

Welcome to Reboot

Tuesday 11 June 2024



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Welcome to Reboot London

Thank you for joining us for Reboot London 2024! The Chief Technology Office is thrilled to have you here and extend a warm welcome to all of you.

Hackathon 2024

Today's event promises to be a key moment in your 2024 learning calendar. Our action-packed 'Reboot Experience' schedule includes informative tech talks, panel discussions, hands-on workshops, and the opportunity to find out more about some of the local platform teams. In between the sessions, interact with a variety of our suppliers, partners, and areas of the Group at exhibition stalls around the event — all providing ideas for you to explore and learn. We also have 180 competitors taking part in our Hackathon, competing for a selection of prizes against two business challenges.

You can also hear from event sponsors **Google**, who are hosting our Hackathon competition, and **Publicis Sapient**, who have designed the day's fantastic branding.

Reboot London 2024 has two main themes:
Generative AI and Modern Technology Skills.

So, what are you waiting for? Get ready to immerse yourself in the latest technologies, ignite your creativity, stay curious, learn something new, and most importantly, have some fun.

CTO Skills & Community Team
#EngineertheFuture

About the Hackathon competition



At the heart of Reboot is our Hackathon, where up to 180 people will compete to design a solution to one of two challenges.

Competing teams will work together as a team of up to six, and use the latest technology to provide a solution to one of our hack challenges. Teams will have access to the **Google Cloud Platform (GCP)**, provided by Google.

Teams will be shortlisted and assessed on several criteria, including how well they have addressed the challenges and their use of technology.



The two challenges are:

Challenge 1: Colleague Onboarding

How can we use technology to transform the onboarding experience for new-to-bank colleagues, allowing them to be productive from day one?

External benchmarking of our onboarding has told us that we have a big gap in our orchestration of the end-to-end experience. Create a technology solution to transform the onboarding experience for new employees, providing them with an interactive, engaging, and informative experience from job offer, to joining and into their first days in the Bank. The solution should allow new joiners to become productive as quickly as possible and create an engaging

and memorable experience as they begin their careers with Lloyds Banking Group.

The solution could also provide real-time feedback to the employee, line manager and business teams on different onboarding activities, allowing everyone involved in the process to stay informed on progress, upcoming actions, and completion of onboarding tasks.

This challenge is sponsored by the People Platform – Claire Sherwin (Business Platform Lead) & Stuart Martin (Colleague Success Director).

Challenge 2: Trusted Access

How can customers grant access to their financial activities and goals to those they trust?

Through our online services we want to help our customers with their financial activities and goals by allowing them to grant access to their products to trusted family and friends. Assigning flexible permissions might involve giving a family member view-only access to an account balance, access to pay a specific bill, or perhaps manage

an account entirely. Access could be granted on a permanent basis or for a fixed period. It could also allow customers to specify the guardrails they want to put in place around access to their finances.

Digital exclusion is an issue, with those affected being around £800 per annum worse off. 'Trusted access' could allow nervous digital adopters to extend permissions to a family member who can help, allowing them to take advantage of online services and products previously unavailable to them.

Trusted access can also provide the opportunity for customers to share their financial goals with their nearest and dearest, whether that is going to university, saving for a first home or getting married. It can allow families to support each other in ways that might be difficult otherwise, e.g. parents who are not on good terms can have transparency over finances and contribute without awkward conversations.

This challenge is sponsored by Tamara van den Ben (Customer Proposition Director).



Schedule of the day

Find below the running order for Reboot London 2024, with so much to do be sure to take some time to plan and get the most out of your day!

Morning session

- 08:00** Doors open to hackers (and hacker teams can begin)
- 08:30** General registration opens
- 09:00** Intro and information for hackers
- 09:30** Welcome speeches and announcements
- 10:00** Tech Talks and Workshops begin and the hack continues

12:30 Lunch

Afternoon session

- 13:30** The programme continues
- 16:30** Hack pitches start
- 17:20** Hackathon winners announced and celebratory refreshments
- 18:30** Event closes

Explore our Talk Schedule

As part of today's schedule, we have a range of informative and inspiring tech talks lined up for you to enjoy.

Get hands-on at our Workshops

We will be running workshops throughout the day, providing you with the opportunity to get hands-on with technology. If you are looking to attend a workshop, visit the room at the start time listed below and get involved! No advance sign-up is required and some of our workshops are repeated through the day.

