

# SSG26

Attendee Handbook



## Welcome

This attendee handbook is designed to guide you through SSG26 by providing clear information about the event and what you can expect.

We encourage you to refer to it before and during SSG26 to help you make the most of your experience.

We look forward to seeing you in Leeds!

Best wishes,



**Lauren Core**  
**Events Officer**

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## Event venue information – including delegate accommodation

**Venue name:** The Met Hotel Leeds

**Venue address:** King St, Leeds, LS1 2HQ

**what3words:** ///urban.author.fixed

**Check-in:** 15:00

**Check-out:** 11:00

## Getting to SSG26

### By train

Leeds station is 0.3 miles away and approximately a [five minute walk](#) from The Met Hotel.

Walk towards Bishopgate St. Turn right onto Park Row. Turn left onto City Square. Turn left to stay on City Square. Turn right onto Quebec St. Turn left onto King St - The Met Hotel will be on the left.

Here's a [video](#) of the walk from Leeds Train Station to The Met Hotel Leeds:

### By car

Follow signs for Leeds train station; the hotel is on King Street just off Wellington Street.

### Car parking

If you are driving to the conference, the hotel has limited parking spaces and is only ever offered on a first come first served basis, chargeable at £10 per day per vehicle or £20 overnight per vehicle.

If you are unable to park at The Met Hotel, it is recommended to use an alternative car park which is approximately 10-minute walking distance. Q-Park located on Albion Street, off Butts Ct, Albion St, Leeds LS1 5JS. If you pre-book via [Q-Park's website](#) and input "THEMET30" discount code, you will receive 30% off.

## Event spaces at SSG26

To help you familiarise yourself with the Met Hotel, please take a moment to view the [virtual tour](#).

## The Met Ballroom

- Main plenary room (the room will be set up in cabaret style (round tables with chairs), along with some bean bag chairs, and some single chairs at the back if you'd be more comfortable sitting separately).



## Harry Chorley

- Exhibition – also where all refreshments and lunch will be served.



## Percy Shaw

- Breakout room (the room will be set up in cabaret style – round tables, with a row of chairs at the back).



## Barbara Hepworth

- Quiet room (the room will be set up boardroom style – one large table, with chairs round).



## UCISA team available on-site

- The UCISA team is here to support you throughout the event. The team will be wearing white colour lanyards.
- If you need any assistance or have questions, the team will be available at the registration desk on the ground floor.



**Siân Thomas**

**Head of Corporate Engagement and Events**



**Lauren Core**

**Events Officer**



**Esther Wong**

**Senior Events Officer**



**Emily Gardiner**

**Events Co-ordinator**

To find out more information about Team UCISA at SSG26, please visit our dedicated [meet the team page](#).

## Catering menus at SSG26

### Day 1 (Tuesday 30<sup>th</sup> June)

#### Lunch

The lunch menu will be confirmed two weeks ahead of the event. If you'd like to know more about what will be served, please get in touch at [events@ucisa.ac.uk](mailto:events@ucisa.ac.uk).

## Evening dinner

### Starter

#### **Carrot and ginger soup** (V, VE, DF)

*Herb oil and a warm bread roll (GF bread optional)*

### Main

#### **Pan-seared chicken** (GF)

*Spring onion mashed potatoes, chardonnay cream, garlic sautéed mushrooms*

Vegetarian option: **Pumpkin & roasted butternut squash ravioli** (V)

*Sage butter sauce*

### Dessert

#### **Sticky toffee pudding** (V, GF)

*Rich toffee sauce, Madagascan vanilla ice cream*

## Day 2 (Wednesday 1<sup>st</sup> July)

### Lunch

The lunch menu will be confirmed two weeks ahead of the event. If you'd like to know more about what will be served, please get in touch at [events@ucisa.ac.uk](mailto:events@ucisa.ac.uk).

