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SMi presents its 18th annual conference on...

E&P Information and Data Management

Optimising data assets to capitalise on upstream profitability in a downturn

Holiday Inn Kensington Forum | London, UK

3rd - 4th

FEB

2016

CHAIRMEN:



Alan Ramsdale, Subsurface & Wells IS Portfolio Manager, **Formerly Centrica Energy**



Ed Evans, Managing Director, **NDB Ltd**

SPECIAL KEYNOTE SPEAKER:



Ross Philo, President and CEO, **Energistics**

EXPERT SPEAKER PANEL INCLUDES:

- **Neil Storkey**, Information Management Manager, **BG Group**
- **Magnus Svensson**, Lead System Consultant IT & Documentation, **DONG Energy**
- **Mesbah Khan**, Solution Architect, **Tullow Oil**
- **Patrick Schiele**, VP Global Operations - Subsea Services, **GE Oil and Gas**
- **Christopher Bradley**, Information Strategist, **Data Management Advisors**
- **Jill Lewis**, Chair, Technical Standards Committee, SEG and MD Troika International, **Society of Exploration Geophysicists (SEG)**

WHY ATTEND IN 2016:

- **Hear** Energistic's perspective on greater adoption of standards and effect on lowering costs
- **Understand** the best practices in ensuring compliance and succinct data management in mergers and acquisitions
- **Debate** the importance of production data and capitalising on reservoir potential
- **Listen** to most relevant operator case studies on strategic and technological tools to maximise data insight
- **Define** the importance of effective data governance on operational efficiency and profitability
- **Optimise** big data analytics to inform corporate decision making

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PLUS FOUR INTERACTIVE HALF-DAY WORKSHOPS

PRE-CONFERENCE TUESDAY 2ND FEBRUARY

A: Effective Production Data Management – The Last Data Taboo

Hosted by:



B: Implementing Data Privacy and Cyber Security Due Diligence and Compliance

Hosted by:



POST-CONFERENCE FRIDAY 5TH FEBRUARY

C: Data Ingestion and Readiness for Geoscientists

Hosted by:



D: Data-driven Optimisation in E&P: The Solution to the Performance Challenge?

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8.30 **Registration & Coffee**

9.00 **Chairman's Opening Remarks**
Ed Evans, Managing Director, NDB Ltd

OPENING KEYNOTE ADDRESS
9.10 **Building Planes While You're In The Air? Developing An Information Strategy To Align with Business Operating Business Programs**

This session will illustrate how you can get your information strategy up & running without holding the business back with "build it & they will come" "field of dreams" promises? Using case studies from E&P organisations the session will demonstrate how to embark upon a pragmatic Information Strategy, approaches that really work and pitfalls to avoid.

A specific E&P Master Data Management Strategy will explore how to make the business case including:

- How to identify & justify the appropriate data subjects areas that are right for mastering
- How to align the MDM initiative with in-flight business initiatives
- Master vs Reference data & why the difference matters as well as Multi vs Single domain MDM solutions
- A MDM reference and implementation architecture

Christopher Bradley, Information Strategist, **Data Management Advisors**

OPERATOR CASE STUDIES

9.50 **Rethinking The Approach to Data Management and Data Governance**

Data is data; and effective data governance can provide a backbone to an organisations most critical strategies and policy. The question is what needs to be done and how does an organisation go about harnessing the raw materials in order to extract vital information to maximise business operations.

- Examining strategies to optimise data governance capabilities and data availability, usability, integrity and security
- Effectively communicating to board level the importance of good data governance practices and consequences for mismanagement and neglect
- Best practices in managing data over the course of its life cycle and ramifications of a slow response
- Defining responsibilities and roles within data governance and management to ensure a cohesive unified approach

Neil Storkey, Information Management Manager, **BG Group**

10.30 **Morning Coffee**

11.00 **A Common Foundation for Grounding Facilities and Projects Data: Using Latest in Ontological Modelling to Integrate Asset and Project Information**

E&P information is spread over a diverse and fragmented landscape (composed by disciplines, departments, organisations), resulting in interoperability issues

This case study describes how:

- We built a common data foundation (ontological) model for objects in the projects and engineering domain
- Developed a novel process that utilises the ontological model to validate, clean and evolve the quality of the legacy data in these domains
- Integrated data across applications, departments and organisations using the model and the process