Please note: some workshops require you to bring your own device.

A full schedule of Talks, Workshops and Social Learning events can be found in this booklet, rated by knowledge level.

Discover our Exhibitors

Around the event you will find multiple exhibition stalls from suppliers, partners, and areas of the Group. Take the opportunity to speak to one of our experts and get hands-on with an activity or demo.

Explore Platforms

Today we are joined by four platform teams with exhibits for you to explore and learn about their work. The platforms are:

- API & Digital
- Client Servicing and Engagement
- Digital Frameworks
- Intelligent Automation

Social Learning

At Reboot London we are continuing our Social Learning initiative, allowing you to learn together with other people, so why not join us in The Boardroom? These interactive social sessions will be running throughout the day focusing on AI and Stack Overflow.

Wi-Fi




To connect to Wi-Fi use:

Network: CONVENE

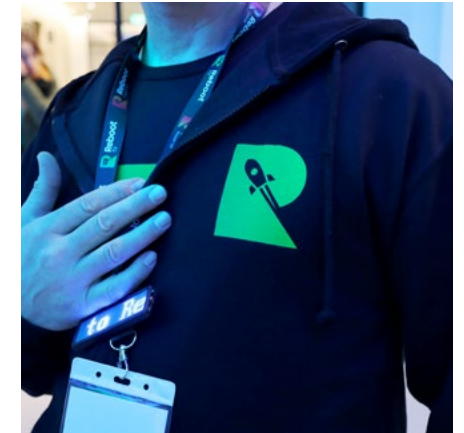
Password: stayconnected

Please avoid connecting unnecessary devices to avoid any impact to the Hackathon.

Catering information

-  Refreshments, tea and coffee will be available on arrival and throughout the day.
-  Lunch will be available between 12:30 – 13:30, please note you will be required to show your **Reboot Lanyard** to be served. You will also have an opportunity to network. We will cater for those with specific food allergies and/or requirements.
-  Refreshments will be available after the event.

Need some help or have a question?



Around the venue, you will find colleagues wearing black 'Reboot Crew' t-shirts with a green coloured 'R' Logo on the front, who are here to support all attendees. If you need help with anything, please do not hesitate to speak to one of the crew.



Talk Schedule

Grand Hall 1

| Time | Title | Speaker(s) | Description | RRS |
|----------------------------|---|--|---|-----|
| 10:00 – 10:30 | Unlocking Agile Excellence: Jira and Jira Align for Scalable Agility | Abigail Adewoyin | Join us to uncover the implementation of Atlassian's Jira and Jira Align within the context of Platform 2.0. Explore how the tools empower teams to deliver efficiently and effectively at scale. | 1 |
| 10:45 – 11:15 | API Economy Trends and Lessons in Driving API Growth | Varsha Nogaja & Dave Gore | In today's digital era, APIs play a pivotal role in connecting systems, enabling data exchange, and driving innovation. At Reboot London, we'll explore key takeaways: best practices for designing scalable APIs and leveraging APIs for growth. Join us to dive deeper into this topic. | 2 |
| 11:30 – 12:00 | Showcase SonarQube | Karl Kennedy | In this session, we'll explore SonarQube Data Centre, covering new features, the transition from Enterprise to Data Centre, and its benefits with live stats. We'll also discuss how SonarQube empowers engineers to deliver high-quality code. | 3 |
| 12:15 – 12:45 | Building a Highly Skilled Tech Workforce | Rich Mason, Alistair Watkins & Dominic Penfold | Join our panellists to discuss why we should all be investing in the skills and competencies for the future, around the technology that underpins our operations. | 1 |
| Lunch 12:30 – 13:30 | | | | |
| 13:30 – 14:00 | Improving Customer Service with AI | Rui Teimao & John Young | Join this session as we explore how we're using AI to deliver and improve conversational banking service, using live products and features in development to demonstrate a variety of use cases. | 1 |
| 14:15 – 14:45 | DAST Best Practices and Lessons Learned | Chris Smith & Sarah Clark | Join the QE COE team to explore Dynamic Application Security Testing (DAST). Discover best practices, gain insights from our experiences, and learn how we can support your security journey with our 2024 plans. | 3 |
| 15:00 – 15:30 | Modernising with Cloud | Steven Jeffrey & Ruben Gonzalez-Blanco | Together we are building the bank of the future. A platform that is quick, secure & resilient for customers; easy, modern and green for developers. | 1 |
| 15:45 – 16:15 | Designing a Green Tech Future | Stephen Gray, Steven Blunden & Millie Rae | Discover how Lloyds Banking Group is tackling energy consumption. Our goal: a 50% reduction in energy use and supplier emissions by 2030. Explore our Tech Sustainability Framework and learn about tools for sustainable tech design. | 2 |

Use our Reboot Rating system below to find the content that will give you the most from your day.

