

Welcome to Reboot

Tuesday 3 December 2024



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sapient

welcome

Welcome to Reboot Manchester

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

Wi-Fi

Connect to: MCCC WiFi

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

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 three business challenges.

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

Reboot Manchester 2024 has two main themes:

Engineering Excellence and a showcase and celebration on what we've achieved in 2024.

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 #RebootManchester

About the Hackathon competition



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

Competing teams will work together in groups of six and use the latest technology to provide a solution to one of our hack challenges. Teams will have access to the Azure Platform, provided by sponsors Microsoft.

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

The three challenges are:

Challenge 1: More Money in Customers' Pockets

Create a market-leading banking app proposition that helps put more money in our customers' pockets. The feature should not replicate any current services in the Lloyds Bank, Halifax or BoS apps.

Sponsored by:
Tamara van den Ban,
Customer Propositions Director

Challenge 2: The ADHD Tax

In the UK, 3–5% of people have ADHD which brings an average £1600 extra expense to access goods and services each year. How can we help reduce this 'ADHD tax' (time and money) and make life easier for those it affects?

Sponsored by:
Hannah Munro,
Head of Group Diversity,
Equity and Inclusion

Challenge 3: Bridging the Digital Divide

Front-line telephony colleagues help customers with less digital experience to self-serve using our apps and online services. How can we use technology to support them delivering this vital service?

