



DAMA UK Newsletter Summer 2008

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In the last newsletter I discussed the difference between information and data. Now I would like to look at data management and information management.

One definition of Data Management is that used in an ISO/IEC Technical Report (ISO/IEC TR 10032:2003 *Information Technology - Reference Model of Data Management*), which sees data management from a purely technological perspective and defines data management as:

“the activities of defining, creating, storing, maintaining and providing access to data and associated processes in one or more information systems”

It then goes on to define a data management environment as:

“an abstract conceptualization of the data and associated processing elements involved in a computer system”

This is both very technical and very narrow in focus; it concentrates on the technical management of the database within a computerised information system and the software processes that interact with that database. It specifies the facilities that should be provided by a software application if that application is to be known as a database management system.

Whilst this all very sensible and laudable it totally ignores the broader issues of how you design that database so that it satisfies the information needs of the business that the information system is supporting. Before you even consider putting any data into a database you must understand the information requirements of the business and come up with a design that will enable those requirements to be met. Will it be a single database, or a federation of distributed databases? If it is distributed, how much data will be replicated? In any case, how will the database or databases be structured? How will we ensure that the data in the databases is of good quality? How will we ensure that data can be shared between different systems in the enterprise?

My view is, and has been ever since I first became involved in data management over 15 years ago, that if it is to be worthwhile data management must start with understanding the information needs of the business. Data management is, therefore, far broader than as described in ISO/IEC 10032.

In my teaching I use a definition of data management that comes from the British Computer Society. This defines data management as:

"a corporate service which helps with the provision of information services by controlling or co-ordinating the definitions or usage of reliable and relevant data."

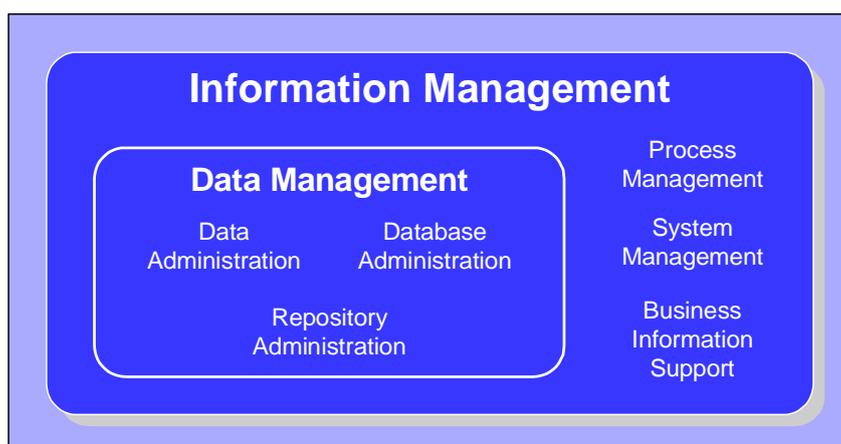
This fits nicely with the distinction between information and data. It shows that data management is supporting the business ("helps with the provision of information services") and shows that we are doing that by managing "data".

The British Computer Society then goes on to identify three distinct roles within data management: data administration, database administration and repository administration.

Data administration is concerned with mechanisms for the definition, quality control and accessibility of an organization's data.

Database administration is concerned with the management and control of the software used to access physical data.

Repository administration is concerned with the management and control of the software in which 'information about information' is stored, manipulated and defined.



But how does all of this compare with information management? Well, that depends on whose definition of information management you are using.

The former Central Computer and Telecommunications Agency (CCTA) showed the relationship between data management and the broader information management function using Figure 1.

Figure 1: The relationship between information management and data management as shown by CCTA

Information or Data? Part 2

Keith Gordon - DAMA UK



In introducing this figure, CCTA said

"Data management itself serves the overall requirements for managing the organization's information. It is helpful to consider the wider roles and responsibilities of information management which provide a context and justification for data management."

