

# BCS IT INDUSTRY 2007 AWARDS



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The BCS IT Industry Awards were presented to the winning finalists at a gala dinner at London's Grosvenor House Hotel on Thursday 6 December. The awards mark the key contribution made by the IT industry to economic prosperity, business efficiency and to our public services and are the most important event in the IT calendar. This special Computer Weekly report features the winners and medallists.

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# VIRTUAL TRAINING WINS GONG

The BT Flagship Award for Innovation is always a competitive category and this year was no exception. "Every year the quality of entries gets better and better. This is the award that everyone wants to get their hands on because innovation has become such a cornerstone of modern business," said David Clarke, BCS chief executive.

This year's short list consisted of the University of Edinburgh, HR Wallingford with the Scottish Environment Protection Agency and Multimap, Barclaycard Business, Lloyds Register, Ultraspeed, the Environment Agency, SMART, Pictel Technologies, SpinVox and University of Hull & Hull and East Yorkshire Hospitals NHS Trust.

Each faced a unique challenge that they sought to overcome through the innovative application of technology.

However, there can only ever be one winner, and this year the judges decided that University of Hull & Hull and East Yorkshire Hospitals NHS Trust deserved the trophy for its innovative use of IT in advancing the training of radiotherapists to meet rising demand and improving patient care.

As identified in May this year in a report by the National Radiotherapy Advisory Group to the government entitled "Radiotherapy: developing a world-class service for England", the UK radiology sector faces a significant training challenge.

Despite the role that radiotherapy plays in modern medicine and that its usage is set to rise 91% by 2016, current training programmes take place in clinical rooms under time constraints.

In order to significantly improve the provision of radiotherapy in England, the University of Hull, in conjunction with the Princess Royal Hospital, developed the Virtual Environment Radiotherapy Training system (Vert).

Written in C++ and using OpenGL, Vert aims to increase clinical training capacity for radiographers while simultaneously reducing the pressure of training on service departments. Vert does this by providing a virtual training environment that mimics a real life situation, providing learning and training for students in a safe environment.

During 2007 Vert was imple-



Vert: the system aims to increase clinical capacity for radiographers while reducing the pressure of training on service departments

**A virtual training environment for radiotherapists that promises to significantly increase quality of training and patient care, won this year's BT Flagship Award for Innovation**

mented at three training sites in Birmingham, Belfast, and Aarhus in Denmark. This is the first time that training in an immersive 3D virtual environment has been adopted by clinical training centres in radiotherapy.

Vert recreates the radiotherapy machine, known as Linac, the room in which it is situated and the patient lying on the couch. Actual Linac control devices have been integrated into Vert, meaning that users can control the virtual Linac machine exactly as they would in reality.

The accurate life-like replication of a radiographer's working environment reinforces the learning experience and makes Vert a viable alternative to the "real thing".

An innovation of the system is that Vert extends students' understanding of radiotherapy from accurately setting patients up to the irradiation of tumours.

Vert can be used in two modes: "demonstrator mode" allows for classroom-style teaching, and "hands-on/flight simulator mode" allows a trainee to simulate radiotherapy treatments and practice set-up procedures.

The virtual environment comprises many elements, including a stereo 3D projection system, 3D glasses, a head-tracking system, projection screen, a hand- pendant and interface electronics and a PC

with 3D stereo-enabled graphics card.

The stakeholder benefits derived from Vert are numerous. Linac machines are expensive pieces of equipment that are continually in use, hence trainee access to the machines for training can be limited.

By creating a virtual training environment, Vert enables more extensive training and better understanding among trainees, which ultimately will improve cancer patient care. Patients will also benefit from decreased waiting lists, as Vert reduces the training demand on treatment rooms.

Vert also represents a cost effective training environment, as training on actual Linacs is exceptionally expensive. Reducing training costs and increasing patient throughput allows hospitals to treat more patients and meet government targets.

**Excell: "The role that radiotherapy plays in helping patients beat cancer is undeniable. Vert is a truly astonishing development that will significantly improve cancer patient care"**

"The role that radiotherapy plays in helping patients beat cancer is undeniable. Vert is a truly astonishing development that will significantly improve cancer patient care."

"All stakeholders impacted by Vert stand to benefit, and the system is a worthy winner as it encapsulates everything that this award stands for," said Paul Excell, chief of operations at the BT group chief technology office.