Sponsored by:
Peter Lee,
Technology Platform Lead,
Colleague Channels Platform



Schedule of the day

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

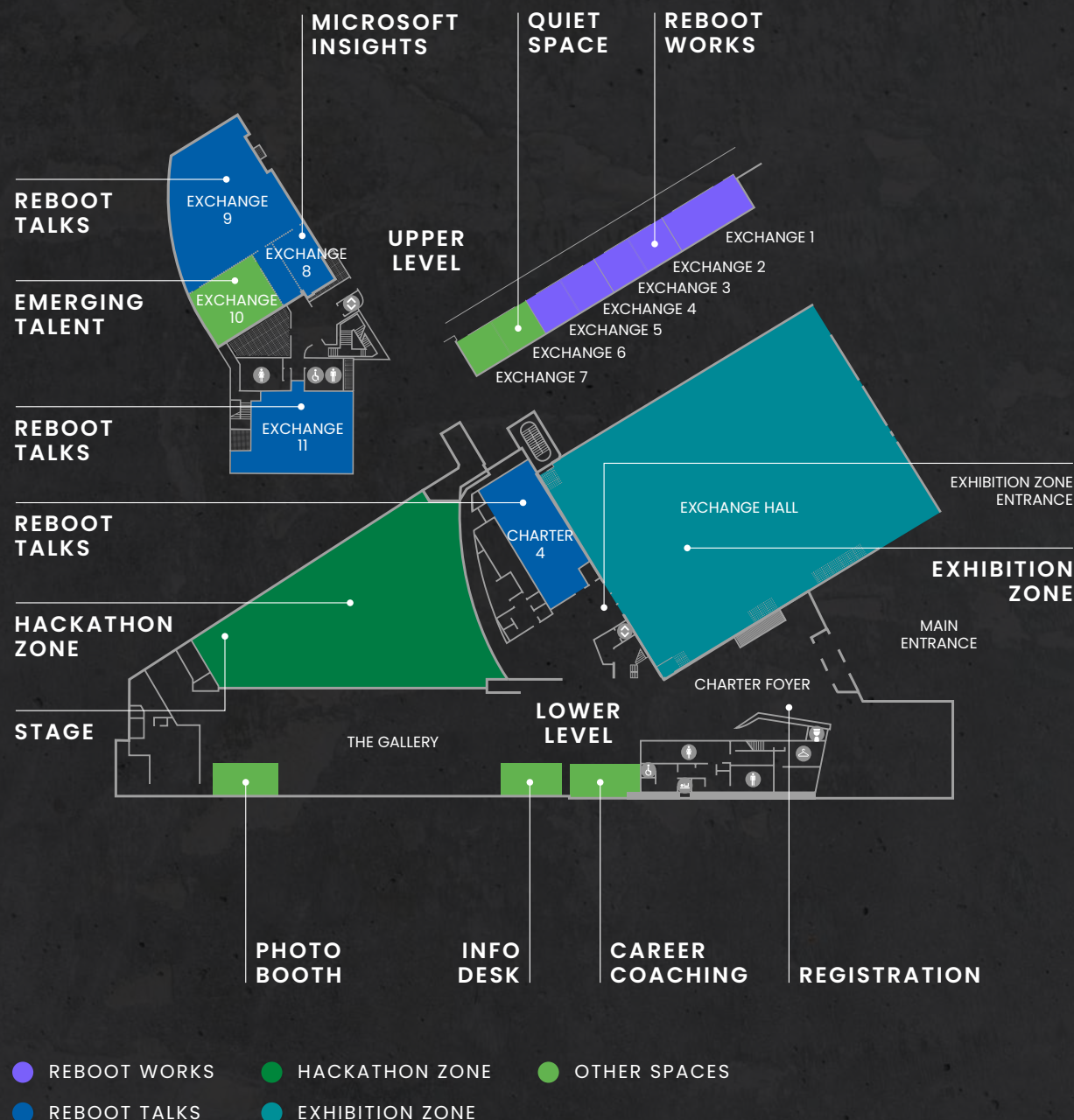
Morning session

- 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
- 15:45** Reboot awards – Exchange 9 – Upper Level
- 16:30** Hack pitches start
- 17:40** 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. Our sponsors Microsoft will also be hosting Express Insights sessions throughout the day.

Please note: some workshops require you to bring your LBG Laptop. Please take care with bank devices at this event and always keep them with you.

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

Discover our Exhibitors

In the Exchange Hall today, 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:

- Colleague Channels
- Core Banking
- Core Infrastructure and IT
- Enterprise Data Provisioning



Career Coaching Chats

At Reboot Manchester, **five career coaches** will be available, holding 1:1 sessions throughout the day. Sessions will be hosted in the area with pillars between the Charter Foyer and The Gallery.

Colleagues attending will have pre-registered for the sessions, but feel free to visit to see if any slots have become available. (Please refer to floor plan for signposting).

Reboot Awards

Our Reboot Awards are returning for a 2nd year, celebrating inspiring colleagues across learning and delivery. We are delighted to have Ron van Kemenade, our Chief Information Officers and our Women ConneCTech community sponsoring our awards who will be picking the winners from our shortlisted nominations.

Speed Mentoring

We've got three sessions on each topic for colleagues to meet mentors throughout the day. Colleagues attending will have pre-registered for the sessions, but slots might be available so feel free to visit to see if any slots become available.

- **Coding:** Featuring mentors skilled in Python, Java, JavaScript, SQL, and more.
- **Data Visualization and Storytelling:** Showcasing mentors with expertise in Power BI, Tableau, Data Storytelling, etc.
- **Cloud:** Highlighting mentors experienced with GCP, Azure, AWS, and similar technologies.

Sessions will be held in Reboot Works Rooms (please refer to Speed Mentoring agenda for locations).

Join us in Exchange 9 – Upper Level at 15:45 as we announce our winners.

Exchange 9



Time	Title	Speaker(s)	Description	RRS
10:00 – 10:30	Panel – Engineering Excellence	Ruben Gonzalez-Blanco Nick Durkin Amber Joyce Jo Rees-Hayward Shini Somara (Host)	How are LBG adopting Engineering Excellence? What we've done so far / what's next.	1
10:45 – 11:15	GenAI in Action: Mastering Microsoft Copilot at LBG	Mitul Vadgama	Join us for an informative and engaging session where you'll discover what Copilot is, see real-world examples, and get a live demo. Learn best practices, tips, and important considerations to maximize your productivity with Copilot. Plus, a Q&A segment to answer your questions!	2
11:30 – 12:00	Developer Portal: What's Available and What's Coming in 2025	Andy Page	An update on Developer Portal and how our Digital Modernisation & Data & ML pathfinders are using it today, plus a preview of the early adopter process that will allow other platforms to onboard in 2025.	2
12:15 – 12:45	Panel – Agile Transformation	Jas Sambhi Vicky Leslie-Kent Rebecca Marron Peter Brown Shini Somara (Host)	We're transforming the way we work to deliver better outcomes for customers. What's been done so far, and what's to come?	1
Lunch 12:30 – 13:30				

