

## Digital Transformation Programme The Launch

9 October 2019, BT Centre, London

**10:30**      **Registration and networking refreshments**

**10:50**      **Welcome and Introduction to the programme**

**Arturo Dell**, *Director of Technology and Innovation, HouseMark*

Setting the scene: As part of a group exercise, we will get to know each other, share personal and organisational ambitions and learn more about hopes for this programme. To do this, we'll be asking you to share;

- Who you are, where you work and your role
- Why you have chosen to take part in the programme
- What you are hoping to learn
- What you hope to get out of the programme that you can take back and implement into your own organisation?

**11:30**      **Transforming IT at BT: The Da Vinci project**

In this opening session we'll look at the global programme transforming BT's 13,000-person IT department to become 'an IT service provider of choice'. The project is already shining a light across the wider enterprise on how to run service design-led transformation at scale and we will get to hear about;

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Including time for Q&A

**Da Vinci project team, BT**

**12:15**      **Leading Transformation**

- What is business transformation and why is it crucial to sustainability
- How to lead an organisation through transformation
- Using transformational leadership to inspire and engage people to change
- Maximising performance through effective leadership
- Uncovering innovation and best practice from outside the sector

Including time for Q&A

**Chris Roebuck**, *Hon Visiting Professor of Transformational Leadership, Cass Business School London*

**13:00**      **Networking lunch**



- 13:45**      **BT showcase and demos**  
Introduction, followed by a tour exploring the possibilities of technology. Including a look at customer experience, types of interaction, chat bot tech, SD-WAN and security.
- 15:15**      **Comfort break**
- 15:30**      **Data Innovation**
- Open innovation with data
  - Making the best use of emerging technology to improve customer outcomes
  - Collaborative ways of working to ensure data excellence
  - The power of data to drive change
  - Making data driven decisions and turning data insight into action
- Including time for Q&A
- Paul Connell**, Founder and Head of Innovation, Open Data Institute Leeds*
- 16:10**      **Workshop**  
Preparing for BT's Hothouse
- Led by **Arturo Dell** and **Chris Laing**, Account Director, BT*
- 17:10**      **Wrap up**  
Summary of key learning points from the day, discussing actions that you can take away and bring to the next session.
- 17:15**      **Short walk to dinner venue**
- Networking dinner and drinks**  
The Happenstance, 10 Paternoster Square
- 18:30**      **Close of launch event**