

**MCUG Forum 2009 Programme (5/2/09 update edition)**  
**24<sup>th</sup> 25<sup>th</sup> March - Ramada Inn Sutton Coldfield Birmingham**  
**Go to [www.mcug.org.uk](http://www.mcug.org.uk) to book your place**

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| <b>Time</b>   | <b>DAY 1 – TUESDAY THE 24<sup>TH</sup> MARCH</b>   |
| <b>09:30</b>  | <b>REGISTRATION &amp; EXHIBITION OPENS</b> Coffee served   |
| <b>10:30</b>  | <b>Morning session Chair. Chris Bailey, Head of Motoring Technology. The AA</b>  |
| 10:30   | Forum opening & welcome.<br>Martin Giel - Operations Systems Manager, South East Water   |
| 10.45   | Searching for Black holes: The MCUG project to monitor GPRS and 3g coverage.<br>Martin Morey MCUG General Secretary<br><br>It has been suggested that 'I was out of coverage' could be the new excuse for the work-shy. End user organisations need to know about coverage, both for HR purposes, and to get reliability and value for money from the mobile networks and their work management systems. This MCUG internal project is developing the tools to answer the questions.   |
| 11:00   | Computerising Airborne Mobile data gathering<br>Adam Crick – Director Symbion Power / PDG Helicopters<br><br>One of the most effective ways to inspect assets is from the air. Most utilities have had some form of airborne inspection as part of their maintenance or security for many years, but, how do you increase range, accuracy and efficiency, of this very expensive service. Adam Crick of Symbion/PDG has flown millions of miles inspecting plant for most of the big names in the UK and Ireland. In addition to flying with acres of paper maps, Adam has increasingly moved to computer aided inspection. In this fascinating talk we cover the business and the technical reasons for introducing airborne GIS, and cover the ergonomic challenges of rapid inspection. Hear why PDG, as a sub contractor, have invested heavily in leading edge geographic information technology, and how it benefits both the aviator, and the client. |
| 11:30   | Integrating live traffic data with your planning.<br>Highways Agency<br><br>Following an approach to MCUG last year from the Highways Agency, we have requested a speaker to discuss the availability of live traffic data, and consider how this may be integrated with the planning process to reduce miles, save time, and lower the carbon footprint.  |
| 12:00   | A flexible approach to Mobile Email<br><br>An invited case study from a large law practice looking at cross platform approaches to mobile email in a mixed field working environment, and with freedom to select a wide range of mobile devices. Despite the problems of spam and banal emails circulated by those too lazy to edit their cc lists, Email remains a very valuable tool. This user case study looks at a different approach to delivering it to a diverse workforce whilst managing data charges.   |
| <b>12:30</b>  | <b>NETWORKING LUNCH</b> in exhibition area   |
| <b>14:00</b>  | <b>Session Chair: Peter Ransom - Head of Business Technology, BBC</b>  |
| 14:00   | Can automatic scheduling and planning deliver a benefit?<br>Paul Brownridge - Eon/Matthews Craig<br><br>A two part presentation. Paul's background is in implementing major mobile worker scheduling systems for Centrica/British Gas Service, and latterly for Eon. Paul breaks down the hype surrounding scheduling, and takes a realistic look at what really works. The second part of the session is interactive, with Paul taking questions and examples from the floor, and relating these directly to your operational needs.  |