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

Exchange 9



Time	Title	Speaker(s)	Description	RRS
13:30 – 14:00	Data-Driven Secrets to Supercharge Engineer Productivity	Tom Kelk Hilary Lanham	Curious about how data can supercharge our engineering teams? This talk is all about the power of engineering data; how we can use it to solve challenges, boost engineers' happiness, and improve productivity. We'll share lessons from tech giants like Google, Microsoft, and Uber, and give you a sneak peek into how we're planning to use these insights to level up our own engineering experience. We've learned a lot already, but the best is yet to come! Come see what's next.	1
14:15 – 14:45	Accelerating Transformation: From Proof of Concept to Group Strategic Success with Azure VMware Solution	Shane Porteous Darren Anson Beth Leister	Adopting the 'nothing changes, nobody cares' mantra, we successfully and silently migrated over 4,000 existing virtual machines from FMO off-premises and CMO on-premises hosting to Microsoft's Azure data centres, ensuring mostly uninterrupted usage.	3
15:00 – 15:30	Panel – The Synergy of Data and Design	David Connor Rich Bates Sameer Arora Cayleigh O'Dwyer (Host)	How data-driven insights and design are collaborating to shape products and services for customers and colleagues.	1
15:45 – 16:15	Reboot Awards			

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Exchange 11



Time	Title	Speaker(s)	Description	RRS
10:00 – 10:30	Embracing Failure with Site Reliability Engineering	Rob Charlwood	Learn the foundational concepts behind building modern services that scale, that are highly available, resilient and reliable. You will learn about Site Reliability Engineering and the processes and tooling that are used and implemented in order to run mission-critical services in production on Public Cloud providers.	2
10:45 – 11:15	Automated Intelligent Enterprise	Simon Cook – Low Code Technical Specialist at Microsoft	Explore the future of digital transformation with a focus on building an Automated Intelligent Enterprise using Microsoft's Copilot technology. This session will highlight the transformative power of Copilot, the integration of AI services like Microsoft 365 Copilot and Azure AI, and the principles of responsible AI. Gain insights into enhancing employee experiences, optimizing enterprise services, and leveraging a versatile application platform to maintain a competitive edge.	2
11:30 – 12:00	Designing, Managing and Optimising Experience-led Brands	Megan Armour	What does an experience-led brand mean in reality? How can we set an experience vision, and work cross-functionally to deliver on it? How do the likes of Airbnb, Google and Atlassian do this? This talk by Megs Armour will explore all of these topics with the goal of uniting us around how we can all develop experience-led brands at Lloyds Banking Group.	1
12:15 – 12:45	The New Pace of Transformation: How to Leapfrog the Competition with 40% Efficiency in Delivery	Fran Sorrentino Sachin Judge	How Publicis Sapient is using agentic AI across the software development lifecycle – from understanding personas, designing target state journeys and architectures, delivering code and living up to regulatory and security demands – and doing it up to 40% more efficiently.	1

Lunch 12:30 – 13:30

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Exchange 11



Time	Title	Speaker(s)	Description	RRS
13:30 – 14:00	Microsoft Fabric: High-Level Overview	Harly Hutchings – Cloud Solution Architect at Microsoft	This talk focuses on showcasing Fabric as a unified platform that simplifies AI development by leveraging OneLake to manage data estates without duplication. We demonstrate how Fabric's stack supports different compute engines and AI capabilities. The talk also features customer success stories, highlighting the role of trust in AI and the efficiency of OneLake in providing a seamless AI journey.	3
14:15 – 14:45	Merlin: Revolutionizing Complaints Management for a Customer-Centric Future	Abdul Manan Tim Brewin	We are transforming the complaints experience to be customer-led, flexible and driven by new intelligent technologies. Because, a successful complaints experience is an opportunity to build trust, create brand advocates and deepen relationships.	1
15:00 – 15:30	Emerging Technologies to Watch for in 2025	Jamie Harbour	Join the CTO Emerging Technology and Innovation team to look back at 2024 and see which of the latest emerging technologies and trends could have an impact in 2025.	1
15:45 – 16:15	Interstellar SDK: Navigating the LBG Constellation	Sahil Arteja Samer Nazer Rose Mary Akl	Revolutionizes form creation by integrating Pega Digital Experience and Pega Low-Code, empowering developers to build sophisticated forms within a cutting-edge ecosystem. Seamlessly integrate the Pega DX API and the latest Pega Constellation React engine with the LBG Interstellar Constellation for dynamic, data-driven forms. This approach ensures a flawless user experience with real-time data and form structure manipulation along with seamless presentation.	2

