

4TH ANNUAL

hr4ict12

A CTO FORUM | 2012

16 - 18 April 2012
BIS Conference Centre
London, UK

Organised by

COMMONWEALTH
TELECOMMUNICATIONS
ORGANISATION

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e-HR - Where does the future lie?

- The most established HR event for Telecoms
- Guaranteed attendance by senior executives from over 25 countries including Caribbean, Africa, Europe and Asia Pacific
- Over 200 participants expected
- Over 300 industry executives in attendance since launch
- Exclusive opportunities to showcase enterprise solutions and services
- High Level Speakers invited
- Opportunity to discuss real life cases with experts across the HR and ICT Sector
- Booked networking available with specific speakers over lunch periods

What delegates said of the previous event...

“A rich diverse depository of knowledgeable, experienced ICT professionals. A must do on your business calendar!”
Ms Caron Greaves, Head of HR Planning, TSTT, Trinidad & Tobago

“The HR4ICT is a unique forum where ICT HR practitioners get the opportunity to share experiences of counterparts and take back home key points to help us in the betterment of our HR functions.” Ms Mridula Rakha, HRM, ICTA, Mauritius

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Day 1, Monday, 16th April 2012

- 08.00 - 08.45 **Registration and coffee**
- 09.00 - 09.15 **Chairperson's opening remarks**
Speaker:
Carolyn Young, Director Administration/HR, Office of Utilities Regulation, Jamaica
- 09.15 - 09.30 **CTO Opening remarks**
Speaker:
Professor Tim Unwin, CEO, CTO, UK
- 09.30 - 10.15 **Keynote speaker: Overview of the past and current HR Landscape**
 - Past and present
 - The big picture - Where are we heading?
 - Strategy for talent of the future**Speaker:**
Jacqueline Davis, Author, UK
- 10.15 - 10.45 **Strategic planning and resourcing for future development**
Speaker:
Zain Khan, CMC Founder, Alliances Consulting Group, Canada
- 10.45 - 11.15 **Coffee, networking and group photo**
- 11.15 - 11.45 **Overview of current issues for HR Managers**
 - Operators perspective
 - Regulators perspective
 - Public service perspective
 - Global trends**Speaker:**
Harriet Omoding, HR Director, Uganda Communications Commission
- 11.45 - 12.15 **Strategic HRM: Modern times**
Speaker:
Maryam Bayi, Head of Human Capital, Nigerian Communications Commission
- 12.15 - 13.00 **Panel discussion: Can technology help your business to become more streamlined, innovative and fast moving in the current economic climate?**
 - Data security
 - Impact for HR Directors, and insurance data security risks
 - Benefits for the engaged and energised company**Moderator:**
Dr. Will Venters, Lecturer, Information Systems, London School of Economics

Panellists:

David McLeman, Managing Director, Ancoris, UK

Bashir Patel, COO, CTO, UK

13.00 - 14.30 **Lunch and networking**

14.30 - 15.00 **The cloud age and implications for businesses: Resilience, security and making the most from your service**

- Where data is held and how secure is it?
- Pros and cons to available services
- Can cloud technology ease the burden of unmanageable data storage?

Speaker:

David McLeman, Managing Director, Ancoris, UK

15.00 - 15.30 **Identity, privacy and security issues relating to information and net-based industries**

Speaker:

Dr. Gus Hosein, Executive Director, Privacy International, UK

15.30 - 16.00 **Coffee and networking**

16.00 - 16.30 **New social media and employee confidentiality**

- What is social media and how is it impacting on the business world?
- Reasonable restrictions to protect the company
- Using social media as a tool to promote your business and services

Speaker:

Kevin Poulter, Solicitor, Bircham Dyson Bell, UK

16.30 - 17.00 **Social media, is it a viable recruitment tool?**

- New ways of recruiting talent
- Positive and negative impacts of recruitment through social media
- Interactive examples of best practice when recruiting through social media.

Speaker:

Ruth Miller, Consultant on Resourcing Strategies & Career Counsellor, RMA, UK

17.00 - 17.10 **Chairperson's closing remarks**

17.10 - 19.30 **Evening reception hosted by CTO**

**Day 2, Tuesday, 17th April 2012**

- 08.30 - 08.55 **Registration**
- 08.55 - 09.00 **Chairman's opening remarks**
Speaker:
Bashir Patel, COO, CTO, UK
- 09.00 - 09.30 **Current and future ICT trends, where are we heading?**
Speaker:
Jon France, Global IT Director, GSMA, UK
- 09.30 - 10.00 **Technology against company policy**
 - Basic technology requirements Vs in-depth technology expertise
 - What is the on-boarding process for new employees?
 - What technology training should any new employee have?**Ram Herkanaidu**, Educations Manager & Security Researcher, Kaspersky, UK
- 10.00 - 10.30 **What technologies do you need in place for the HR function and business development to thrive?**
Speaker:
Chris Terupo, Head of Human Resources, Telikom PNG, Papua New Guinea
- 10.30 - 11.00 **Coffee and networking**
- 11.00 - 11.30 **Where will technologies be in ten years time?**
 - Predictions for 2022
 - The way forward for a technology based HR function**Rasmus Aaen Madsen**, Senior Director, Product Marketing, Success Factors (A SAP Company), UK
- 11.30 - 12.30 **Panel discussion: The long term effects of technology centralisation**
 - The pros and cons of technology centralisation
 - The impact of shared services
 - Future impacts for HR professionals**Speakers:**
Waga Navei, Assistant Director & Acting Director General, PNG National Institute of Standards and Industrial Technology, Papua New Guinea
Bashir Patel, COO, CTO, UK
Ram Herkanaidu, Education Manager, Global Educational Programs Development, Kaspersky Lab, UK

- 12.30 - 14.00 **Lunch and networking**
- 14.00 - 15.00 **Roundtable discussions: How will data protection affect future HR Decisions?**
 - How does data protection effect HR
 - Impact of data protection on legislation**Moderator:**
Richard Dick, CEO, Development Consulting Centre, Trinidad & Tobago
Speaker:
Lutz Bartsch, Chief Technologist, EMEA, Success Factors (A SAP Company) UK
- 15.00 - 15.30 **Coffee and networking**
- 15.30 - 16.00 **Major nationwide programmes and best practice**
Speaker:
Jon France, Global IT Director, GSMA, UK
- 16.00 - 16.30 **Panel discussion: How will mobile technology change the company standard?**
Moderator:
Halima Letamo, Head, Capability Development, Botswana Telecommunications Corporation
Panellists:
Chris Terupo, Head of Human Resources, Telikom PNG, Papua New Guinea
Eugene Lebele, Head of Training Campus Management, Telkom SA
Ram Herkanaidu, Educations Manager & Security Researcher, Kaspersky, UK
- 16.30 - 16.45 **Q&A Session**
- 16.45 - 17.00 **Chairpersons closing remarks**

Day 3, Wednesday, 18th April 2012

08.30 - 08.55 **Registration**

08.55 - 09.00 **Chairperson's opening remarks**

Speaker:

Halima Letamo, Head, Capability Development, Botswana Telecommunications Corporation

09.00 - 09.30 **Open training resources - Open content for training: Lessons for OER movement**

- Are current legislative changes needed?
- Do we need to rethink long-term strategies?
- How can we promote best practice and stay on top of the game?

Speaker:

Professor Tim Unwin, CEO, CTO, UK

09.30 - 10.00 **Essential skills for human capital practitioners: a strategic development framework**

- How can human capital as a function and practitioners as individuals be significantly better acquainted with our organisations business?
- How do we focus on developing business-related skills that help merge human capital strategy with business strategy?
- What is the payoff for aligning business and human capital strategy?

Speaker:

Brian Goulden, Pygma Consulting, South Africa

10.00 - 10.30 **Case study: Outsourcing vs in-house**

- With experts in many technological fields becoming obsolete, is outsourcing a more viable option?
- Is training and skills development something we must implement?
- Or does the answer lie with talent retention?
- Recruiting from a small pool of talent
- Strategy Vs reactive

Speaker:

Pank Koria, Managing Director, Project People, UK

10.30 - 11.00 **Coffee and networking**

11.00 - 11.30 **Organisational training within e-HR for the ICT Industry**

Speaker:

Eugene Lebele, Head of Training Campus Management, Telkom SA

11.30 - 12.00 **Dealing with obsolescence in HR policies**

- Updating HR Policies
- Major pitfalls
- Best practice

Speaker:

Richard Dick, CEO, Development Consulting Centre, Trinidad & Tobago

12.00 - 13.30 **Lunch and networking**

13.30 - 14.00 **Drawbacks of e-HR? The loss of human touch**

Speaker:

Mridula Rakha, HR Manager ICTA, Mauritius

14.00 - 15.00 **Closing panel - Lessons learnt: Key points raised from the conference**

Moderator:

Mridula Rakha, HR Manager ICTA, Mauritius

Panellists:

Richard Dick, CEO, Development Consulting Centre, Trinidad & Tobago

Chris Terupo, Head of Human Resources, Telikom PNG, Papua New Guinea

Zain Khan, CMC Founder, Alliances Consulting Group, Canada

15.00 - 15.15 **Chairpersons closing remarks**

15.15 - 16.00 **Coffee and networking**