1 For everyone 2 Basic knowledge 3 Advanced knowledge



Talk Schedule

Hub 1

| Time | Title | Speaker(s) | Description | RRS |
|----------------------------|--|----------------------------------|--|-----|
| 10:00 – 10:30 | AI & GenAI – Let's Get Future Fit | Michele Booth & Anthony Wood | Explore AI's impact on customer expectations. Evolve from cost-centric to personalized experiences. Human involvement remains vital – addressing biases, managing unpredictability, and ensuring ethics. | 1 |
| 10:45 – 11:15 | Lloyds Bank Smart ID | Silvia Alidori & Ceren Sarioglu | Learn about Lloyds Bank Smart ID, a digital identity app for users over 13, enabling secure identity proof online and offline. Discover its market impact and future plans for Digital ID. | 1 |
| 11:30 – 12:00 | AI with a Side of Ethics: Serving Responsible AI to the Bank | Jeffrey Sharpe | Learn how LBG ensures ethical AI using People, Process, and Tooling. This talk covers high-level technical info and requires basic AI knowledge to understand the balance of ethics and technology. | 2 |
| 12:15 – 12:45 | Full Lifecycle Engineering Skills | Arjun Guglani (Publicis Sapient) | Discover how effectively leveraging AI can enhance productivity and elevate code quality. Learn why being proficient in multiple programming languages provides a broader perspective, fostering creativity and problem-solving. | 1 |
| Lunch 12:30 – 13:30 | | | | |
| 13:30 – 14:00 | From Artificial Intelligence to Zero Knowledge Proofs – How Emerging Technologies Could Shape the Future of LBG | Jamie Harbour | Join Jamie Harbour from CTO's Emerging Technology & Innovation team to explore future tech, its innovation potential, and its application at Lloyds Banking Group for new customer experiences. | 2 |
| 14:15 – 14:45 | Strategic Generative AI – Empowering the Group | Jason Corless & Azahar Machwe | Explore our use of Generative AI to boost efficiency, innovate processes, and serve customers. Learn from past successes, current projects, and future plans for integrating AI effectively. | 2 |
| 15:00 – 15:30 | Github Copilot, What Can it Do for You | Stuart Fosker | Join us to explore GitHub Copilot, debunk myths, and witness live demos. Embrace the evolving journey towards General Availability as we redefine collaborative coding's future. | 3 |
| 15:45 – 16:15 | Building a Positive Engineering Culture | John Abel (Google) | Delve into engineering culture's unseen effects: beliefs, biases, and innovation drivers. Embrace experimentation, growth mindset, blameless postmortems, and team empowerment. Join Google's John Abel to nurture a positive culture. | 1 |

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Workshop Schedule

Doddington Suite 1

| Time | Title | Speaker(s) | Laptop? | Description | RRS |
|----------------------------|--|-------------------------------|---------|--|-----|
| 10:00 – 11:00 | Responding to Trends: Ideation Workshop | Olga Savina | No | Join us to explore the tech trends that will fundamentally shape our future. In the Emerging Technology & Innovation team we monitor signals of change that are formed into Future Trends for the business to consider. Together, we will explore trends and future scenarios, and will come up with ideas as to how they can be leveraged as an opportunity. We will look at tech driven trends such as AI and Great Decentralisation, as well as broader lifestyle ones such as Changing Family Dynamics and Mobility. You do not need to have any technical knowledge to join us, just curiosity and willingness to explore together. | 1 |
| 11:15 – 12:15 | Personalised Generative AI – Enhancing Individual Lives | Jason Corless & Azahar Machwe | No | This workshop explores how Generative AI seamlessly integrates into our daily routines, enhancing both professional productivity and personal enjoyment. This segment highlights how AI tailors experiences and solutions to individual needs, streamlining tasks at work and elevating leisure activities. Discover the diverse applications of personalised AI that adapt to – and enrich – our personal lives. | 1 |
| Lunch 12:30 – 13:30 | | | | | |
| 13:30 – 14:30 | Safe&Secure for Engineers: Practical Hacking Demo | Gareth Thomas & Joseph Jonson | No | What happens when engineers confuse obscurity with security? See everyday objects hacked, find out how to find hacked data and maybe we could even hack you during the session! Presented by Gareth Thomas and Joseph Jonson – all with a stack of barely legal gadgets. | 2 |
| 14:45 – 15:45 | Machine Learning Crash Course | Cheryl MacDonald & Kejong Li | No | Understand the basics of Machine Learning with a fast-paced, practical introduction that teaches key Data Science concepts such as labelling data, training models, inference and reducing loss. | 1 |