Without trying to imply that process management, system management and business information support are trivial activities, the overall thrust of the CCTA description of this area is that data management is the major element of information management. This probably reflects the fact that the principal interests in CCTA were technological.

A contrary view is put forward by Leonard Will of Willpower Information. He describes himself as an Information Management Consultant and until January 1994 he was Head of Library and Information Services at the Science Museum in London and before that was Head of Information and Research Services in the Library of City University, of London.

In answer to the question "What is information management?" he says

"This interdisciplinary field draws on and combines skills and resources from librarianship and information science, information technology, records management, archives and general management. Its focus is information as a resource, independently of the physical form in which it occurs. Books and periodicals, data stored on local or remote computers, microforms, audio-visual media and the information in people's heads are all within its scope."

Leonard Will then goes on to say that some of the main topics information management practitioners are concerned with are those listed in Figure 2 below:

- classification and coding
- subject indexing
- construction and use of thesauri and controlled vocabularies
- cataloguing and indexing by names, places, and events
- database design and data structures
- physical storage of books and records, in paper and electronic form
- storage of photographic and digitised images
- information audits: reviews of an organisation's information resources
- documentation of museum objects, both for management purposes and as a resource for scholarship

Figure 2: Information management topics as described by Leonard Will

This broader description of information management reflects the librarianship background of Leonard Will. Only two of the nine bullet points – database design and data structures; and storage of photographic and digitised images – appear to be directly 'computer-related', although computers could be used to assist with many of the other topics.

So, whilst we have a clear definition of data management from the British Computer Society that fits with our broader concept of data management, it appears that there is not an equivalent definition of information management. What is information management tends to depend on your background, your experience and your current role. It is a term that is used by both those interested in the use of computers to support business requirements and by librarians, but both groups use the term in different ways.

My own personal view is that those of us who think of ourselves as data managers in the broadest sense - in that the starting point for our interest in data is the vitally important part it plays in the provision of timely, accurate and relevant information for business users - are as much into information management as many of those who call themselves information managers and think that data is someone else's problem. What we must not do is allow the term 'data management' to become associated solely with the technological aspects of the handling of data. Data management is an important business function and not something that should be left to technicians (and I speak as one who for many years was a technician and is proud of it).

If you have an article or information that may be of interest to DAMA UK members and readers, please send it, with graphics to sue.russell@damauk.org, for approval by the DAMA UK committee.

**Deadline for the next issue is
15 October 2008.**

We look forward to hearing from you.

DAMA International Meeting in San Diego

There was a DAMA International Presidents' Council meeting at the conference in San Diego. Half of it was with the DAMA International board of directors, half of it was without them. This is what was talked about.

LinkedIn Group

There is now a DAMA International group on LinkedIn. I joined, and it found 226 people in the group in my network.

DAMA International Web Site

DAMA International have revamped their web site. If you have the old one bookmarked, that won't work any more (the path after dama.org has changed), but www.dama.org will still take you there. It now has a job site attached to it - a location search gives US states, plus British Columbia, Ontario, and 'Other'. We come under 'Other', which had one job listed (in Switzerland), but if you are job hunting (or hiring), it may be worth checking out. There is also a list of organisations offering training courses (showing who offers discounts to DAMA members on some or all of their courses), news about conferences and other events, information about the DAMA International Dictionary of Data Management (and other things about DAMA-I).

What do we want from DAMA?

One of the questions raised at the DAMA International meeting in San Diego was 'What do people want from DAMA?' The UK committee members know what we want - but we don't know what everyone wants, so we would like to hear your thoughts. What do you like about what you get now, what did you hope to get when you joined (that is, or is not, happening), what else would you like? Is there anything you don't like? Send your ideas and thoughts to [Dagna Gaythorpe](mailto:Dagna.Gaythorpe@damaintern.org) ideally with 'What I want from DAMA' as a title, and the UK committee will look at them all to see if we can do anything about them, and they will all be passed to the DAMA International board. A few things have been mentioned in the last year or so; these include: networking opportunities, discounts on courses, T shirts/polo shirts, membership cards. What do you think of these, and what else is there?

