IT Governance & Complexity  CZE/BRNO  16th May 2018
Roundtables 17th May
Cloud governance and EU regulations
Digital services in healthcare

1. Have you developed IT Strategy for Digital Transformation?
2. Do you want to learn about the best practices for IT management?
3. What are the latest trends across all types of organizations?
4. Do you want to learn from internationally recognized best practices authors and practitioners?
5. Do you want to network with people who matter?

ItSDFI conference is unique platform for experience sharing and learning about the latest trends in IT Strategy, Digital transformation and latest best practices. Since 2012 you may get in touch with the very best people who possess vitally important skills and practices for modern, innovative IT management style.

Key topics of #itSDFI 2018 conference are:
- IT governance – in growing dependency on IT governance is becoming crucial for success of any organization
- Complexity – delivery models, speed of reaction, multiple service chains, different sourcing strategies create new challenges to every IT manager.

Roundtables:
- Cloud governance best practices new EU regulations
- Digital services in healthcare

- Innovations and Start-up podium is platform for presentations of new, fresh approaches to improve IT management, automation, innovative ways of managing IT, increased quality and efficiency of provided services.
- Experiential learning – DevOps / ITSM simulation, Workshops included in registration fee

Venue:  
CZE, BRNO, HOLIDAY INN

Date:  
16.5.2018 Conference + Start-ups & Innovations podium
17.5.2018 Roundtable: Cloud governance, Digital services in healthcare
17.5.2018 After conference workshops

Web / registration:  
Registration

Program director:  
Zdeněk Kvapil, @ZdenekKvapil

Event manager:  
Petra Partyšová, +420 728 535 280, petra.partysova@Q4IT.eu

Target group:  
Top management, CIO, CFO, IT managers, Innovation officers, universities, government, CIO in healthcare, start-ups with IT management, private companies, authors, consultants, innovative service providers
IT Strategy and Digital Forum International 2018

Venue: CZE / BRNO, Holiday Inn, Brno Exhibition Centre
Preliminary speakers and agenda: 16.5.2018 9-17 topics: “IT GOVERNANCE and COMPLEXITY”

Presentations 30 minutes including Q&A
9:00 - 12:30
- Neil Bennett, GBR, Head of Service Management at NHS Digital
- Duncan Watkins, GBR, Senior Consultant at Forrester UK
- Radim Petrás, CZE, Head of IT Service Management at Stora Enso
- George Papoulias, GRC, Group IT Governance at National Bank of Greece
- Noel Bruton, GBR, consultant, trainer and bestselling author specialising in the management and delivery of IT User Support
- Andy Thomson, GBR, QA consulting partner

12:30 - 13:30 Lunch

13:30 - 16:30
- Innovations Start-ups Podium : innovations to inspire
  - Tesabot, Objectgears, SystemThinking
- Jonathan Boyd, GBR, Owner of Jonathan Boyd Consulting
- Matthew Philip, USA, ThoughtWorks
- Artur Margonari, BEL, BNP Paribas Fortis, Agile coach
- Nicholas Jose Medina Davis, Service Manager at NNIT Czech Republic s.r.o.
- Patrik Šolc, CZE, IMI-Critical, Chairman of the Board at itSMF Czech Republic
- Tomáš Hettych, SVK, Chairman of the Board at itSMF Slovakia

itSMF CZE, itSMF Slovakia, CACIO - conference partners entries

16:30 - 18:00
DevOps simulation by Jaro Tomík, GBR, G2G3
“The G2G3 DevOps simulation is a highly interactive experiential learning workshop which demonstrates the business value and positive impact of a DevOps approach, as used by the likes of Atlassian, AT&T, RBS, HPE, QA or Pink Elephant.”

17.5.2018 itSDFI Roundtable & Panel discussion 9:00 – 12:00
Cloud governance and new EU regulations – per registration
- George Papoulias, GRC, Group IT Governance at National Bank of Greece
- Do we have best practices for cloud services in regulated environments like banks?