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Workshop Schedule

Doddington Suite 2

| Time | Title | Speaker(s) | Laptop? | Description | RRS |
|----------------------------|---|-------------------------------|---------|--|-----|
| 10:00 – 11:00 | Google Application Integration – Learn How to Integrate Your Disparate Data to Achieve Seamless Customer Experiences | Andy Mather (Google) | LBG | Get first hand experience of the power of Google Cloud Application Integration to rapidly implement your integration flows. In this lab we'll explore the use of Application Integration to facilitate integration with a Big Query data set, and learn how you can leverage the power of Gemini to accelerate your implementation. | 3 |
| 11:15 – 12:15 | Mastering the InterStellar Web Software Development Kit | Rose-Mary Akl | LBG | Learn about the InterStellar Web SDK, an enabler for building responsive web journeys on Private and Public Cloud, which is driving reusability of shared components. Also you will learn how to create presets and find out how to contribute code using the Addons repo. | 2 |
| Lunch 12:30 – 13:30 | | | | | |
| 13:30 – 14:30 | Build a BI Dashboard Using Looker Studio and BiqQuery | Tim Berry (Appsbroker/Google) | LBG | Business Intelligence (BI) relies on visualisation tools to help analysts and decision-makers extract insights from data. In this lab, you'll step into the role of a tree services manager for a large city. Your mission: create a powerful dashboard using Looker Studio and BigQuery to uncover valuable insights from extensive tree service usage logs. This dashboard will guide informed decisions to optimise operations. Familiarity with BigQuery and Looker Studio is assumed for this lab. You'll learn how to upload data to BigQuery, create a reports dataset, run queries, and build a report in Looker Studio using BigQuery data. | 3 |
| 14:45 – 15:45 | Fun with SQL? | Philip Nelson | No | SQL is one of the most important technical skills for data, but few know anything beyond the basics. In this session we'll describe why SQL is important, introduce one little known feature (the OLAP expression) and then ask you to solve a challenge using this to "escape" from the room. Come along and see if SQL really can be fun, and if you want to sign up for the full one day class that we also run. | 2 |

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Social Learning

The Boardroom

| Time | Title | Speaker(s) | Laptop? | Description | RRS |
|----------------------------|--|------------------------------|---------|--|-----|
| 10:00 – 11:00 | Stack Overflow: Knowledge Sharing Olympics Advanced | Rosie Selkirk | No | In this social learning session attendees will work in teams to answer questions on Engineering Standards and Guardrails, and about technology change at LBG. All of the answers exist on SO@LBG and the Engineering Standards and Guardrails hub (both will be available for teams who don't know the answers). Colleagues answer the questions to win time to play different Olympic games. The team with the most points overall wins! | 3 |
| 11:15 – 12:15 | So, What's All This ChatGPT About GenAI? | Luke Cornish | LBG | This is an opportunity for non-technical colleagues to have a guided introduction to GenAI. The session will utilise the unique capabilities of the LBG Innovation Sandbox by allowing you to interact first hand with this emerging and disruptive technology! | 1 |
| Lunch 12:30 – 13:30 | | | | | |
| 13:30 – 14:30 | Stack Overflow: Knowledge Sharing Olympics Advanced | Rosie Selkirk & Will Garrett | No | In this social learning session attendees will work in teams to answer questions on Engineering Standards and Guardrails, and about technology change at LBG. All of the answers exist on SO@LBG and the Engineering Standards and Guardrails hub (both will be available for teams who don't know the answers). There will be extra hints and tips along the way and you'll have multiple choice answers to pick from. Colleagues answer the questions to win time to play different Olympic games. The team with the most points overall wins! | 1 |
| 14:45 – 15:45 | Want to Take Your GenAI Skills to the Next Level? | Luke Cornish | LBG | This is an opportunity for technical colleagues to take their skills to next level by interacting with dynamic datasets and using GenAI for work related tasks, like writing code. You'll also have the opportunity to learn about the unique capabilities offered by the LBG Innovation Sandbox and how your teams can leverage this experimentation platform in your day-to-day roles. | 3 |