DAMA Data Management Body of Knowledge (DAMA DMBOK) - please see press release on Page 9 for more information.

This used to be called just the DMBOK, but someone else had copyrighted that, so now it is the DAMA DMBOK. The first concrete part of it, the DAMA Dictionary of Data Management, is now available on CD, via www.amazon.com for \$44.95 click [here](#) to purchase. It is listed on the UK site, but not direct from Amazon - two resellers had it (from £172.74, so it is worth paying the shipping from America!) Incidentally - there will be a glossary on the new DAMA UK website, which is coming soon. And that will be free!

Data Management Qualification - CDMP, administered by ICCP

DAMA International have been developing and promoting a qualification (Certified Data Management Professional) in conjunction with ICCP. This is a US-based qualification, but people are taking it in other countries now. Recertification is needed every three years, and there is a requirement to get points towards it (based on things like training attended or given, helping to run a DAMA chapter, and developing the exams). There is more information on the DAMA International web site. There are other qualifications available; in the UK, ISEB offer a Data Management diploma - the two are not related, and getting one does nothing towards getting the other.

New Members

**DAMA UK extend a warm
welcome the
following new members**

**Corporate
NPower and BSkyB**

**And seven more Individual
members**

CBT Working Group

The CBT group were very pleased with the feedback received following the working group sessions on Organisation, People and Technology in September and we wish to repeat our thanks to the speakers.

The questionnaire was issued however there has been minimal response and the group is revisiting the viability of this as an input mechanism .

The group is currently reviewing direction and plans for 2008/9 and have announced that a second workshop will take place around March 2009.

If you would like more information or would like to join this working group, please contact [Sue](#)



Call for Presentations - Proposal Deadline August 25, 2008

Presentation proposals are now being accepted for the Annual DAMA + WILSHIRE Conference scheduled for April 5-9, 2009 at the Tampa Convention Center in Tampa, Florida.

This conference is recognized as the foremost data management educational conference in the world. Approximately 1000 Business and IT professionals will attend.

[Speaker submission guidelines](#) and links to the online proposal form can be found at the [conference website](#).

All questions regarding speaking may be directed to the DAMA and Wilshire Program Chairs at speaker@wilshireconferences.com. The deadline for submitting your proposal is **August 25, 2008** and we anticipate being able to notify accepted speakers by September 15, 2008.

Thanks and we look forward to hearing from you!



Tony Shaw + Maya Stoskopf
Wilshire Conferences, Inc.
&
Cathy Nolan
DAMA International



SPONSORSHIP AND EXHIBIT opportunities are also available. Please contact Rick Froton at 603-305-0660 or rick@wilshireconferences.com.

ADD YOURSELF TO THE WILSHIRE MAILING LIST:

If you are not interested in submitting a paper now, but would like to receive information about future data management educational events please [CLICK HERE](#) or visit <http://www.wilshireconferences.com/inquiry.htm>.

Enterprise Information Management A Survey

(A request to participate by Tony Shaw of Wilshire Conferences)

Wilshire and Data Strategy Journal are conducting a survey on Enterprise Information Management (EIM). The goal of this survey is to begin the process of establishing benchmarks for EIM in terms of:

- * how do different organization interpret the term "EIM"?
- * which functions and activities are considered part of EIM, and which aren't?
- * what frameworks and guidelines are being used?

The survey is here: http://www.surveymonkey.com/s.aspx?sm=WNTH2JZJIiViOidRfD3OCw_3d_3d

It's a short survey - just 10 questions in total - and my best estimate is that it will take 15 minutes to complete. This is part 1 of a 3 (maybe more) part series in which we get progressively deeper into the processes, technologies, tools and management methods for EIM. Participants in Part 1 will have the option of participating in the subsequent research if they wish, but it is not required.