The latter half of 2007 has seen the implementation of a national roll out programme for Vert. This has been in response to recommendations of the National Radiotherapy Advisory Group, which advised the creation of 10 educational facilities and that the Vert system be offered to all radiotherapy departments in England.

Medallists for the BT Flagship Award for Innovation were the University of Edinburgh and SpinVox.

**WTG are proud to sponsor the 'Web-based Technology Award' at the BCS Awards 2007**

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## AN EVENING TO CELEBRATE

The winners of the BCS IT Industry Awards 2007 were announced at a gala dinner, hosted by BBC news presenter Kate Silverton, on 6 December at London's Grosvenor House Hotel. The awards mark the key contribution made by the IT industry to economic prosperity, business efficiency and public services



Spinvox: winner of the Web-based Technology and Entertainment and Media Awards



Innovation award: University of Hull & Hull and East Yorkshire Hospitals Trust



Rachel Burnett: the BCS president kicks off the evening's awards



Winners are gridders: all the winners of this year's BCS IT Industry Awards celebrate their win

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# RECOGNISING INDIVIDUAL EFFORT

It takes a real test of character to enter for one of the BCS IT Industry Individual Excellence Awards, according to BCS chief executive and chair of the judges, David Clarke.

"We expect the very best from entrants and as such, we are looking for individuals who can demonstrate professionalism of the very highest calibre, combined with evidence of how their performance impacts on their organisations, their customers and their colleagues.

"This year the competition was wide open and the judges faced some very difficult decisions in selecting these winners and medallists."

There are seven awards within the Individual Excellence section, and each award is open to entrants working in IT based in or operating primarily from companies located in the UK or Europe.

In judging each award, the panel was looking for professionalism and excellence in individual performance, and the contribution and impact the entrant has made within their organisation.

## IT Leader of the Year

Al-Noor Ramji, CIO of BT Group and CEO of BT Design, was judged the winner of the IT Leader of the Year Award for his outstanding contribution in overseeing BT's five-year transformation project to become a world-class networked IT services company.

All seven winners of this year's Individual Excellence Awards demonstrated skills that set them apart from the crowd, and have all contributed to transforming their workplace



Ramji: IT Leader of the Year

In the judge's view Ramji epitomises what is required of the modern CIO; leading not only the technology function, but also a substantial business unit through a period of transformational change.

The project has generated many benefits, including new IT efficiencies that have greatly reduced project cycle time, achieved savings of about £200m, reduced costs by nearly £385m, and increased productivity by 23% over the fiscal year. In terms of personnel, the initiative affects the whole of BT Group.

Medallists were Ian Cramb from Citi EMEA GCG and Ben Wishart from Whitbread.

many of whom had an inherent resistance to the adoption of new work practices.

She attributes her success to hard work and honesty, and a strong belief in the merits and benefits of using an IT system to improve working practices, as well as an ability to sell the benefits to a sceptical workforce.

David Field from Training Synergy said, "This is an excellent example of training at its best in a potentially difficult area. Rebecca used a variety of training methods to help people with differing levels of ability become confident users of a system that aimed to transform working practices."

Medallists were Jill Clarke from Bear Computer Services and Helen Sussex from LogicaCMG.



Harding: Project Manager of the Year

## Project Manager of the Year

Transforming a 140 year old balancing process for the Post Office has won Sue Harding the Project Manager of the Year Award.

Harding was selected for her outstanding work leading the Post Office's complex three-year Impact Programme, which consists of seven dependant and interrelated projects encompassing both substantial IT development and radical business change.

The programme was designed to simplify the Post Office's branch and product accounting processes and systems, including the branch balancing process for cash, stock, receipts and payments.

Clarke said, "Although this was Sue's first appointment as a programme manager, she successfully encouraged key senior stakeholders to adopt new approaches that provided radical business change affecting a wide range of people and systems."

Medallists were Wendy Williamson from Royal Bank of Scotland Group and Bernie Brown from Parity Solutions.

## Service Manager of the Year

Hazel Hogfress, service delivery group leader for RM was named as the 2007 Service Manager of the Year sponsored by itSMF.

In just two years, Hogfress has turned an over-stretched service management team into a qualified, focused and fully resourced team, meeting requirements and achieving extremely high levels of customer service satisfaction.