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Code of Conduct

At Reboot we aim to provide a friendly and supportive environment for colleagues. Please follow this Code of Conduct to ensure everyone gets the most from the day. If you see or experience inappropriate behaviour, ask respectfully for it to stop.

What we ask of you:

- 01 Engage:** Be in the room and take part in activities. We kindly request that you do not log on to Teams calls through the day.
- 02 Share:** Take what you learn from the event and share it with your team.

Live our group values:



Inclusive: Be inclusive in your actions and language. Help us make the event something for everyone to benefit from.



Sustainable: Don't throw away reusable giveaway items – if you don't need/want it, don't accept it.



Trust: Assume people are working in our best interests and trust them in their endeavours.



Bold: Be prepared to meet new people, learn new things and experiment with technology.



People-first: Treat each other with respect and go the extra mile to support each other.

Accessibility – supporting information

As per our Code of Conduct, please be inclusive in your actions by putting people-first.

- If an attendee is wearing a yellow sunflower lanyard, be aware this may be the sign of a hidden disability.
- If you need any more information, see our **Inclusive Briefing Pack**, available at reception.



Quiet Spaces are located

- **Ground Floor:** The Gallery Café & Bar and the Ground Floor Lounge may be used as quiet spaces if necessary.
- **First Floor:** The Green Room shown at the bottom-right of the First-Floor map is a dedicated Quiet Space. A Prayer Room is also available – Please ask at reception.

Reboot London 2024 Inclusive Briefing Pack

We have prepared a Reboot London Inclusive Briefing Pack which describes what you will experience at the event and includes accessibility information.

A copy is stored on the Reboot London event SharePoint site and some printed copies are available at reception.

Get a professional photo taken with The Headshot Guy

At today's event you'll have the opportunity to have a professional headshot taken by The Headshot Guy.

This service is free of charge and will be available on a first-come first-served basis located in the Harwick Gallery area.

USING REBOOT AS A



FORCE FOR GOOD

Hackathon 2024

Supporting Crisis

Starting on 20 September, Chloe Solvey will be completing the Toubkal Trek in Morocco to raise funds for Crisis and the Simon Community. Chloe will be climbing The Jebel Toubkal, reaching a height of 4167 metres – the highest peak in the Atlas Mountains! We want to use Reboot as a force for good to support her and Crisis. Hear what she has to say about why this is so important to her:

Healthcare and homelessness – have you ever thought about it?

Maybe you've been in the situation where you or someone you know has had ill health – hospital appointments, travelling to different places for treatment and the emotional strain of dealing with ill health.

Now imagine the same situation where you're homeless.

Many of us aren't aware of the work that Crisis do in supporting people accessing healthcare whilst homeless: offering support to people in need, helping to organise appointments where there is no home address, opening medical centres where people can go for advice and treatment, supporting the discharge process when leaving a hospital stay, the list goes on.

My own personal experience has led me to be passionate about advocating for it – and that's why I'm doing the Morocco Trek in support of Crisis.

Crisis is the lifeline for a lot of people, and I'd like to do my bit in helping them.



To help support my trek, please scan this QR code.

We are filming and taking photographs at Reboot today

Attendees should be aware that they may appear in background footage and images taken throughout the day as we have a film crew and photographers capturing the event. Some colleagues may be asked for a picture or their thoughts about various aspects of the event, you can always decline when asked if you do not wish to be filmed/photographed.

We want to hear your thoughts

Thank you for joining us at Reboot London 2024.
We want to hear about your experience of the day.
Please take a few minutes to share your honest thoughts with us, by scanning the below.