We are especially looking for representatives of "customer" organizations with a minimum of 100 employees to contribute. If you are a consultant who can complete the survey from the perspective of a recent client then that is OK too. If you are wish to see the results but you work for an organization with less than 100 employees, please send me an email and I will send them to you later

DAMA BeLux Events (Belgium and Luxemburg chapter)

News of two more events from the BeLux chapter - if any active members of DAMA UK would like to participate, they are welcome (but of course you will need to take care of your own travel and hotel arrangements). More information and registration will be available via this [link](#) shortly.

September 24th: Afternoon event, tentatively on Data Warehousing / Business Intelligence

November 26th: Full-day conference, plenary sessions in the morning, multiple tracks in the afternoon (agenda now being organised)

Data Management meets Education

On 8 April 2008 the UK Chapter of DAMA International held a one day seminar to look at the relationship between data management and education. This seminar was hosted by the Cardiff University.

The first speaker, Clare Wright, is a mature undergraduate student at Cardiff University studying Information Systems. She used her experiences of 18 years in industry to highlight what can go wrong when business managers do not understand Information Technology and the IT providers do not understand business. Her presentation made a strong case for good professional education on both sides of the divide.

She was followed by Peter Leavy of the British Computer Society who provided an overview of the Professionalism in IT alliance and what the alliance means to the IT industry. He then went on to discuss the importance of education and how it can help IT professionals further their careers. He made particular reference to the qualifications available through the BCS-managed Information Systems Examination Board, which includes a Certificate and Diploma in Data Management.

Dr Tereska Karran of the University of Westminster presented proposals for improving the existing qualification structures for the professionals who are in charge of an organisation's information resource. Having reviewed the existing qualification strategies she proposed a new, unified professional certification strategy that would embrace the higher education sector, professional certification bodies, such as ISEB, and industry whilst being dynamic, up-to-date and could cope with the time limitations of professionals.

The day concluded with a presentation by Professor Omer Rana of Cardiff University who considered the provenance of electronic data. With the adoption of a service oriented approach to systems it becomes imperative to manage and record the provenance of data.

User Groups Specialists

As you are aware we strive to build up and maintain healthy relationships with similar organisations and user groups. We feel that this benefits members of all groups and can often produce excellent events because all aspects of the subject matter are represented.

We would like to know which user groups you belong to and would be grateful if you could email [Sue](#) with details.

We would also like to know more about **you** with regard to your skills and specialist areas. We often receive enquiries both internally and externally and would like to ask advice from specialists within the DAMA UK Membership. This information would be stored in our database, the idea being to forward enquiries on to you to respond if you can help.

Again, your contact will be [Sue](#), we thank you in advance for your help and look forward to hearing from you soon.

Skills Framework for the Information Age (SFIA) revision

The Skills Framework for the Information Age is being revised. The current version has very little to say about Data Management, but they are inviting submissions from "everyone who has an interest in IT Skills". Since DAMA have an interest in Data Management skills, this gives us an opportunity to try to get those skills into a recognised structure.

There are two ways to get involved:

- 1) Work out what you want in there and get your employers to submit it (so we get more organisations wanting Data Management in there)
- 2) Do the same thing through DAMA.

Submissions have to be in in September, so would anyone like to form a quick working party to put a DAMA submission together?

This is the original announcement:

This is to let you know that consultation has now begun on the development of version 4 of the Skills Framework for the Information Age (SFIA). IT professionals, their employers and those responsible for their education and training are invited to participate by visiting ... <http://sfia.textmatters.com/>

Everyone who has an interest in IT skills can comment on the existing skills definitions and make suggestions for new content. If you need any guidance on what is needed, you can see some notes on the SFIA web site at ...

<http://www.sfia.org.uk/cgi-bin/wms.pl/1711>

... and there is a link from there to the Update site.