## YOUNG IT PRACTITIONER

For his outstanding achievements to date, Travers Powell, technical architect at VocaLink, was named Young IT Practitioner of the Year, sponsored by THUS.

"At only 30, Travers has already achieved a huge amount and made an impressive start to his career in IT," said Craig Penfold, head of marketing at THUS. "He impressed the judges with his professionalism, vision and innovation."

In his current position, Travers has been responsible for the successful implementation of a number of highly strategic IT initiatives that have moved the corporate IT function from a back-end support service to being critical to the future success and growth of the company.

Clarke said, "Travers has demonstrated that IT is central to business and not simply a function that happens behind the scenes. He has shown that he understands not only the nuts and bolts of IT architecture, but also how IT can drive business forward; a sign of a true IT professional."

Travers has designed, built and managed a variety of diverse and complex infrastructures for a number of blue chip corporate clients and the UK government during his career to date. He is well respected at VocaLink and is recognised not only as a thought leader, but also as a deliverer of leading edge, best of breed infrastructure.

Medallists were Chris Dale from IBM United Kingdom and Kate Scott from Premier Inn, Whitbread.



Powell: Young Practitioner of the Year

The team's image has been transformed, going from a team that had recruitment issues, to one that is now seen as a career development opportunity.

Keith Aldis, chief executive of the IT Service Management Forum (itSMF), said, "This is an outstanding achievement in transforming the perception of service management both internally and externally, including some 400,000 end-users in a wide range of educational establishments."

Medallists were S Morteza Alamolhoda from Information Systems Aston (ISA) and Jenny Nicholson from Lincolnshire Police.

## Business Analyst of the Year

The winner of the 2007 Business Analyst of the Year Award, sponsored by AssistKD, was Mark Belliss from BT.

Debbie Paul, managing director at AssistKD, said, "Business analysis assignments are wide-ranging and require extensive skills and knowledge. Mark was able to demonstrate competencies that included the ability to address a variety of business issues, apply a comprehensive range of skills and undertake specific, detailed analysis when required."

Belliss has more than 14 years' experience in consulting and systems integration, having worked for BT and Logica. He has performed roles at all stages of the project lifecycle, including feasibility studies, cost/benefit analyses and project/service delivery management.

His domain knowledge includes



Hogfress: IT Service Manager of the Year



Belliss: Business Analyst of the Year

Clarke: "We expect the very best from entrants and as such, we are looking for individuals who can demonstrate professionalism of the very highest calibre"

geographic information systems (GIS) and inventory management and billing, and he has undertaken projects within the gas, electricity, water and telecomms industries.

Clarke said, "Mark has shown real commitment and professionalism in his role and career as a business analyst. He has demonstrated considerable skill in understanding deliverables, defining strategy and building effective working relationships to deliver complex business transformation projects, such as the programme for Openreach, where Mark's presence on the project was specifically requested by the client."

Medallists were Ruth Challis of Severn Trent Water and Remy Schneider from BNP Paribas.

## IT TRAINER OF THE YEAR



Keen: IT Trainer of the Year

The 2007 IT Trainer of the Year Award, sponsored by Training Synergy, was presented to Rebecca Keen from City of York Council. Keen won the award for her work on a training programme to support the implementation of a new IT system for the adult social services department.

Clarke said, "Rebecca adopted a pragmatic approach to breaking down barriers to IT in a potentially difficult area of work. She showed a commitment to education and a real desire to help people achieve their best, ensuring a smooth and successful system implementation."

Keen devised a training programme that allowed her to introduce the benefits of IT to more than 200 members of social services staff,

## SYSTEMS ARCHITECT OF THE YEAR

Mark Orford, head of technical architecture and strategy at Liverpool Direct, was selected as the winner of the Systems Architect of the Year Award.

Orford impressed the judges with his work defining, presenting and delivering technology strategy and innovation for Liverpool Direct, a pioneering 15-year joint venture between Liverpool City Council and BT that is putting Liverpool at the forefront of local government.

Orford completed a year-long infrastructure modernisation programme that has transformed the city council's estate from the desktop to the datacentre, providing a robust

platform for the council and Liverpool Direct's future. The project affected 10,000 corporate users and up to 25,000 users based in schools.

Clarke said, "Mark's contribution to this modernisation programme has helped transform the way the council is able to work, and has proved to be an example of excellence that is being adopted for the delivery of all new complex business solutions across the council. A truly remarkable achievement, showing what can happen when local government hires the very best in IT practitioners."