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1 For everyone **2** Basic knowledge **3** Advanced knowledge

Charter 4



Time	Title	Speaker(s)	Description	RRS
10:00 – 10:30	Proactive Engagement: Harnessing Conversational AI to Strengthen Customer Support	Michelle Booth	Discover how conversational AI and proactive messaging are helping us engage customers who have limited interaction with colleague channels but have a confirmed support need. Learn about the benefits of using support need data and how AI-driven outreach can ensure we're better serving customers digitally. This session will explore the practical applications of conversational AI in reaching under-engaged customers, ensuring they receive the right support at the right time.	1
10:45 – 11:15	Cyberwarfare – This is how the World Will End (Maybe)	Anthony Doolan	Hear from a cyber risk specialist on a brief history of hacking and cyberweapons; the implications of cyberwarfare and zero-days bugs on LBG and what you can do about it.	2
11:30 – 12:00	Opening the Mainframe with VS Code, ZOWE and REST APIs	Philip Nelson	Mainframe (zSeries) is a key strategic platform within LBG. But many people still believe it is old with 'green screen' being the interface. This talk shows that this isn't the case and will demonstrate how modern mainframe development typically uses tools such as VS Code (as used by a large percentage of developers worldwide). We'll show how easy it is to expose REST APIs and to work with mainframe objects in conjunction with ZOWE (the open source "Open Mainframe" project).	2
12:15 – 12:45	Lloyds Identity Access Management on Cloud	Bindiya Jinnappa Grant Banfield Robert Ratcliff	Security of the digital applications is fundamental for protecting our customers, and controlling users with right control is the key to access the digital platform. Topic provides insight on how customer identity is secured in the organisation by offering different services to verify their identity. In addition you will hear about the tooling and workflow pattern that is implemented for continuous delivery or continuous deployment.	3

Lunch 12:30 – 13:30

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Charter 4



Time	Title	Speaker(s)	Description	RRS
13:30 – 14:00	Engineering Documentation with Generative AI	Richard Bishop	Learn how our in-house developed Generative AI-powered application transforms engineering documentation. This presentation will demonstrate the tool's capability to analyse and enhance various documents, such as test plans and reports, and its adaptability to different document types with the right prompts. Attendees will learn about the practical applications and benefits of Generative AI, and how it can significantly improve document quality, efficiency, and productivity.	2
14:15 – 14:45	Operations and Service Enablement – Who We Are and What We Can Do for Each Other	Nina Bains-Williams Tim Atkinson Gareth Dickey	An introduction to Operations & Service Enablement (O&SE), an enabling function that is driving innovation. We give our customers and colleagues the service, tools and workflow they deserve. An insight into your 4th emergency service in LBG.	2
15:00 – 15:30	2024 Engineering Experience Wins – and Platform 3.0 Engineering Experience Promises	Hilary Lanham Jess Huckson	A reminder of the successful changes made over the past year to uplift Engineering Experience and a review of the Platform 3.0 Engineering Experience commitments for Q2 onwards.	1
15:45 – 16:15	The Journey of Data Culture for the Next Gen Workforce	Jo Normanton Mike Babb	Join us for a deep dive into the transformative potential of GenAI and learn how to build a workforce that's not just prepared for the future but is actively shaping it.	1

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Exchange 8 – Express Insights