Digital services in healthcare – per registration
- Introduction - Neil Bennett, GBR, Head of Service Management at NHS Digital
- Challenges in IT governance in healthcare
- Digital disruption, digital transformation

Workshop - per registration
- How Good Is Your IT? – overview of IT quality management framework IT Quality Index – introduction to Certified IT Quality Expert course

12:00 - 13:30 Lunch and official conference ending
<table>
<thead>
<tr>
<th>Time</th>
<th>Speaker/Author</th>
<th>Title/Description</th>
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| 09:05  | Zdeněk Kvapil | Conference start – welcome from the conference moderators History, concept, future plans – Zdeněk Kvapil, Q4IT  
**Conference focus** - „ IT Governance & Complexity“ |
| 09:15  | Neil Bennett  | From ITIL to Agile SM in the Public Sector |
| 09:45  | Duncan Watkins| From Tactical to Strategic – How to begin transforming your organisation |
| 10:15  | Radim Petráš  | Why Service Management is still in shadow of Project Management? |
| 10:45  |              | Coffee break      |
| 11:00  | George Papoulias | Cloud Computing in the Banking Sector of the Euro-area |
| 11:30  | Noel Bruton   | Dimensions of IT Support Professionalism |
| 12:00  | Andy Thomson  | Managing skills through change and complexity |
| 13:30  | Nicholas Jose Medina Davis | Innovations and Start-ups window  
Martin Králik, CZE, Tesabot  
Pavel Carvan, CZE, Objectgears  
Roman Kazička, SVK, SystemThinking  
Jonathan Boyd, GBR, Owner of Jonathan Boyd Consulting  
”How is UK and Scottish government helping new starts“ |
| 14:00  | Matthew Philip | The Missing Agile Feedback Loop |
| 14:30  | Artur Margonari | SpotiSAFeLeSS |
| 15:00  | Nicholas Jose Medina Davis | Coffee break |
| 15:20  | Patrik Šolc   | Knowledge Centered Service - Knowledge at the heart of operation |
| 15:45  | Patrik Šolc   | Why Finn and Indian need also Czech guy? |
| 16:00  | itSMF CZE      | Conference initiative, Award, Invitation to itSDFI 2019, 22.5.2019 |
| 16:10  | Jaro Tomík    | G2G3 business simulations, experiential learning |
| 16:15  |              | Coffee break / End of day 1 if delegate do not participate on simulation game |
16:30 - 18:00  
**DevOps simulation by G2G3 – optional participation for max 25 people – registration on conference**

Moderator: Jaro Tomik, GBR

“The G2G3 DevOps simulation is a highly interactive experiential learning workshop which demonstrates the business value and positive impact of a DevOps approach, as used by the likes of Atlassian, AT&T, RBS, HPE, QA or Pink Elephant.”

18:00  
**End of simulation and end of Day 1**

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17.5.2018  
**Day 2 – parallel morning sessions**

**09:00 - 12:00**  
**Roundtable 1 – free participation for conference delegate, registration required**

Cloud and new EU regulations

*Guest moderator: George Papoulias, GRC, Group IT Governance at National Bank of Greece*

**09:00 - 12:00**  
**Roundtable 2 – free participation for conference delegate, registration required**

Digital service in Healthcare

*Guest moderator: Neil Bennett, GBR, Head of Service Management at NHS Digital*

**9:00 - 12:00**  
**Workshop – IT Quality Index overview**

*Trainer: Zdeněk Jelínek, Q4IT*

Fundamentals of IT quality measurement, benchmarking and continual improvements in a way which management understands

Registration form is [here](#)
Speakers profile:

**Neil Bennett** is Service Director at NHS Digital based in Leeds.

"From ITIL to Agile SM in the Public Sector"

Neil is ITIL Expert qualified and has more recently introduced an Agile Service Management framework in to NHS Digital. He has spent a 20-year career in healthcare IT, working initially in the private sector delivering IT systems in to the NHS then moving in to the public sector to work on the delivery of national scale IT systems that support the delivery of effective healthcare.

**Duncan Watkins**, GBR, Senior Consultant at Forrester UK

"From Tactical to Strategic – How to begin transforming your organisation"

In this presentation Duncan will talk about what to focus on, how to build out your ecosystems and how to measure your success. Modern organisations recognise that they need to shift from the tactical to the strategic. Practices such as DevOps, IT4IT and Agile place emphasise on putting your business goals at the front of what you do. Similarly, cloud, effective vendor management and automation mean that IT organisations need to do less of the heavy lifting they traditionally did. But how do you get started on this path? What do you need to do first? And how do you manage this transformation.