Medallists were Craig Beattie from RBS Insurance and Douglas Smith from Graham Technology.



Orford: Systems Architect of the Year

# REWARDING THE BEST PROJECTS

The Project Excellence Awards represent the very best of EU-based IT projects and incorporate the categories of mobile technology; information security and data management; web-based technology; social contribution; entertainment and media; best use of green technology; and business-to-business.

With a new green IT category, the Project Excellence Awards recognise those IT projects that deliver substantial benefits and efficiencies to the end-user and to the enterprise

Mobile technology has become part of everyday life, and this year's winner for the Mobile Technology Project Award was SpinVox for simplifying how people can communicate. Its unique voice-to-screen messaging system delivers any voice message as text to any screen, anyplace, anytime, anywhere.

The idea behind the development was to enable simpler communication while on the move that is not dependent upon access to a PC or the internet. All the user needs to do is pick up a phone and speak their message, and SpinVox converts it to text and posts it in real-time to the user's chosen communication channel (e-mail, blog or SMS).

"SpinVox's voice-to-screen technology really impressed us because it touches so many communication channels that are part of everyday life, from e-mail through to blogs.

It is the embodiment of mobility," said Michael Gough, chief executive of the National Computing Centre and head of the judging panel for the category.

SpinVox was a double winner at the awards, also walking away with the Entertainment and Media Project Award. It was the consumer benefit of needing just one piece of equipment to communicate across multiple communication and entertainment channels that clinched it for the company.

Medallists in the Mobile Technology Award were Ericsson in collaboration with Vodafone UK, and Lincolnshire Police. Medallists in the Entertainment and Media Award were Esprit Digital and Omnifone.

This year has seen continued concern about information and data security. Winner of the Information Security and Data Management Award was Webscreen Systems, for its Webscreen Guarantee of Service Technology product.

Installed at the network gateway, Webscreen is based on the behavioural analysis of IP traffic. The system ensures network availability for priority users and business critical applications when resources come under pressure from distributed denial of service attacks or unusually

high network traffic levels.

Webscreen is developed around a unique core algorithm, and was born out of an international news agency's problems maintaining the availability of its web services for subscribers during breaking news events.

The algorithm assigns a value to every IP address entering a network. This value is based on a range of behavioural criteria and is used to filter out low priority traffic when network resources find themselves up against it.

The technology has proven to be highly effective, and any business that has deployed a web-based network infrastructure or does a significant percentage of its business online stands to benefit.

Medallists were DriveSentry and McKesson UK.

Microsoft and Armadillo Systems won the Web-based Technology Project Award, sponsored by the Web Technology Group (WTG) for its "Turning the Pages 2.0" project developed for the British Library.

The British Library houses some of the world's most important and priceless books, which are stored under subdued lighting with only two pages visible at any one time. Usually the only people who are able to interact with the books are curators of the library. Given that the collection belongs to the nation, the library wanted to make the collection more accessible.

"Turning the Pages 2.0" brings the collection to life in 3D, enabling the public to read anything from ancient religious books through to originals of classics. The project also allows the public and academics to get involved by collaborating, adding notes and engaging in discussions about book content.

Medallists were Ioko and Channel 4 Television Corporation, and Deutsche Bank.

Technology also has a large role to play in contributing to social development and enriching the lives of people. The Social Contribution Award looks to recognise an organisation that has developed a technol-



Microsoft and Armadillo: winners of the Web-based Technology Project Award

ogy that will have a positive impact on society.

This year's winner was the Danish National Centre for Visual Impairment for Children and Youth for its RoboBraille development. RoboBraille is an e-mail based service capable of translating documents into either synthetic speech or contracted Braille. The service requires no registration and is freely available to all non-commercial users.

"RoboBraille really stood out from the crowd. In recent years companies have looked to develop information channels that are more accessible to the visually impaired, but this technology will take that to the next level and open up a window of opportunities that, without this technology, would have remained firmly shut," said Gough.

RoboBraille makes it possible for the visually impaired, dyslexic and poor readers to obtain information in an accessible format.

The service is based on a two-tier architecture - a server layer and an agent layer. The server layer includes a mail server for receiving incoming requests and a web server for delivering audio content. The agent layer consists of a range of identically configured desktop computers running the RoboBraille software package on Microsoft Windows XP.