SFIA provides the most widely-accepted definitions of IT skills and is now used by more than 1,000 organisations to produce job descriptions and role profiles, support resource planning, and improve business effectiveness. It has been translated into Chinese and Japanese.

Quote: "The great strength of SFIA is that it is based on actual best practice in the workplace. Users can therefore be confident that it provides a tried and tested solution to their IT skills management needs."

The consultation will run through to September and SFIA version 4 is due to be released before the end of 2008.

Data Profiling Keeps Data Migrations on the Fast Track



**TRILLIUM
SOFTWARE**

Many data integration projects regularly fail to yield the expected results because of lack of attention to data quality issues. Understanding the data within source systems, including all its inconsistencies and anomalies, is therefore crucial to the success of any data integration project. Including data profiling as a step within a data migration initiative can eliminate extensive design rework, avoid late-stage project cancellations, dramatically lower costs and increase productivity.

DAMA UK Events

17 September 08

Comply or die? - Data Protection

Including the AGM
10.00-16.00

Iain Bourne - ICO

Susan Mann - Marriott Harrison

John Tomlinson - Ford Credit

At the
**Touchbase Centre
Heathrow**

* * * * *

21 October 2008

'The Evolution of Database Technology'

A Joint BCS/DAMA UK Event

09.30-10.00

Charles Bachman

Stephen Brobst - Teradata

Bill Olle - BCS

Oracle (TBC)

At
**BCS, Southampton Street
London**

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2 November 2008

**DAMA UK host the
European 3 in 1 Conference**

At the
**Victoria Park Plaza
London**

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March 2009

CBT Workshop (TBC)

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To register please contact [Sue](#)

Find out how Ford Financial Europe and the UK Ministry of Defence realised time and cost savings through data profiling, with the Trillium Software white paper "Improving Data Migrations with Automated Data Profiling". [Click here to download.](#)

Freely available standards

JTC1 of ISO/IEC develops and publishes International Standards for Information Technology. Once published, these standards are then normally adopted by BSI and published as British Standards. Both ISO and BSI then make these standards available for purchase.

But some standards are made "Freely Available" free of charge. Access to the JTC1 Freely Available Standards is via this [link](#). There are a number of JTC1 Freely Available Standards that may be relevant to the activities of DAMA UK members.



Meeting Venues

So far, most of our meetings have been in hotel conference rooms and offices. We are wondering about trying some more interesting locations - museums, castles, historic buildings, and so on. (Places like HMS Belfast, Bletchley Park, the Tower of London and the National Railway Museum.) These places need to be accessible (in terms of both transport and disabled access), affordable, and have a suitable room. If anyone has any ideas or views, please tell [Dagna Gaythorpe](#) who will investigate venues and see if they are suitable. They do not have to be inside the M25!

Member Survey - what we need to know

DAMA Puget Sound, Seattle based, recently completed a survey of their membership, asking them what they want from the chapter. DAMA UK are keen to conduct a similar survey and would ask you to consider the following questions. We may carry out the survey via SurveyMonkey.com and would send the link to all DAMA UK contacts for a response. If you feel we should be asking different or more questions, please email Sue with the details.

MEMBERSHIP SURVEY

1. Time of day for quarterly meetings
2. Certified Data Management Professional Training
3. Three primary areas of specialization that members would like DAMA UK to arrange professional certification training for.
4. Top 5 topical areas the members would like DAMA UK to bring in speakers for quarterly meetings
5. DAMA UK membership has grown over the last two years and is comprised of a tremendous mix of professional knowledge and experience. DAMA UK would like to enable membership networking in order to facilitate the sharing of professional knowledge and experience among members. Please help DAMA UK identify the means for facilitating membership networking. (Top 2 recommendations.)