## SSG26 event programme

### Day 1 (Tuesday 30<sup>th</sup> June)

<b>Time</b>	<b>Details</b>	<b>Location</b>
09:00	Registration and Exhibition Opens	Harry Chorley
09:30 – 10:00	Getting Started: Meet the Community <ul style="list-style-type: none"><li>• <i>Antonia Jones, Customer Success Manager, University of Leeds</i></li></ul>	Percy Shaw
10:00 – 10:10	Welcome and Opening Remarks: Setting the Morning Scene <ul style="list-style-type: none"><li>• <i>Jo Mortimer, Head of Business Relationship Management, University of Reading &amp; UCISA SSG Joint Chair</i></li></ul>	The Met Ballroom (Plenary room)
10:10 – 10:40	The Power of 5 Stars: Transforming Service and Culture at Runshaw College <ul style="list-style-type: none"><li>• <i>Alex Harding, Head of IT Services, Runshaw College</i></li></ul>	The Met Ballroom (Plenary room)
10:40 – 11:05	Networking with the Traitors! <ul style="list-style-type: none"><li>• <i>Jake Dovey, UCISA Mentor</i></li></ul> <p><i>Please note this session is an interactive</i></p>	The Met Ballroom (Plenary room)

	<i>session</i>	
11:05 – 11:20	The 30-Second Pitch Parade	The Met Ballroom (Plenary room)
11:20 – 11:50	Refreshment break	Harry Chorley (Exhibition space)
11:50 – 12:30	From IT Chatbot to Enterprise AI Platform: One Front Door, Five Departments, Zero Confusion <b>Sponsored by Nasstar</b> <ul style="list-style-type: none"> <li>• <i>Jack Fisher, Solutions Architect, GCI Networks Solutions Ltd</i></li> <li>• <i>Adrian Moore, Head of IT Customer Support, University of the West of England</i></li> </ul>	The Met Ballroom (Plenary room)
12:30 – 12:35	Travel time	
12:35 – 13:00	<b>Breakout session 1:</b> From Awareness to Action: A Community Approach to the Future of Accessibility and Assistive Technology Support <ul style="list-style-type: none"> <li>• <i>Antonia Jones, Customer Success Manager, University of Leeds</i></li> </ul>	Percy Shaw
12:35 – 13:00	<b>Breakout session 2:</b> How Digital Learning support services have transformed and improved overtime <ul style="list-style-type: none"> <li>• <i>Sarah Walmsley, Digital Learning Services Manager, Leeds Trinity University</i></li> </ul>	The Met Ballroom (Plenary room)
13:00 – 14:00	Lunch and networking	Harry Chorley (Exhibition space)
14:00 – 14:05	Welcome Back: Setting the Afternoon Scene <ul style="list-style-type: none"> <li>• <i>Jo Mortimer, Head of Business Relationship Management, University of Reading &amp; UCISA SSG Joint Chair</i></li> </ul>	The Met Ballroom (Plenary room)
14:05 – 14:35	Smarter Device Support at Scale: Using Data and Automation to improve productivity, user satisfaction and sustainability ambitions <b>Sponsored by HP</b> <ul style="list-style-type: none"> <li>• <i>Erin Niven, Senior IT AV Technician, University of St Andrews</i></li> </ul>	The Met Ballroom (Plenary room)
14:35 – 15:05	From ITSM to Enterprise Service Management at Manchester Metropolitan University <b>Sponsored by Freshworks</b> <ul style="list-style-type: none"> <li>• <i>Danny Wilkinson, Service Management Analyst, Manchester Metropolitan University</i></li> <li>• <i>Tom Rodgers, Enterprise Account Executive, Freshworks Technologies UK</i></li> </ul>	The Met Ballroom (Plenary room)

	<p><i>Limited</i></p> <ul style="list-style-type: none"> <li>• <i>Jamie Garvin, Senior Service Engineer, Manchester Metropolitan University</i></li> </ul>	
15:05 – 15:25	Refreshment break	Harry Chorley (Exhibition space)
15:25 – 15:50	From Vision to Value: Building Core2 <ul style="list-style-type: none"> <li>• <i>Alex Allen, Senior Service Desk Manager, University of Leeds</i></li> </ul>	The Met Ballroom (Plenary room)
15:50 – 17:00	Breach 101: An HE Campus Crisis Simulation <ul style="list-style-type: none"> <li>• <i>Ade Taylor, Head of Security Services, Roc Technologies</i></li> </ul> <p><i>Please note this session is an interactive session</i></p>	The Met Ballroom (Plenary room)
17:00 – 17:15	Award nomination pitches	The Met Ballroom (Plenary room)
17:15	Close of Day 1	The Met Ballroom (Plenary room)

To view more in-depth details about any of the above sessions, please visit the [SSG26 Event Programme](#).