Medallists were Crisp Thinking, and University of Hull with Hull and East Yorkshire Hospitals NHS Trust.

Over the past few months the environment has dominated the press agenda. With Gartner estimating that IT accounts for about 2% of global carbon emissions, technology clearly has a role to play in helping companies achieve their green objectives.

"Numerous firms have come to us looking to communicate how technology can help companies with their environmental initiative. Going green has opened up a whole new sector for the technology industry," said Stephen Waddington, managing director at award sponsor Rainier PR.

With this in mind, the BCS introduced a new category in the Project Excellence Awards - the Best Use of Green Technology. "We felt it was important to acknowledge the role that IT has to play in helping companies make a difference to the environment," said David Clarke, BCS chief executive officer.

The winner of this category was BT for its 21st Century Data Centre Project. BT implemented the project to change the way it builds and maintains datacentres, with the aim of reducing its carbon footprint by 80% before 2016.

In order to meet the forecasted 50% growth across all lines of busi-

ness for computers, storage and network hosting over the next two years, BT began the project by assessing 90 legacy datacentres.

Further to studying the energy output from these datacentres, BT made two notable changes: moving from AC to DC power, thereby reducing energy consumption by 30%, and moving from refrigerated cooling to fresh-air cooling, reducing the refrigeration energy by an average of 85%.

In the first half of 2007 the project saved £3.8m in electricity costs, and BT is on track to reach its emission goals, having reduced its carbon footprint by 60% in the past 10 years.

"The quality of entrants in this category was outstanding. BT won because it was able to show consistency and sustainability in its green activities," said Gough.

Medallists were IBM UK and Motorola, MTC, GSMA.

Last but not least in the Project Excellence Awards was the Business-to-Business Project Award, sponsored by IBM. The winner of this category was the Vehicle and Operator Services Agency (Vosa) for its MOT Computerisation

project that brought about the biggest change in the scheme since it was introduced 50 years ago.

The objective of the project was to replace the old paper-based MOT certificate as definitive proof of MOT status by creating an electronic record of all MOT tests in the UK. The project has provided all 18,700 MOT garages in the UK with computer hardware linking them to a central database of MOT results.

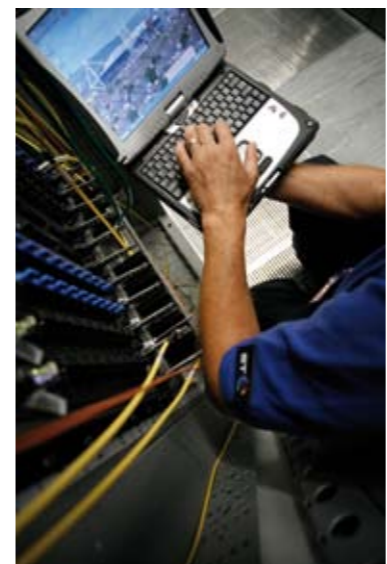
MOT Computerisation uses bespoke software developed specifically for Vosa by Siemens IT Solutions and Services. Bringing the system online ensures accuracy and consistency of MOT testing across the UK, and a vehicle's MOT status can now be made available on the Police National Computer.

Mark Palmer, director central government at IBM, said, "The MOT Computerisation initiative benefits all organisations involved in maintaining car safety across the UK. The efficiencies gained through the project not only enhance overall road safety, but also benefit the public at large."

Medallists were HoundDog Technology, and Netintelligence and the Carphone Warehouse.



SpinVox: voice-to-screen messaging service won the mobile technology award and the entertainment and media award



BT: installing the 21st century network

*"Technology has enabled unparalleled improvements in productivity and business efficiency over the last 50 years and today IT drives business."*

*These winners have embraced this concept and proven their excellence in innovation and professionalism; they exemplify the importance and value that technology brings to business, society and the economy."*

**David Clarke, Chief Executive of BCS**

**WOMEN IN IT** This year's winner and medallists were recognised for their consistent efforts to attract women into the industry and for their initiatives to retain them

## THE NEED FOR DIVERSITY

According to Wendy Hall, chair of the BCS Women's Forum, this year's awards have been a triumph for women in IT. "Ten out of the 21 individual excellence award winners and medallists are women. Added to this is the inspirational way that the winner and medallists of the Women in IT Organisational Excellence Award have adopted policies to encourage diversity in their workplaces," she said.

