener and Richer Future



CLOSING KEYNOTE



Justin Placide
Head of Net Zero Governance, Ministerial Briefing and Fiscal Events
Department for Energy Security & Net Zero

Tackling climate change is vital for protecting our planet, and central government departments must play a key role in reducing greenhouse gas emissions through policies, regulations, and large-scale initiatives. In recent years, the Department for Energy Security and Net Zero have increased their focus on renewable energy, sustainable transport, and energy efficiency, to highlight the importance of corporate responsibility in driving these efforts forward.

Join Justin as he outlines the critical steps and strategies required for achieving a net-zero future, emphasising technological innovation, private investment, and policy development. This session aims to inspire government departments to work towards a greener, more sustainable world.



Department for Energy Security & Net Zero

Winedown Workshop

Fizz and Bizz, join our relaxed fun end to the day.

Canapes | Cocktails | Conversations

18:25 - 18:55



Mark Burlinson
Head of Portfolio Delivery and Technology Transformation
Driver & Vehicle Standards Agency

Workshop One

From Legacy to Future-Proof - DVSA's IT Transformation Journey

Like many organisations, DVSA have struggled with outdated systems. To combat this, Mark and the team have introduced their Information Technology Contract Exit Programme to create a modern, future-proof IT environment. This involved dismantling the old system into components, sourcing or developing new alternatives, and ensuring a seamless transition without service disruption, all while maintaining and enhancing information security, integrity, and accessibility.

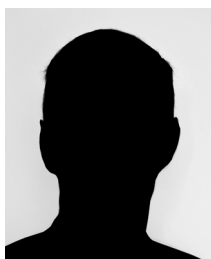
Join this workshop to share your approach to outdated systems, discussing the following key areas:

- How can cloud-based applications and enterprise data hub implementation improve efficiency and user experience?
- How can we enhance our collective knowledge and preparedness across departments?
- What are the significant long-term benefits of investing in your own programmes?



Driver & Vehicle Standards Agency

18:25 - 18:55



Artan Zymberi
Director of Change and Transformation
Department for Energy Security & Net Zero

Workshop Two

Centralisation - Lessons from Integrated Corporate Service

The creation of 'Integrated Corporate Services' represents a significant shift towards centralising core business areas, beyond the traditional ERP implementation. This new model emphasises the importance of shared functions and expertise across multiple departments to enhance efficiency and reduce duplication.

Join Artan to brainstorm how this model supports us in making strategic plans a reality and enables the streamlining of operations and improved interoperability across our functions. Share your own examples that illustrate how to leverage these changes for improved efficiency and real-time service delivery, considering scalability options that align with your corporate goals.



Department for Energy Security & Net Zero

18:25 - 18:55

Workshop Three The Key to Successful Digital Transformation



Lee Cramp
Data Protection Officer and Head of Information Security
Department of Health & Social Care

As your data footprint and use of new technologies increases, so does the risk of a data breach, with cybercriminals constantly seeking to exploit security vulnerabilities to access sensitive information. Data protection and cyber security compliance can be a minefield, yet they are two sides of the same coin and have the same purpose: preventing unauthorised access to your customers and organisations sensitive information, the loss of which could be catastrophic.

Join this session to discuss your organisation's approach to data collection and security. Share strategies to enhance your data protection measures, mitigate risks, and ensure the success of your digital transformation projects.



Department
of Health &
Social Care

18:55 - 19:10

Coffee & Networking - Day 1 Close



20:00 - 20:30

Drinks Reception



20:30 - 22:30

Networking Dinner

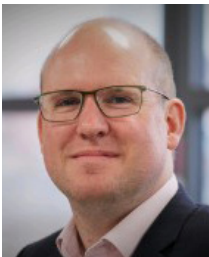


EVENT AGENDA DAY TWO - 4th DECEMBER

08:30 - 08:40 **Coffee & Networking**



08:40 - 09:00 **The Strategic Shift to Shared Services**



Christopher Murtagh
Chief Technology Officer and ERP Programme Director
Synergy,
HM Government



Patrick Haston
Head of Cloud Transformation
Cabinet Office

The Shared Services Strategy for Government is a monumental transformation initiative that aims to revolutionise how the UK Civil Service operates from a technological standpoint. This strategy involves consolidating the ERP systems into five shared service centres, streamlining operations across 18 departments, approximately 200 arms-length bodies, and affecting over 500,000 civil servants. The sheer scale of this endeavour makes it one of the most ambitious government projects to date, with significant implications for how public services are delivered and managed.