Duncan is a Senior Consultant within Forrester's Business Technology service delivery consulting practice. He is an experienced IT Service Management professional who has worked in consulting, banking, publishing and telecoms companies. As well as IT Service Management, he has extensive experience in Information Security and Programme and Project Management.

Prior to joining Forrester, Duncan worked for Realising Value as a consultant, analyst and author. During this time he co-authored the Service Integration and Management Body of Knowledge book. He has been a lead Service Delivery Manager within a number of organizations, implementing customer obsessed IT operating models, which deliver better business outcomes. He led the delivery of the ISO27001 security standard for BlackBerry across Europe after recognising the unique business case within the company, as it launched in new territories.

**Radim Petráš**, CZE, Head of IT Service Management at Stora Enso

"Why Service Management is still in shadow of Project Management?"

Across the industry we can see that IT departments are building Project Management Offices, but projects are usually just small part of IT budgets. How many Service Management Offices you have seen? Come, listen and share your experience.

Radim Petráš graduated at VSB Technical University of Ostrava in year 2008. Already during his studies, Radim joined Scandinavian IT service provider Tieto where he managed large teams and IT services. Three years ago, Radim joined Stora Enso’s IT department where his main responsibility has been to unify the way of working in End User Support, with key activity of building one Service Desk for 26 000 employees with multiple languages. By the beginning of November 2017, he started a new position as Director, Head of IT Service Management where he focuses on tools and operational processes development. Radim is also holder of ITIL Expert certification.

**George Papoulias**, GRC, Group IT Governance at National Bank of Greece

"Cloud Computing in the Banking Sector of the Euro-area"

The latest developments in the cloud computing area of the Banking industry and the Fintech ecosystem in the Euro-zone.

Banks, Cloud Service Providers and Regulators on the same table in a coordinated effort to shape clearer and harmonised supervisory approach towards cloud computing to support the swift adoption of public/hybrid cloud by the banking sector.
Cloud computing is driving both the digital transformation of banks and the EU Digital Single Market. How the “Fintech Banks” fit-in to this new under a constant change highly regulated environment?

George currently is holding the position of Senior Management Advisor in the Chief Information Security (CISO) and Chief Data Governance (DCG) Office of the IT Division at National Bank of Greece Group. He has more than 25 years of experience and worked in various positions in the Banking industry for CITIBANK, ABN-AMRO, PIRAEUS Bank and Eurobank, nationally and internationally. He also served as an IT Services Manager, with Atos, the IT Chief Integrator of Athens 2004 Olympic and Paralympic Games, and as an IT Audit Manager for the National Bank of Greece Group.

George is a CIS graduate from the W.P Carey School of Business of Arizona State University. He is also an ITIL Expert, Prince2 Practitioner and CISA, CGEIT, CRISC & COBIT5F certified.

Noel Bruton, GBR, consultant, trainer and bestselling author specialising in the management and delivery of IT User Support

“Dimensions of IT Support Professionalism”

There is no denying that ITSM has made progress recently. But meanwhile, IT Support seems stuck. Statistically, we now need three technicians to do the work two could do a decade ago, at a time when computers are arguably getting easier to support. Backlogs and queues are accepted reality for many, despite the damage they do to productivity and the workplace stress they often bring. Single Points of Failure (SPoF) – e.g. having only one ‘Subject Matter Expert’ - are normal, despite the business risks. Fix times in hours or days are not unusual, when they should take mere minutes. We often don’t have managers, just senior technicians whose organisational perspective is still limited to reactive fault-fixing. And even now, some of us still don’t have a Cost Benefit Analysis by which we can make strategic or even operational decisions about IT Support investment.

IT Support needs urgently to professionalize. Noel Bruton will describe how that looks, in a talk using content from the ‘Mastering IT Support Delivery’ curriculum of accredited training for IT Support professionalism.

Noel Bruton has been in IT Support since 1979, and operating as an independent management consultant and trainer in that field since 1991. He is the author of bestselling books on IT support management and the originator of numerous concepts, algorithms, and terminology in common use in IT management frameworks. Originally from Manchester, he is now based in West Wales. See more of his work at http://noelbruton.com.