Committee news

Andy Voysey has moved on to pastures new after 3 years at UKCeB on secondment from BAE Systems. Andy has served on the DAMA UK committee for most of this time. He is now working for LSC Group Ltd, at their Bristol offices. We would like to thank Andy for his contribution to DAMA UK over these past years and also for his support of the organisation and committee during that time. We wish him well in his new role and hope that our paths will cross again some time in the future.



UKCeB have provided a replacement for Andy in the form of Leyton Lark (Lark Consultancy Ltd). Leyton has been assisting the UKCeB Task Force since April 2008 and has already attended his first DAMA UK committee teleconference. Leyton is UKCeB Lead of the UKCeB Information Management Working Group and has an interest in Data and Data Management as the two roles frequently cross over. We extend a warm welcome to Leyton and hope that he enjoys his time on the DAMA committee. We look forward to working with you.



DAMA INTERNATIONAL - NEW BOARD MEMBER

Dagna Gaythorpe (on the UK committee as International Liaison) has been elected to the board of DAMA International as Vice President of On-Line Services. This involves administering and managing the DAMA International web site, mailing lists and electronic communications. So if there is anything you would like to see on the DAMA-I web site, please let Dagna know (VP_Online_Services@dama.org).



Government launches data mash-up

The UK government has launched a competition to find innovative ways of using the masses of data it collects.

It is hoping to find new uses for public information in the areas of criminal justice, health and education.

The Power of Information Taskforce - headed by cabinet office minister Tom Watson - is offering a £20,000 prize fund for the best ideas.

To help with the task, the government is opening up gigabytes of information from a variety of sources.



A forum for prison visitors is one innovative use of data

Click on this link or copy and paste into your browser for more information

<http://news.bbc.co.uk/1/hi/technology/7484131.stm>

DAMA-NCR // Wilshire Symposium 2008

LEVERAGING INFORMATION ASSET MANAGEMENT



What is the DAMA-NCR//Wilshire Symposium? The First Conference on Data Management via WEB-CAST

The 2008 DAMA-NCR/Wilshire Symposium (formerly the Metatopia Conference) will be delivered online in a webcast format. The conference will be hosted by the [National Capital Region Chapter of the Data Management Association \(DAMA-NCR\)](#) and [Wilshire Conferences](#).

This year's Symposium will be delivered as a concentrated series of webcasts, for both live and on-demand viewing. Numerous presentations will be scheduled each day during the week of **November 3-7, 2008**. Participants from around the world will be able to receive each webcast as it is being presented, or come back later to view an archived version. **DAMA members from around the world will be granted access to the entire online conference at no charge, while non-members will pay a nominal fee.**

The theme of this year's conference is "**Leveraging Information Asset Management.**" We encourage thought-leaders and practitioners to submit an abstract for a 45-minute presentation on any topic related to this theme including the numerous fundamental data management challenges that must be mastered by stakeholders.

We will be covering topics of interest to both private industry and government organizations at a variety of audience levels including business executive, entry level practitioner, and advanced practitioner.

Interested in submitting a proposal? Click [HERE](#) for information about the

Possible Topic Areas:

- EIM: Enterprise Information Management
- Data services
- MDM: Master Data Management
- Data stewardship & governance
- NIEM: National Information Exchange Model
- The Federal Data Reference Model
- Metadata management
- Data quality
- Master data management
- DOD and Intelligence Community Universal Core Standards
- Data Integration approaches including ETL, EAI, and EII
- Data management metrics
- Net-centric Data Strategy
- Information sharing
- Data Security
- Business Process Modeling
- Federal Data Quality Profile
- Federal Information Sharing Architectures
- Model driven development and model driven architecture
- Data profiling techniques and technologies
- Implementing the ISO 11179 metadata standard
- Business intelligence
- Real-time data warehousing, operational analytics, and data integration
- Emerging technologies in analytics
- Federated identity management
- Federated search
- Health information technology initiatives pertinent to data management
- Semantic technologies and semantic web
- Geospatial Data Management
- Major capabilities enabled by vendor product engineering and advances in any of the above areas

Chris Potts - Want a change from the same old books about IT and strategy? I did.....