## SSG Conference Dinner

### *Timings*

If you are booked to attend the SSG Conference Dinner on Day 1, you can look forward to an engaging and celebratory evening in the Met Ballroom, beginning at 19:00 with a drinks reception for the Conference Dinner, followed by dinner at 19:30.

After the meal, the evening continues with the launch of the 2026 UCISA Support Services Awards, recognising and celebrating exceptional support professionals and teams across the sector through the Rising Star Award, Support Services Team Award, and Outstanding Support Professional Award. The celebrations then move into a lively quiz and disco, along with the return of the popular photobooth to capture memorable moments from the night, before the evening draws to a close with carriages at midnight.

You are very welcome to enjoy as much of the evening as they wish and are not expected to stay for the full duration.

### *Dress code*

There is no dress code for the evening dinner. Please dress however you feel most comfortable.

## Song requests

We have created a Microsoft Form giving you the chance to submit up to two song requests you'd love to hear on the night of the SSG26 Awards Dinner. Our DJ will do their best to include as many requests as possible and keep the dancefloor buzzing. However, please note that song selections are not guaranteed, and the DJ will have final discretion over the playlist to ensure a great atmosphere for everyone.

Submit your song requests here - <https://forms.office.com/e/EFVqVT1GQS>

## Day 2 (Wednesday 1<sup>st</sup> July)

Time	Details	Location
08:45	Registration and Exhibition Opens	Harry Chorley
09:15 – 09:30	Welcome and opening remarks: Setting the morning scene <ul style="list-style-type: none"><li><i>Fola Braimoh, Head of IT Operations and Support, Goldsmiths - University of London</i></li></ul>	The Met Ballroom (Plenary room)
09:30 – 10:00	Drive Innovation Without Increasing Spend: A Smarter IT Operating Model for Higher Education <b>Sponsored by DTP Group</b> <ul style="list-style-type: none"><li><i>Adrian Moore - Head of Customer Support at University of the West of England &amp;</i></li><li><i>Stuart Broadbent, End User Compute Director, DTP Group</i></li></ul>	The Met Ballroom (Plenary room)
10:00 – 10:30	Balancing the books: Uncovering debt data to support better decisions <ul style="list-style-type: none"><li><i>Faith Thomas, Lead IT Service Management Practitioner, The University of Birmingham</i></li></ul>	The Met Ballroom (Plenary room)
10:30 – 11:00	Refreshment break	Harry Chorley (Exhibition space)
11:00 – 11:30	From Reactive to Proactive. Building Academic Partnerships in IT Support <ul style="list-style-type: none"><li><i>Chris Holland, Customer Support Manager, The University of Leeds</i></li></ul>	The Met Ballroom (Plenary room)
11:30 – 11:35	Travel time	
11:35 – 12:00	<b>Breakout session 1:</b> Building Communities of Practice: A Low-Cost Approach to Service Support and Digital Transformation <ul style="list-style-type: none"><li><i>Andy Ferguson, ITIL Operations Manager, University of Birmingham</i></li></ul>	The Met Ballroom (Plenary room)
11:35 – 12:00	<b>Breakout session 2:</b> Service Excellence from a King's perspective,	Percy Shaw

