

CompTIA
COMMUNITY
UK & Ireland

**Regional Group
Meeting** & SPOTLIGHT
AWARDS

Birmingham, UK
Wednesday, 26 June 2024
**Macdonald
Burlington Hotel**

Collaborative Advancement: Driving Community Innovation and Growth

Meeting Emcee – Jason Kemsley, Uptime

09:00 – 09:30	Registration Breakfast and Networking
09:30 – 09:45	CompTIA Welcome <i>Introducing our polls for the open community forum session</i> <i>Room: Horton Suite</i> Leanne Johnson, CompTIA
09:45 – 10:00	CompTIA Community UK&I Executive Council Update including call for 2024 EC Elections <i>Room: Horton Suite</i> Dan Scott, ConnectWise & Hollie Whittles, Purple Frog Systems
10:00 – 10:30	State of the Channel EMEA/UK&I Research and Fireside Chat <i>Room: Horton Suite</i> Tracy Pound, Maximity & MJ Shoer, CompTIA
10:30 – 11:15	Protecting Your Crown Jewels Hear From Adam Pilton, an ex-Police Officer, sharing real world Cybersecurity Stories including takeaways for you to implement back in your business. <i>Room: Horton Suite</i> Adam Pilton, Cybersmart
11:15 – 11:30	Networking Break
11:30 – 12:00	The Human Element: The Importance of Industry Communities A look at what a community really is, why it's important to people, businesses and industries and the small actionable steps you can take every day to bring your network closer together. <i>Room: Horton Suite</i> James Doherty, Indigo Mentoring
12:00 – 12:45	Open Community Forum: We Want to Hear from YOU! Share your successes and challenges, including those critical issues keeping you awake at night, and collaborate with us to explore and exchange effective solutions. <i>Room: Horton Suite</i> Paul Croker, 18it & Lizzie Robinson, Pax8
12:45 – 13:00	Sneak Peak at the CompTIA Community's New Mentoring Program Knowledge is power, and we have so much knowledge within our community! Let's share it and support each other to elevate the industry and the next generation of technology professionals. Learn how to join the CompTIA Community Mentoring Program as a mentor or mentee.

	<p>The mentoring program connects members looking to develop relationships and facilitate professional growth within the technology industry. This program focuses on member-mentors sharing their knowledge and experience to support member-mentees with their career and business journey and help them reach their full potential.</p> <p>We'll deliver an overview of the program and invite attendees to participate in the first UK&I cohort. You will also hear testimonials from mentors and mentees who have been through the program and will share their experiences.</p> <p><i>Room: Horton Suite</i> Andrew Allen, Aabyss</p>
13:00 – 14:00	Lunch
14:00 – 14:30	<p>CompTIA Community Global Overview and Q&A with MJ Shoer</p> <p>Join CompTIA's Chief Community Officer as he provides updates for CompTIA Community activity globally. This is also your chance to ask MJ anything.</p> <p><i>Room: Horton Suite</i> MJ Shoer, CompTIA</p>
14:30 – 15:00	<p>CompTIA Resources: MSP Guidebook</p> <p>The CompTIA Community MSP Guidebook serves as a framework for managed service providers (MSPs) to create a culture of process efficiency, by first identifying areas of improvement, then implementing best practices and strategically building awareness. Whether you're building your MSP operations from the ground up or looking to fine-tune an existing setup, the CompTIA MSP Guidebook, is your go-to resource. Join Ian Groves of Start Tech for a look at what the guide contains and how it can be valuable to your business.</p> <p><i>Room: Horton Suite</i> Ian Groves, Start Tech</p>
15:00 – 15:30	<p>Have You Got News for Them?</p> <p>Award-winning media man Carl Jones, who has worked across TV, radio, newspapers and magazines, talks about how to get yourself noticed in the media.</p> <p>What sort of stories are editors looking for? How do you pitch your story to a journalist? and what are the rights and wrongs of producing a news release?</p> <p>As the organiser and judge at a host of business awards competitions over more than 20 years, he'll also be giving top tips on how to write the perfect award nomination to give you the best possible chance of being shortlisted.</p> <p><i>Room: Horton Suite</i> Carl Jones, Carl Jones PR</p>
15:30 – 15:45	Networking Break
15:45 – 16:30	<p>Keynote: Mastering the Art of Overcoming Self-Sabotage to Unlock Your Full Potential</p> <p>Unlock the secrets to mastering self-sabotage and unleash your untapped potential in this engaging and insightful talk. Join Teresa as she guides you through the nuances of identifying, understanding, and conquering the self-destructive patterns that may be holding you back. Drawing on personal experiences, psychological insights, and practical strategies, this session will empower you to break free from limiting beliefs and embrace a mindset geared for success.</p> <ul style="list-style-type: none"> • Understanding the Root Causes: Delve into the underlying reasons and psychological factors that contribute to self-sabotage. Uncovering these roots is crucial for effective self-awareness and change • Implementable Mindset Shifts: Learn practical mindset shifts and cognitive reframing techniques to counter self-sabotaging thoughts. Transform negative thinking patterns into positive drivers for personal and professional success

	<ul style="list-style-type: none"> Building Lasting Resilience: Acquire strategies for building resilience that lasts. Discover how to bounce back from setbacks, setbacks, and challenges with a renewed sense of purpose and determination. <p><i>Room: Horton Suite</i> Teresa Heath-Wareing, Teresa Heath-Wareing Limited</p> <p>Concluding with pitches for the next sessions....</p>		
16:35 – 17:05	<p>Minimising Churn with Onboarding and Customer Success Programs</p> <p>In this session, learn about churn and what it's costing you, learn how to craft an impactful onboarding strategy, and build customer success programs that can make a difference.</p> <p><i>Room: Diamond Suite</i> Scott Quilter, Techosaurus</p>	<p>CompTIA ISAO - How do you actually make it work for your MSP?</p> <p>Come join us as we discuss What is an ISAO? and why is threat intelligence so important? In this quick 30-minute session we will explain in simple non-technical terms how can you use this service provided by CompTIA to improve your security offering and make yourself stand out as an MSP. How do you embed it, who should use it and what do you do with the information that comes out of it?</p> <p><i>Room: Drummond Suite</i> Patrick Burgess, Nutbourne Ltd</p>	<p>Book Club</p> <p>Have you read a book or listened to a podcast that you'd recommend to others? Would you like to hear what others recommend?</p> <p>Join one of our informal book clubs to join in this discussion and share recommendations.</p>
17:05 – 17:15	<p>Key Insights Wrap up <i>Note: This session will be duplicated over 2 rooms (one led by Dan and one led by Hollie) to allow the hotel time to turn the main room around for our awards.</i></p> <p><i>Room: Diamond Suite</i> Dan Scott, ConnectWise</p>	<p>Key Insights Wrap up <i>Note: This session will be duplicated over 2 rooms (one led by Dan and one led by Hollie) to allow the hotel time to turn the main room around for our awards.</i></p> <p><i>Room: Drummond Suite</i> Hollie Whittles, Purple Frog Systems</p>	<p><i>Rooms: Emerald Suite</i> Olivia Donnell, Quest Software</p> <p><i>Bar Area</i> Scott Riley, Cloud Nexus</p>
17:15 – 18:00	Time to get ready for the awards		
18:00 – 19:00	Networking Drinks and Canapes		
19:00 – 22:30	Spotlight Awards Dinner		