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| 14:30 | <p><b>Profitable service delivery through well engineered solutions.</b><br/> <b>Graham Neve Triton Showers</b></p> <p>Graham is a member of the Service Management Editorial Advisory Board and manages a mobile workforce involved in plumbing, installing, and resolving client problems with sophisticated showers and associated systems. Against the backdrop of this essentially practical mission Graham develops, delivers, and supports a sophisticated mobile work management and reporting system.</p>  |
| 15:00 | <p><b>Making the case for purchasing ruggedized devices:</b><br/> <b>Revisiting the field device failure statistics from C2R's presentation at MCUG 2007.</b></p> <p>What actually fails when you have a large population of ten thousand mobile devices? Does the statistics really make the case for investing more capital in toughened systems? Why otherwise spend more? We revisit the illuminating statistics in the context of the business decisions you may have to make in 2009, <del>the questions and what decisions you</del></p>   |
| 15:30 | <p><b>Operating systems, the difficult choices for user-friendly small field devices.</b><br/> <b>Charles Weir – Managing Director, Penrillion limited</b></p> <p><i>Choosing an operating system to deploy software on mobile terminals.</i></p> <p>Charles heads up an unusual specialist team of software developers who work deep in the complex machinery of mobile device software. With Symbian, Apple, Blackberry, Microsoft, Linux, and now even Google, offering different choices of operating software, MCUG has observed that early project choices can be an unwitting lock-in to specific hardware, and that the operating system choice then becomes critical to usability, reliability, and may pose a direct threat to long term system migration. With corporate IT systems having a life measured in decades, and many mobile devices with a life span as short as two years, your mobile platform choice needs very careful thought. How can you avoid mistakes? Charles gives us an overview of the minefield hidden behind those tiny screens, and then, after time to think, <del>hosts a round table clinic session to answer your questions at the end of the day</del></p> |
| 15:45 | <p><b>NETWORKING BREAK in exhibition area.</b></p>  |
| 16:15 | <p><b>Interactivity between mobile workers and devices. The virtual office</b><br/> <b>Dr Malcolm Hall -Glasgow University. (confirmation awaited)</b></p> <p>Malcolm and his team from Glasgow have developed expertise in understanding the problems people have when working with smaller hand-held devices. As MCUG members expect to pack more business functions in to smaller devices the practical techniques developed at Glasgow will help programmers and users get the most efficient interfaces, saving substantially on training time, and reducing finger trouble and the associated frustration</p>   |
| 16:45 | <p><b>Resilient Mobile data – Growing your own WiFi network</b><br/> <b>Martin Giel - Operations Systems Manager, South East Water</b></p> <p>With many telemetry-monitored remote utility-plant sites now having ADSL broadband connections supporting SCADA systems, the intriguing possibility emerges for the creation of a series of cheap, small private wireless hotspots to serve mobile workers. These hotspots can be low cost to implement, give a 'free' un-metered high bandwidth connection, resilience in communicating with staff in the event of a GPRS system failure, and could even eventually support VoIP as an alternative telephone channel. South East Water has now successfully deployed this technology to over 100 company sites. In addition they have resolved network management and security issues, and delivered a reliable and seamless service to remote staff. Find out how it was done, and all on a shoestring budget.</p>  |
| 17:15 | <p><b>First Responder/Second Responder; in an emergency which are you?</b><br/> <b>An MCUG Secretariat briefing</b></p> <p>MCUG has been advised by Mike Coward, Emergency Planning Officer for Cumbria that some Utilities and service businesses are about to get more responsibility in the event of a civil emergency. Are you aware? Are your mobile systems robust? We check out this issue, and discuss its implications. Note: we may move this session to the following day.</p>   |

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| 17:30 | <p><b>Resilient International mobile communications.</b><br/> <b>Achieving worldwide session persistence and management</b><br/> <b>Steve McCorry - Integration Project Manager, Johnson Controls</b></p> <p>With a dispersed multi national workforce spanning the globe, reliable communications and mobile data are nowadays critical to Johnson Controls. Solving the problem of very poor communications, dropped sessions, and data security was essential to Johnson's effective use of data in the field where failure or device recall is simply not an option. The problems solved either already affect many data users, or will affect them as public network loads increase, and the need for cost saving and diversity introduces other challenges. This essential presentation dovetails with two others at this forum giving an end to end view of communications troubles their solutions against the need for, resilience, budget control, and business survival.</p> |
| 17:45 | <p><b>Closing remarks – Martin Gooch of Southern Water summarises the day,</b></p>  |
| 17:55 | <p><b>Mobile Device Software Clinic</b><br/> <b>Charles Weir – Penrillian</b></p> <p>Following from Charles's talk on mobile devices and operating systems we run an extended off-piste clinic/ Q and A session for those who need advice in this area, or are just plain curious. If the response is large we will hold this session in the main hall, or, if small, we will move to a round table, and send in the coffee or the beers</p>  |
| 18:15 | <p align="center"><b>FORUM &amp; EXHIBITION CLOSE</b></p> <p><b>FREE TIME - Networking in the bar or time for the on-site gym or a swim!</b></p>  |
| 20.00 | <p>Drinks Reception in exhibition area. Meet other delegates in an informal atmosphere.</p>   |
| 20:30 | <p>Forum Dinner<br/> An informal dinner with plenty of opportunity to network.<br/> Musical entertainment and an invited speaker.</p>   |