	utilising the HERM (including the new SRM), ESM, and BTS <ul style="list-style-type: none"> <li>• <i>Sam Heasman, Head of Service Design, King's College London</i></li> </ul>	
12:00 – 13:00	Lunch and networking	Harry Chorley (Exhibition space)
13:00 – 13:05	Welcome Back: Setting the Afternoon Scene <ul style="list-style-type: none"> <li>• <i>Iain Cameron, User Services Manager, The University of Aberdeen</i></li> </ul>	The Met Ballroom (Plenary room)
13:05 – 13:35	Reach Out - a 24/7 shared support service spanning both the physical and virtual worlds (with a bit of AI thrown in for good measure) <ul style="list-style-type: none"> <li>• <i>Mark Temple, Assistant Director (Service Management), University of Glasgow</i></li> </ul>	The Met Ballroom (Plenary room)
13:35 – 14:05	Semi-Pro to Pro: How the University of Manchester transformed computer clusters and their support. <ul style="list-style-type: none"> <li>• <i>Martin Putwain, Head of End User Support Services, University of Manchester</i></li> </ul>	The Met Ballroom (Plenary room)
14:05 – 14:35	Everything, Everywhere, All at Once: Surviving the IT Resource Crunch: Doing less with less <ul style="list-style-type: none"> <li>• <i>Vicky Wilkie, IT Services Operational Assurance Officer, University of York</i></li> </ul>	The Met Ballroom (Plenary room)
14:35 – 14:45	Closing remarks <ul style="list-style-type: none"> <li>• <i>Iain Cameron, IT Services - User Services Manager, University of Aberdeen</i></li> </ul>	The Met Ballroom (Plenary room)
14:45	Conference Close	

To view more in-depth details about any of the above sessions, please visit the [SSG26 Event Programme](#).

## Code of conduct

- At UCISA, we are committed to providing a safe, inclusive, and welcoming environment for all participants. To ensure a positive experience for everyone, we ask that all delegates, speakers, sponsors, exhibitors and staff adhere to our code of conduct.
- The UCISA Events code of conduct can be found here: <https://www.ucisa.ac.uk/Governance>

## Neuro-inclusivity at SSG26

- We have created a [Neurodiversity Frequently Asked Questions \(FAQ\) page](#). Feel free to share it with anyone who may find it helpful.
- A quiet room is available throughout the event for anyone who needs a quiet space to decompress away from the lively environment.
- To support attendees with sensitivity, attendees are encouraged to limit strong scents by using fragrance-free products and refraining from heavy perfumes.
- We aim to be as neuro-inclusive as possible, if there is anything that you would like us to consider, please contact Team UCISA on [events@ucisa.ac.uk](mailto:events@ucisa.ac.uk).

## Safety and wellbeing

- If you are feeling unwell, we kindly ask that you do not attend the event. You may send a colleague to attend in your place, and the UCISA Team will be happy to swap your booking at no cost. Simply contact [events@ucisa.ac.uk](mailto:events@ucisa.ac.uk) to arrange this.

## Mental health first aiders (MHFA)

- **Siân Thomas, and Esther Wong from UCISA are fully trained MHFA** and will be happy to support any delegates who may need mental health support during the event. If you would like to speak with one of them, please visit the registration desk.

## Hidden disabilities sunflower support available

- There will be UCISA staff onsite that are available to provide individuals with additional help and assistance throughout the event.
- Should you require additional support at the event, look out for UCISA staff that are wearing the [Hidden Disabilities Sunflower](#) supporter pin badge on their lanyard.

# Emergencies and contact information

## Pre-event

- If you have any questions in the lead up to SSG26, please contact [events@ucisa.ac.uk](mailto:events@ucisa.ac.uk).

## During the event

- We really hope you don't experience an emergency, but we are here to help if a situation arises. In the event of an emergency at SSG26, **in the first instance please alert a member of the venue's staff** as they will be best placed to assist and are trained to manage medical emergencies in their venues.
- You can also reach the UCISA team in an emergency either at the **registration desk or on 07768 861 292** (call, text or WhatsApp).
- If you are scheduled to speak at the event and are running late, please contact us on **07768 861 292**.

## First aid facilities

- In the event of medical assistance being required, please contact a **member of staff at The Met Leeds**, informing them of the nature and location of the medical emergency.