The winner of this year's Women in IT Award, sponsored by GCS Recruitment, was Google; medallists were Whitbread and Accenture.

Grahame Winman, GCS Recruitment business development manager and sponsor judge, said, "I believe that the quality of this year's entries is an indication that more organisations are focusing on diversity in the workplace. The message about encouraging more women into IT is beginning to penetrate with employers, as well as girls who are considering their career options and women who wish to return to work after a career break."

Google's attitude to diversity and the range of programmes it employs to encourage women in IT impressed the judges. Its diversity programme aims to reach out to the community to encourage girls and under-represented minorities to pursue studies in maths, science and engineering.

The range of programmes implemented by Google for its female employees is impressive, including Google Women Engineers, a priority programme that focuses on attracting female engineers. As a result, the percentage of female engineers (as a percentage of all female engineers) in senior positions in their EMEA organisation is higher than the equivalent male percentage.

Hall said, "Google's work with outside organisations, such as Women in Technology, to develop ways of attracting women returning to the industry is refreshing. As a profession, we need to not only increase the number of women entering the profession, but also capitalise on the expertise of those who have taken a career break by supporting their return to work."

Google also encourages its employees to achieve a good work-life balance through a flexible policy



**Google: employs a range of programmes to encourage women into the industry**

that considers all requests for part-time or flexible working, which the company believes allows it to attract and retain strong performers.

Winman said, "Google is an outstanding winner of this category. Its attitude is enabling it to attract and retain highly educated and skilled employees. It is actively driving the messages about working in IT out into the community through scholarships, prizes and a school programme."

Both Whitbread and Accenture also employ a variety of policies to encourage and support a good work-life balance, including flexible and part-time working arrangements. Other initiatives include support for parental leave, career breaks, time off to care for a dependant, leave to support the adoption of a child, maternity programmes and a working parents database that allows parents to network.

Whitbread, the oldest company in the FTSE 100, gained its medallist award for its commitment to recruiting and retaining the best person for the job, regardless of gender, giving everyone the chance to reach his or her full potential.

The company said that it has spent many years building a culture in which women can and do succeed, as evidenced by Whitbread being one of only 13 FTSE 100 companies with a woman on its main board.

Hall said, "Statistically, women make up less than 20% of the IT workforce, however, Whitbread's IT team has an impressive number of women, accounting for 38% of the team. And more significantly,

women account for 30% (12 of 40) of the management and leadership roles in Whitbread IT."

Accenture, a founding member of the Women Leaders Initiative, im-

plemented the "Great Place to Work for Women" programme in 1999 to attract and promote more women into the organisation and decrease female attrition. It has since extended the programme with additional offerings such as the Global Women's Initiative, which encourages networking, mentoring and skills development.

"The company takes its role and responsibility to its employees very seriously. This is the second year running that they have been placed as a medallist in this award and their continuing work in this field is a testament to their commitment," said Hall.

Winman added, "These kinds of policies really do benefit employers as well as employees. They help to attract, and more importantly retain, staff and are key to encouraging more women to enter or return to a career in IT."

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# EXCELLENCE ACROSS THE ORGANISATION

Choosing a winner in the Organisational Excellence section was very difficult this year, said John Higgins, director general of Intellect and chair of the judging panel for the section. "We were looking for quantifiable evidence of the impact IT departments have had on improved business performance, backed by credible measures, effective relationships and innovation," he said. "IT is central to business these days, no matter what sector, and these awards showcase IT at its very best."

The Public Sector Award for Organisation of the Year, sponsored by Parity Solutions, was collected by Rotherham Metropolitan Borough Council in recognition of its innovative approach to transforming services and generating efficiencies.

Over the past few years the council has made great strides in achieving its pledge to modernise the way it works, improving efficiency and putting the customer at the centre of all activities.

In 2003 the council set up a joint venture with BT called RBT Connect, which allowed it to unlock vital investment in new technology, expertise and find better ways of working.

The venture, through innovative use of technology combined with imaginative process re-engineering, has resulted in a major transformation in the performance of the council. Investment in new technology means that residents are benefiting from a range of initiatives, including one-stop customer service centres, a telephone contact centre open 12 hours a day, five days a week, cleaner streets, an award-winning revenues and benefits service, cutting-edge technology in schools, and even better protection in the event of an emergency.