This session will outline the key considerations and strategies for successfully navigating this transformation, emphasising the critical role that shared services will play in the future of government operations.



HM Government



Cabinet Office

09:00 - 09:20 **Solution Provider Case Study**

09:20 - 09:40 **A Fresh Approach to an ERP Finance Transformation**



Swapnil Wirmalwar
Head of Data Architecture and Analytics, Transformation Design and Architecture
Scottish
Government

Modernising technology is crucial for government departments to meet their strategic priorities and adapt to evolving user expectations, regulatory requirements, and operational demands. The Scottish Government has recently completed a significant ERP SEM finance transformation, involving extensive work in data detection, analytics, and the development of data models.

A major challenge during this transformation was implementing a SaaS solution and tailoring it to fit the government's unique needs and working methods. Adapting to the new system involved not only managing technical changes, but also aligning it with other business areas' processes.

In this session, Swapnil will provide an overview of the Scottish Government's data architecture within shared services and SaaS, focusing on the challenges encountered and the strategies implemented to address them.



09:40 - 10:00

A Practical Guide to Advanced Analytics



Jonathan Roberts
Director and Chief Data Officer
Ministry of Justice

Advanced analytics empowers departments to make data-driven decisions and accelerate their impact on core projects. However, the real challenge lies in unlocking data value to effectively achieve their objectives. To successfully harness its potential, it is crucial to approach implementation with practical steps and to focus on achievable progress within specific areas. Proper strategic integration ensures that advanced analytics becomes an integral part of existing processes.

This session will explore how The Ministry of Justice have positioned themselves as leaders in this area, and how they have leveraged data-linking technology like Splink to excel. Jonathan will discuss the importance of maintaining a pragmatic approach to emerging technologies, such as Generative AI, and how to ensure responsible implementation.



**Ministry
of Justice**

10:05 - 10:25

Solution Provider Case Study - Stream 1/2/3/4

10:30 - 11:30

Business Meetings



11:35 - 12:05

Efficiency Brunch



12:10 - 12:30

Lessons From a Change Journey



Emma Day
Deputy Director,
CD Assurance
Review
Home Office



Janice Gosling
Assistant
Director
Change Delivery
and Product
Life Cycle
Management
Home Office

Effective performance management is essential for ensuring that the team's commitments align with organisational goals and contribute to continuous improvement. It is vital that the Home Office maintains this focus while aligning the department's efforts with new strategic objectives.

Emma and Janice will discuss their work in implementing change through their 'Three R's' method as a key strategy to streamline the organisation, improve efficiency, and achieve these changes with minimal disruption. They will emphasise the importance of keeping all staff informed and supported throughout the transition to ensure a smooth and successful outcome.



Home Office

12:30 - 12:50

Targeted Safety Through Automation



Alex Jones
Director,
Insights and
Research
Ofsted

In today's complex landscape, effective risk assessment is crucial for ensuring that resources are allocated where they are most needed. By accurately identifying and prioritising risks, we can prevent harm, protect children, and raise standards across the board. This strategic approach allows us to focus on areas that will have the greatest impact, ultimately helping us and our partners achieve key safety and quality objectives.

This session will delve into how automation can streamline repetitive tasks, freeing up inspectors to concentrate on high-value, specialised activities. Alex will discuss how we can better leverage our extensive text-based data and information to uncover valuable insights and enhance consistency throughout our operations.



12:50 - 13:10

AI-Driven Customer Experience

 **CLOSING KEYNOTE**



Caroline Rich
Deputy Director
Customer
Experience Unit
Intellectual
Property Office

The future of customer experience (CX) in government involves finding the right balance between technology and human interaction. As AI becomes increasingly integrated into government services, it plays a crucial role in enhancing efficiency and improving the quality of customer interactions. By adopting CX lessons and best practices from private sector organisations, government departments can better meet and exceed the expectations of their citizens.

This session will explore how techniques like speech and sentiment analysis can enable government agencies to better understand the needs and emotions of their citizens. Caroline will highlight how this approach supports future thinking and external benchmarking, and can help departments stay ahead, and continuously improve their complex change initiatives.



Intellectual
Property
Office

13:10 - 13:20

Chair's Closing Remarks

13:20 - 13:35

Coffee & Networking - Event Close



13:20 - 14:20

Networking Lunch