So I wrote 'frulTion', which was recently published in the USA and is now available from [Amazon.co.uk](#).

It's the story of Ian, a Chief Information Officer (CIO), which he tells us himself. He suddenly finds out what happens when his company's corporate strategists take over the strategic IT agenda, ignore all the IT strategy orthodoxies, and use it in ways that the IT people never intended.

Ian is offered a golden opportunity to become one of the corporate strategists. But what corporate strategy will he be leading, and - quid pro quo - what will he have to give up? The events of the next few days had a fundamental impact on Ian, the company's IT people, and the strategy for IT.

The first Customer review on Amazon.com gave frulTion five stars, saying:

"I've really enjoyed reading this book. It is such a refreshing change from the typical IT textbook, as the author builds up characters and a plot to illustrate some of the friction that is explicitly (or more subtly) present in the workplace between business and IT"

Autumn Seminars & Conferences

Join our world class speakers as they discuss critical strategic and management issues, technical explanations, management advice and future directions

Enterprise Architecture

Zachman Enterprise Architecture Part 1: Framework Fundamentals, **John Zachman**

Zachman Enterprise Architecture Part 2: Implementation Strategies, **Stan Locke**

SOA in Business, **Eva Wohlen & Lars Martensson**

SOA: Technology, Products & Best Practices, **Rick van der Lans**

IT Strategy & Management

The Corporate Strategy for IT, **Chris Potts**

Achieving Business/IT Alignment in Practice, **Peter Hinszen**

Working with the Business: Consulting Skills for IT Professionals, **Graeme Simsion**

Business & Systems Analysis

Business Process Modelling, Analysis & Design, **Kathy Long**

Business Rules, **Ron Ross**

Mastering the Requirements Process, **Suzanne Robertson**

Data Management

Master Data Management, **Malcolm Chisholm**

Data Modelling Fundamentals, **Steve Hoberman**

Data Modelling Masterclass, **Steve Hoberman**

DW 2.0: Next Generation of Data Warehousing, **Bill Inmon**

Unstructured Data: Creating the Analytical Environment, **Bill Inmon**

IRM UK Conferences

Business Process Management Conference Europe 2008

29 September - 1 October 2008, London

Data Management & Information Quality Conference Europe 2008

3-6 November 2008, London

Seminar Series Discounts and Group Booking Discounts available

All public seminars are also available on-site. Please contact us with your in-house requirements.

Show Us a Better Way are asking you to tell them what you'd build with public information and we could help fund your idea!

What would you create with public information?

Ever been frustrated that you can't find out something that ought to be easy to find? Ever been baffled by league tables or 'performance indicators'? Do you think that better use of public information could improve health, education, justice or society at large?

The UK Government wants to hear your ideas for new products that could improve the way public information is communicated. The [Power of Information Taskforce](#) is running a competition on the Government's behalf, and we have a £20,000 prize fund to develop the best ideas to the next level. You can see the type of thing we are looking for [here](#).

To show they are serious, the Government is making available gigabytes of new or previously invisible public information especially for people to use in this competition. Rest assured, this competition does not include personal information about people.

We're confident that you'll have more and better ideas than we ever will. You don't have to have any technical knowledge, nor any money, just a good idea, and 5 minutes spare to [enter the competition](#).

Need data quality and short-term ROI for your data management projects?

[FIMA 2008](#)

11th - 13th November 2008

DAMA MEMBERS - remember to claim your 10% discount

FIMA 2008

**11th - 13th
November**

Olympia, London

Europe's 6th premier reference data management conference.

FIMA brings together data management executives from financial institutions from both the buy side and sell side in order to address current data management challenges

For further information or to register, please email Nicholas.dowdeswell@wbr.co.uk, call +44 (0) 207 368 9465 or visit www.fima-europe.com