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| <b>Time</b>  | <b>DAY 2 – WEDNESDAY THE 25<sup>TH</sup> MARCH</b>  |
|--------------|---|
| <b>08:45</b> | <b>EXHIBITION OPENS Coffee served</b>   |
| 09.15        | Forum / day 2 - session chair<br>Dennis Flower – Editor, Service Management Magazine and SM365  |
| 09:15        | Mobile Data in the BBC<br>Peter Ransom, - Head of Business Technology. BBC<br><br>Applying the lessons learned in deploying mobile data in the service sector to the challenges of a world-wide broadcast service.<br><br>For much of the past decade Peter Ransom was an architect and a prime mover in the deployment of British Gas's hugely successful mobile data systems. Always up for a challenge, he has now moved to the BBC to head up the technology aspects of their myriad of business systems. He shares his experiences, and considers the way ahead for mobile systems with the challenges of mobile data in a worldwide broadcast business.   |
| 09.45        | Delivering Mobile Data in a subcontractor setting<br>Mark Smith - RPS Water<br><br>With the utility and service sector increasingly relying on specialist subcontractors to deliver critical elements of their services, how do they integrate their data systems and ensure a smooth secure flow of data to agencies outside? Many choose simply to free issue additional equipment, however in an uncontrolled and increasingly competitive environment this has problems. RPS Water, a major water industry sub contractor show how they have handled this complex issue themselves.   |
| 10:15        | Mobile IT systems in hazardous Environments<br><br>Speaker from the petrochemical industry to be confirmed<br><br>Using computers in environments where explosions may occur requires special equipment and special procedures, and those in addition to the normal challenges of mobile data, software, systems, and communications. This presentation should help those who have workforces that encounter hazardous and flammable environments to consider some of the possibilities.  |
| <b>10:30</b> | <b>NETWORKING BREAK in exhibition area</b>  |
| 11:00        | Delivering mobile data in the cab.<br>Malcolm Paice - head of Operations, Computer Cab PLC, London<br><br>Computer Cab is part of a major international services operation that operates transport and private hire in many countries. Keeping a taxi operation efficient, keeping promises to travellers, and delivering technology to thousands of taxi drivers is a major challenge. Computer Cab, as the name suggests, has been an early adopter of leading edge systems, and the development of systems is ongoing. Malcolm looks at systems, and particularly the ruggedized in cab hardware. How are these systems engineered to maintain profitability and efficiency in a worker community where everybody has 'The Knowledge' and time is money.   |
| 11:30        | Actively Managing Contract Work.<br>Richard Fuller – Homeserve<br><br>Richard explains the use of the Service Power platform in a contract service setting. There is a new world order emerging, where much service work is to be done through agencies and sub contractors. The key to efficiency for the client is to be able to identify and contract—with the external contractor as soon as work is needed that can not be done by the in house teams. From the sub contractor view, what he or she needs is a system to filter and channel externally raised work directly to the workers, whether in medium or small sub-contractor enterprises. In this way an efficient and flexible labour pool is created. If you have ever considered the challenges of linking your systems with subcontract pools, then this presentation is essential listening. Time to think out of the box. |

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| 12:00 | <p>Optimised routes and IN CAB Technology for municipal vehicles.<br/> <b>Sandy Twynholm - GIS Development Manager, Newcastle City</b></p> <p>With a large fleet of vehicles and the need for thousands of journeys for both planned and responsive work Newcastle City wanted to optimise the process, save fuel, save congestion time, and stop criss-crossing the city. Sandy's solution has been the introduction of extensive in-vehicle technology. Find out how he did it, and why the Tyneside council tax payers should be pleased.</p>   |
| 12:30 | <b>NETWORKING LUNCH in exhibition area</b>   |
| 14:00 | <b>Session Chair: Paul Brownridge - Eon/Matthew's Craig</b>  |
| 14:00 | <p>Mobile Data, a timeline<br/> Martin Gooch - Southern Water, and others.</p> <p>An informal presentation from this year's winner of the Utility Week awards for the best new mobile IT system; a company who has successfully operated field computers for twenty years and is still pushing the boundaries.</p> <p>Drawing on his own archives, those of the Secretariat, and other MCUG members we look at the development of the mobile data for the blue collar sector, placing in context various milestones, obstacles overcome, today's advanced systems, and returning to the 'wish list' published by the MCUG founding fathers over ten years ago. In the context of Martin's latest systems, how are we doing, and what do we still need? Is it possible to capture today's requirements?</p>   |
| 14:30 | <p>Panel Session<br/> Practical issues Implementing Standards for Notification of Work</p> <p>Martin Gooch - Southern Water<br/> Sandy Twynholm -Newcastle City<br/> Mark Smith - RPS Water<br/> Panellist from Highways Agency invited.<br/> Chair and facilitator – Paul Brownridge.</p> <p>With Department for Transport legislative requirements such as ETON 4 for the electronic notification of public street works many new communication/data interfaces have to be created and made reliable against a developing set of requirements. These virtual connections must exist between the authorities, the service contractors, and the Utilities. Implementing these in organisations that already have an existing IT infrastructure and a mobile work management system, and perhaps also a mobile GIS, presents difficult challenges as does achieving accuracy and adherence to the standards in practice. This panel discussion will also invite questions from the floor. Don't expect all the answers, but our panel will explore this critical issue, each from their unique perspective.</p> |
| 15:00 | <p>We are presently reviewing several options of presentations including the Metropolitan Police/Cap Gemini and also from Unisys for this final keynote talk. Please check programme online for updates</p>  |
| 15:30 | <b>Closing remarks – Dennis Flower, Editor, Service Management</b>   |
| 16:00 | <b>FINAL REFRESHMENTS in Exhibition Area</b>   |
| 16:30 | <b>EXHIBITION CLOSSES</b>  |