## Fire alarm

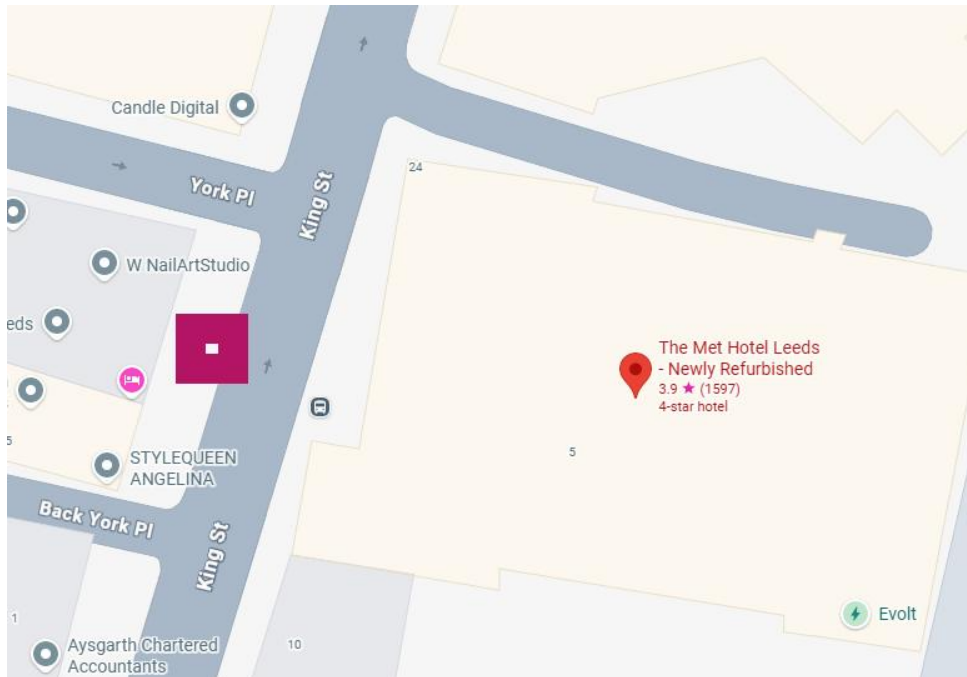
- The fire alarm is a continuous alarm bell.
- There are no fire alarm tests scheduled for the duration of the event.

## Fire exits

- Fire exit routes are indicated prominently in all rooms and corridors.

## Assembly point

- The assembly point is the opposite side of the road of the hotel. The pink square in the below image shows the assembly point.



## Sponsors and exhibitors

- UCISA would like to thank all the sponsors and exhibitors attending SSG26, without who, the event would not be possible.
- Special thanks to **Nasstar**, the conference Primary Sponsor.
- Thank you also to **DTP Group, Freshworks and Roc Technologies** for sponsoring the event.
- We have many others exhibiting at SSG26 – we encourage you to have a chat with them over the course of the event, as without their support, we would not be able to put on the event. The list of exhibitors can be found on the [SSG26 Exhibitor Profile Webpage](#).

## Other information

### Internet access

- Wi-Fi access is complimentary and available throughout the venue.

## Event app

- Details of the event app will be shared in a separate email.
- The app includes all key event information and allows you to book 1-2-1 meetings with exhibitors or delegates if you prefer a quieter space away from the exhibition area.

## Badge scanning

- Your event name badge will include a QR code that the UCISA Team will need to scan at registration, as well as at the start of Day 2. Please ensure you have your badge with you each morning. Entry will not be permitted without a name badge.
- As you explore the event and engage with exhibitors and peers, some may request to scan your badge. In allowing them to scan your name badge, please note you are providing your email address and consenting to that company/individual using this email to contact you.

## Social media and photography

- When posting on social media about the event, please do use **#SSG26** as the hashtag and tag **@UCISA** where possible.
- There will be photographs and videos taken by the UCISA team during the event for promotional use - let us know if you prefer not to be photographed.