Time	Title	Speaker(s)	Description	RRS
10:00 – 10:20	Introduction to Power BI	Andrew Bailey – Senior BI & Analytics Technical Specialist at Microsoft	This session provides a beginner-friendly introduction to Power BI, covering its core features and practical applications. Participants will learn how to import data, create basic visualizations, and generate insights using Power BI's intuitive interface.	1
10:40 – 11:00	M365 Copilot Prompting	Chris Green – Strategic Account Technology Strategist at Microsoft Duke Saputra – Customer Success Account Manager at Microsoft	Prompting is the key to any good output with AI. This session will explore structures and elements to improve the quality of AI-generated responses to make AI work for you, and not the other way around. We will provide tailored tips and demonstrate use cases across the M365 suite.	1
11:20 – 11:40	GitHub Copilot – Tips and Tricks	Colin Beales – Solutions Engineer at GitHub	GitHub Copilot is a great tool to provide AI assistance to developers whilst writing any type of code. In this session we will take a look at good tips of how to better prompt GitHub Copilot into returning the most relevant results and provide scenarios where developers can often find that Copilot can save them time and effort in their daily workflows.	3
12:00 – 12:20	Power BI: Report Design Best Practices	Andrew Bailey – Senior BI & Analytics Technical Specialist at Microsoft	This advanced session delves into best practices for designing effective reports in Power BI. Participants will learn techniques for optimizing report layouts, enhancing data storytelling with advanced visuals, and improving user experience.	2

Lunch 12:30 – 13:30



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Exchange 8 – Express Insights



Time	Title	Speaker(s)	Description	RRS
13:40 – 14:00	Copilot Extensibility	Pete Woodhams – Technical Specialist at Microsoft	This session covers how to extend Microsoft 365 Copilot by integrating custom data sources and building plugins. Participants will learn to use Microsoft Graph connectors, Power Platform connectors, and API plugins to enhance Copilot's capabilities for improved workflows and real-time data access.	3
14:20 – 14:40	GitHub Copilot – AI Beyond the IDE	Colin Beales – Solutions Engineer at GitHub	GitHub Copilot is a great enabler for developers within the IDE when writing code. In this session we will take a further look into areas that Copilot can help developers outside of the editor to bring AI to other parts of their daily work.	2
15:00 – 15:20	Automation and Agency	Simon Cook – Low Code Technical Specialist at Microsoft	Join us for an engaging session where we will build an AI-enabled canvas app, showcasing the incredible capabilities of Power Platform. You'll learn how to design custom applications with a user-friendly drag-and-drop interface and integrate advanced AI models for enhanced functionality. Discover how automation can streamline business processes, reduce manual effort, and increase efficiency, transforming your business operations with intuitive UI design and powerful AI features.	2



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1 For everyone 2 Basic knowledge 3 Advanced knowledge

Exchange 1



Time	Title	Speaker(s)	Laptop?	Description	RRS
10:00 – 11:20	Code Overboard: Dock and Deploy with Docker and Azure	Fastlane	Laptops provided	Jump into the world of containers and transform application deployments! Take control of a real-world project, build and run containers locally and push your container image to the cloud using Azure Container Registry. You will also master the fundamentals of Docker. Knowledge Pre-requisites: The basics of Azure, SQL queries, working in terminal, containerisation concepts.	3
11:30 – 12:50	Command & Commit: Your First Steps in Linux and Git	Fastlane	Laptops provided	Take command of the terminal and gain control of your code with Git! In this challenge, you'll download, configure, and personalize a web application, then learn how to push it to GitHub for seamless collaboration. It's time to conquer the command line and build your Git superpowers! Knowledge Pre-requisites: Basic knowledge of working in terminal and code versioning (git) concepts.	2
13:45 – 15:05	Code Overboard: Dock and Deploy with Docker and Azure	Fastlane	Laptops provided	Jump into the world of containers and transform application deployments! Take control of a real-world project, build and run containers locally and push your container image to the cloud using Azure Container Registry. You will also master the fundamentals of Docker. Knowledge Pre-requisites: The basics of Azure, SQL queries, working in terminal, containerisation concepts.	3

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1 For everyone 2 Basic knowledge 3 Advanced knowledge

Exchange 2&3



Time	Title	Speaker(s)	Laptop?	Description	RRS
10:00 – 11:20	Build a Back-end API Application with Java Spring Boot	Alex Al-Basosi	LBG laptop	In this workshop, we're going to take you through setting up a project using the Spring Boot framework, which makes it easy to create stand-alone, production-grade Spring-based applications that you can 'just run' – right from your LBG device! Basic knowledge of Java is required.	2
11:30 – 12:50	Java for Performance and Sustainability – the Byte Code Mumbo-jumbo	Raimon Rafols	LBG laptop	Here you will learn not only how to enhance the performance of your Java code but also what practices to avoid when seeking critical performance improvements. Additionally, you will gain a deeper understanding of how the Java compiler works, the impact of small changes on energy consumption, and the role we all play in promoting digital sustainability.	2
13:45 – 15:05	Build a Front-end Web Application with React and InterStellar	Alex Al-Basosi	LBG laptop	In this workshop, we'll be using the InterStellar Web SDK, which is a framework developed by LBG that enables engineers in platform teams to build responsive web journeys, to build a full end-to-end application. Basic knowledge of JavaScript and React is required.	3