Dave Conkleton, managing director of Parity Solutions, said, "This organisation stood out for its delivery of clearly quantifiable improvements in performance, offering a better service to its customers."

Medallists were Corporate ICT Services, Leeds City Council, and the National Assembly for Wales.

This year the BCS introduced

## The Organisational Excellence Awards recognise the impact that IT departments have on improved business performance

the Construction and Manufacturing Organisation of the Year Award, sponsored by CICA (Construction Industry Computing Association), which attracted a number of interesting and diverse entries from across the sector.

The winner was Morgan EST, which provides comprehensive and integrated services for civil engineering, infrastructure and utilities clients across the UK. Its services include finance, design, construction and asset management, and it has helped to successfully deliver some of the UK's highest profile projects.

Higgins said, "Through very good project management principles and practice, as well as solid relationship building, the company has achieved a turnaround in performance. It has harnessed the business supply chain and applied technology to tremendous effect on mobilising construction projects."

The team has won the award for its delivery of an IT service improvement programme to overcome

issues following rapid expansion, a silo mentality and the poor perception of IT within the business.

The aim of the programme was to improve the service and technology used by the business and to improve cost recovery of projects in a short space of time. The team implemented a service desk and provided new and innovative technologies to the business. In addition, it fostered greater integration with the business and reduced procurement lead times from 4-6 weeks to 2-3 days.

Davendra Patel, head of the CICA, said, "It is great to see IT excellence in construction and manufacturing recognised in these prestigious awards, and we are delighted to be involved."

The medallist for this category was The Berkeley Group.

Transforming the business's IT organisation has won Whitbread Group the Consumer Goods and Services Organisation Award of the Year.

Whitbread, the UK's leading hospitality operator, with top brands in hotels, restaurants and coffee bars and a FTSE 100 company with 31,000 employees, was selected for project work that transformed the organisation's IT set up.

The change created one centralised IT function from several individual brand-led IT teams. The result has produced a move away from a silo-oriented IT function to that of a business embracing a shared services team.

Higgins said, "We were impressed by Whitbread's ability to create one IT organisation for such a diverse range of companies which make up the group. The company implemented a clear structure and used targeted innovation, matching the right innovations to the right business units with a provable impact on the business."

Medallists were Unilever, and Makella in partnership with Thistle Hotels.

Competition for the Financial Sector Organisation of the Year 2007 was tough, but the judges eventually selected Zopa as the winner.

Zopa, a world first, is the online marketplace where people meet to lend and borrow money. The com-



Deloitte MCS: winner of the IT Consultancy Organisation of the Year Award

pany currently has 180,000 members and has seen tens of millions of pounds exchanged between lenders and borrowers.

Technology is crucial to Zopa's success. The team created from scratch a safe, secure and legal website-based marketplace in which individuals can transact. It provides a seamless customer experience using best of breed external service providers, allowing lenders and borrowers to enter into legally binding contracts with each other. To date, more than 1.5 million contracts have been agreed between Zopa members.

The project has been achieved using leading-edge online authentication techniques, sophisticated credit-risk analytics, fully electronic micro-payments, innovative online contract signing and leverage of outsourced "best-in-class" IT capabilities.

Higgins said, "In essence, Zopa is a truly useful social application brought about through technology. It has real social impact, bringing a new approach to lending in the



Muirhead: CEO and founder of Tideway

demanding and highly regulated financial sector. In addition, the technology it uses is very innovative. For these reasons we thought it should win."

Medallists were The Post Office and Citigroup.

Deloitte MCS was the winner of the IT Consultancy Organisation of the Year award 2007, thanks to its approach and contribution to the London Transport System's Low Emission Zone, part of Ken Livingstone's environment agenda.

In this award the judges were looking for the contributions made by the consultancy to the success of the client's business through the use of the supplier's products and services.

Deloitte MCS developed the modelling and prototype systems using an innovative "agile" approach that enabled it to quickly adapt as policy options were refined during the public consultation process. It also used open source tools to minimise expenditure, while providing production scale tools.

Higgins said, "It was a truly innovative project and Deloitte highlighted the value added to the client by the use of the various tools and techniques it introduced."

Medallists were Graham Oakes and Xantus Consulting.

SMEs often face tough challenges, but CSW Group, the SME Organisation of the Year 2007, has shown great innovation and determination to succeed in a very difficult market.