Andy Thomson, GBR, Chair of SFIA council, Skills Management Consultant, QA Ltd, UK

“Managing skills through change and complexity”

Organisations described as 'mature' usually have a clear management structure and well-defined team responsibilities. Roles are defined and understood through reporting lines and job descriptions. This well-established clarity of purpose is essential for recruitment and staff development, as companies grow in scale. But "times, they are a-changing" (or have already changed). As businesses adopt agile methods, network management and disruptive approaches such as DevOps, how can we manage development when we are aiming at moving targets? How can we recruit into specific positions when roles are not fixed in a team structure? Even in traditional organisations, the need to restructure often
means that recruitment, development and training is frozen until the new management structure settles down. Can't skills be managed through that protracted transitional time?

In this short presentation, Andy Thomson will explore these questions and describe how the SFIA framework supports dynamic skills management.

Andy has worked in the computer industry for over 40 years and as a learning and development specialist for over half that time. He has written and delivered learning programmes for new and experienced staff in technical, professional and personal skills. Andy’s eclectic experience, working with staff and managers at all levels, in technical and non-technical roles, has given him the unique perspective needed to lead the Skills Consultancy business at QA Learning.

Andy specialises in talent management and skills development, using SFIA (Skills Framework for the Information Age) and is a SFIA Accredited Consultant. Andy is Chairman of the SFIA Council, formed of user organisations and accredited partners, which supports the SFIA Foundation Board.

Jonathan Boyd, GBR, Owner of Jonathan Boyd Consulting
“How is UK and Scottish government helping new starts”

Jonathan has over 15 years’ experience in IT, specialising in complex technology based solutions. Much of which was spent as a solutions consultant in ITSM before starting his own business. He has a proven record in introducing complex concepts to public and private sector organisations and is dedicated to improving IT Quality, Value and Convenience. When he is not working he prefers to seek out new experience for him and his family to enjoy and broaden their horizons.

You can contact him via LinkedIn at: www.linkedin.com/in/jonathanboyd2401

Talk abstract: A short look at how the UK is supporting start-ups, the Ecosystem being created, the challenges we will face and the things we can learn from the younger generation.

Matthew Philip, USA, ThoughtWorks
“The Missing Agile Feedback Loop”

Matt Philip is the Director of Learning and Development at ThoughtWorks. In his work as a coach, trainer, quality advocate and facilitator, Matt helps organizations and teams continuously become fit for their purpose. He draws on lean and agile values, principles and practices (Kanban Method, XP, Scrum) to offer experience, models and options to customers and teammates. He tweets at @mattphilip and blogs at https://mattphilip.wordpress.com/. Matt is especially passionate about building learning organizations and the Kanban method and is one of the founding organizers of the Lean Kanban St. Louis meetup and a board member of the Association for Talent Development (St. Louis chapter).

Talk abstract: Typical agile feedback loops, like demos and retrospectives, provide awareness of health and fitness, but many teams struggle for a way to understand a vital area of feedback: the fitness of their service delivery. This session introduces the service-delivery review as the forum for this feedback.
There are many known models and ways out there to scale Agile: SAFe, LeSS, Spotify, Nexus, DAD, Scrum@Scale and others...

Which one would you choose to scale agile at your organization? Have you ever thought about mixing them all, picking up the best of each? Would it be bottom-up or top-down? Only IT or the whole company?

Artur will share my experience in participating in the global Agile transformation, together with other 90+ coaches, of one of the biggest financial organizations in Europe: why it started, when, how, what are the successes and challenges and what’s the situation at the moment.

Knowledge Centered Service (KCS) is a rich methodology defining knowledge management best practices for IT service organizations. The KCS methodology, created by the Consortium for Service Innovation (CSI), has developed for over 25 years. NNIT, a member of the CSI, adopted KCS in 2014. KCS results in increased customer satisfaction, enhanced operational efficiency, and improvements in products and services. KCS transforms organizational culture and opens the door to an inspiring evolutionary path for the Service Support Center. NNIT are delighted to share our KCS journey so far, and our vision for the future.

More than 20 years’ experience in IT/ICT business (15+ years in management role) in Global IT companies.

He currently works as a Manager, Divisional IT Operations at IMI Critical Engineering, Primary responsibility for all IT operations and IT processes implementation across the division IMI Critical Engineering.