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1 For everyone **2** Basic knowledge **3** Advanced knowledge

Exchange 4&5



Time	Title	Speaker(s)	Laptop?	Description	RRS
10:00 – 11:20	Introduction to Coding – Build your Own Bee!	Dr Laura Crane	LBG laptop	This beginner-friendly session is designed to equip you with the foundational skills needed to create and structure HTML.	1
11:30 – 12:50	Data; Around the World in 80 days	Robyn Taylor	LBG laptop	An immersive session where teams of 5 compete in our Around the World in 80 days challenge, collaborating to create the best strategic outcome and deliver success through Data Driven Decisions.	1
13:45 – 15:05	Hands-on with Harness, the AI-Native Software Delivery Platform	Andy Page Harness	LBG laptop	<p>You will build an end-to-end software delivery pipeline with all the governance and AI capabilities needed to support engineering excellence across the bank. See first-hand how Harness ensures frequent and secure code deployments at speed and scale.</p> <p>Focus areas include:</p> <ul style="list-style-type: none"> • Modern approach to CI/CD • Security scanner orchestration • OPA driven policy and governance • Chaos Engineering 	3

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Speed Mentoring

We've got three sessions for colleagues to meet mentors across the following areas:

Coding: Exchange 1 – Upper Level

Description: Featuring mentors skilled in Python, Java, JavaScript, SQL, and more.

Times: 9:00 – 9:30, 13:00 – 13:30, 15:10 – 15:40.

Cloud: Exchange 2&3 – Upper Level

Description: Highlighting mentors experienced with GCP, Azure, AWS, and similar technologies.

Times: 9:00 – 9:30, 13:00 – 13:30, 15:10 – 15:40.

Data Visualization and Storytelling: Exchange 4&5 – Upper Level

Description: Showcasing mentors with expertise in Power BI, Tableau and Data Storytelling.

Times: 9:00 – 9:30, 13:00 – 13:30, 15:10 – 15:40.

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.



Catering information

-  Refreshments, Tea & Coffee will be available on arrival and throughout the day.
-  Lunch will be available between 12:30 – 13:30. 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.

Reboot London 2024 Inclusive Briefing Pack

We have prepared a Reboot Manchester Inclusive Briefing Pack which describes what you will experience at the event and includes accessibility information. A copy is stored on the Reboot Manchester event SharePoint site and some printed copies are available at reception.

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.

Quiet space is located Upper Level – Exchange 6

Prayer room is located between the charter and central foyer. If you are unsure where to find it go to the information desk.

USING REBOOT AS A



FORCE FOR GOOD

Supporting Crisis

We are delighted to have **Jasdeep Bhamra**, with us today, presenting her oil painting of **Rocky, the black horse**. This piece, created on sustainable linen canvas with eco-friendly brushes, showcases the passion and dedication of a self-taught artist. After a 20-year tenure at Lloyds Banking Group, Jasdeep rediscovered her love for painting, pouring 95 hours into this artwork.

The painting will be auctioned as part of the official opening of London OBS next year, with all proceeds going to Lloyds Banking Group's charity partner, Crisis, dedicated to ending homelessness. Until then, Jas is using this time to continue fundraising efforts for this amazing cause. With the coldest months of the year here, Crisis' work is more crucial than ever. Any donations would be deeply appreciated and can be made using the QR code below.



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.

These images may be used for social media posts/external promotional material. **If you do not wish to be photographed or filmed, please speak to reception who will provide you with a golden Reboot lanyard**, so our photographers and filming crew will make sure you are not recorded.

We want to hear your thoughts

Thank you for joining us at Reboot Manchester 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. Please take a few minutes to share your honest thoughts with us, by scanning the below.