The group is a leading provider of products for electronic records management and knowledge engineering and delivery in the UK, Ireland and US. Its products include Case Notes, which provides integrated, clinical, shared care records management across agency boundaries.

Case Notes has been built using web, XML and other open standards technology to implement a patient-centred, shared health records system to facilitate the care of patients across all the caring professions.

The success of this product means that many of the technical concepts in Case Notes have been carried through into the designs of the national infrastructure for health information systems in the National Programme for IT. One aspect in particular – the open standards approach pioneered by CSW using XML and web technology, has been completely embraced by the programme.

Higgins said, "This entry deserved to win after showing extremely strong company growth in a very difficult market. It has been selected by Connecting for Health, and its staff and investors have worked very closely on product development."

Medallists were Procheckup and Postcode Anywhere.

Service configuration management supplier Tideway Systems collected the Supplier Organisation of the Year 2007 Award for its work to ensure customer satisfac-

tion and business growth.

Tideway's flagship product, Foundation, provides essential transparency of datacentre configuration and dependencies and makes configuration management as simple as search.

Higgins said, "Tideway had the edge over all the entries in this category as a growing business. There was a wealth of evidence to its growth, management of change and excellent customer satisfaction. Its customer list was also impressive, with a wide range of influential organisations."

Foundation is an agentless tool and provides users with information about which systems and applications are running, and where and how they have changed on an hourly and daily basis. The tool finds every application instance – whether known to IT or not – and maps it to any application dependencies on the network.

Without Foundation, finding out this information has to be done manually, which is difficult, time-consuming, expensive and often inaccurate.

Medallists were Netviewer UK and Integralsis.

# BCS Awards

**IT INDUSTRY AWARDS** The BCS awards for 2007 marked the society's 50th anniversary, and were supported by industry bodies that have had a decisive impact on technology

## CELEBRATING TECHNOLOGY

The BCS IT Industry Awards this year formed the culmination of a year of celebration as the BCS reached 50. The BCS, a registered charity, has over the past 50 years grown phenomenally, and is now recognised as the leading body for those working in IT and the qualifying body for Chartered IT Professionals (CITP).

The awards have been an integral part of the BCS in one form or another for the past 33 years, and although the format may have changed, the aim to promote professionalism and reward excellence throughout the IT industry has been constant.

This year the awards have gained support from many quarters, including the two leading industry bodies Intellect and the National Computing Centre. The awards have also

had support from the headline sponsor NEC, which has recently showcased its abilities as the technology partner at the O2.

The BCS awards for 2007 also saw new categories introduced that reflect some of the most important issues for IT in the present and in the future.

Over the past 50 years computing technology has moved forward in unimaginable leaps and bounds. Year-on-year innovation has seen the computer move from the code-breaking labs of the 1940s, to being a ubiquitous part of modern society.

The year 1972 saw the Pioneer 10 spacecraft launched using an Intel 4004-based computer, and the foundations of modern computing were complete when in 1975 Bill Gates and Paul Allen founded Microsoft.

The computer became a household name when IBM introduced

the personal computer in 1981. A year later, Time Magazine named the computer as Man of the Year, proving that computers had gone mainstream, and in 1989 Tim Berners-Lee invented the world wide web.

In sponsoring this year's awards, NEC has brought its own 100-year history in IT to the awards. The company is a provider of IT, network communications and display systems, and has been an instrumental force in computing innovation over the past 100 years.

NEC has helped drive the IT industry forward with numerous technology milestones, including:

- 1899 - First desktop telephone.
- 1974 - First automated fingerprint identification system.
- 1982 - Personal computer (the PC9801).
- 1988 - Europe's first digital terres-

trial broadcasting antenna.

2001 - The world's fastest computer, earth simulator and a mobile terminal for the world's first 3G network.

2007 - Next generation computer virtualisation and Europe's first digital switchover.

2007 - Technology partner to the O2, Europe's biggest entertainment venue in Greenwich, London.

NEC's input into the O2 highlights its capabilities as a single-point supplier of technologies, integration, expertise, delivery and project management. The O2 is a world-class showcase for NEC's technology in action.

If you have a project or team that deserves the recognition that winning one of the BCS IT Industry Awards brings, register now to receive information about the 2008 awards.

→ [www.bcs.org/awards08](http://www.bcs.org/awards08)

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