Mesbah Khan, Solution Architect, **Tullow Oil**

DATA INTELLIGENCE & CORPORATE GOVERNANCE

11.40 **Simplifying Data Management with Metadata Centric Intelligent Storage**



The current practice of keeping track of high value data, created at great expense, relies on either embedding ambiguous snips of metadata in the file name, or pairing it with separate metadata descriptor files that are prone to being separated from the subject data, effectively losing valuable data forever. This presentation will:

- Provide case studies on information and data management with relevance to the Exploration and Production Industry
- Examine how our software defined solution can find, add and exploit metadata for optimal data management combined with advanced search features to find relevant data

- Understand the benefits of a Single Global Namespace for your business, across all your storage resources, combining both on-premise and cloud storage into a single searchable storage pool
- Define how you can empower global workflows through securely shared synchronised data amongst your global organisation and external collaborators

Barry Evans, Technical Director, **ArcaStream**

12.20 **Networking Lunch**

13.20 **Driving Meaningful Change in \$40 Oil Market With Information Based Decision Making**

- The market and the competition: an Observation of the state of the industry – contrast to downstream, power generation, aviation
- Design vs Production vs Maintenance information and decision making
- Gathering the right data to drive effective decision making
- Evaluating what we can do against what we need to invent
- Culture and Process, the glue that keeps it all together

Patrick Schiele, VP Global Operations – Subsea Services, **GE Oil and Gas**

PRODUCTION & SEISMIC DATA HANDLING

14.00 **Standardising Production Reporting on the Norwegian Continental Shelf, Experiences and Lessons Learnt So Far**

On the NCS (Norwegian continental shelf) we have been working on standardising production reporting across operators, partners and government as a joint effort between operators on the NCS under the regime of the joint effort organization EPIM.

- Summarising project background as well as:
 - Why we started?
 - Lessons learned?
- Why is standardisation of production data so difficult? Why do we not see to many successes?
- What have we learnt about upscaling from one asset to 70 offshore assets and onshore terminals?
- Way forward and expected business wins in the long run...

Magnus Svensson, Lead System Consultant IT & Documentation, **DONG Energy**

14.40 **PANEL DEBATE**
Capitalising and Managing Production and Reservoir Data – Best Practices



Magnus Svensson, Lead System Consultant IT & Documentation, **DONG Energy**

Ed Evans, Managing Director, **NDB Ltd**

Alan Ramsdale, Subsurface & Wells IS Portfolio Manager,

Formerly Centrica Energy

Jill Lewis, Chair, Technical Standards Committee, SEG and MD Troika International, **Society of Exploration Geophysicists (SEG)**

15.20 **Afternoon Tea**

CLOSING KEYNOTE ADDRESS

15.50 **How One Binary Digit Can Change Your Seismic Data Management World?**

- Field Data is written in SEG-D, Pre and Post-Stack in SEG-Y Data-set Ratio 6:1 SEG-Y:SEG-D
- What is the problem? SEG-Y data exchange format from 1975
- What can be done? What is available?
- Could the move be automated?

Jill Lewis, Chair, Technical Standards Committee, SEG and MD Troika International, **Society of Exploration Geophysicists (SEG)**

16.30 **Chair's Closing Remarks and Close of Day One**

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ArcaStream delivers bespoke scale-out storage and data management solutions designed to meet the specific needs of research and simulation users across the oil & gas, life science, education and research sectors. Our approach and expertise has grown out of established and highly successful solutions developed for the media industry.

ArcaStream provide highly effective data solutions – tactical, future-proofed systems that are tailored to your precise requirements that bring real benefits while achieving more for your money. Working with leading technical partners we create an appropriate eco-system with the benefits of both enterprise and open source solutions. www.arcastream.com

8.30 Registration & Coffee

9.00 Chairman's Opening Remarks
Alan Ramsdale, Subsurface & Wells IS Portfolio Manager, Formerly Centrica Energy

OPENING KEYNOTE ADDRESS

9.10 Now Is The Time – To Deliver Cost Savings to the Industry Through Greater Adoption of Data Exchange Standards

- Reduce operational friction between people, processes and organisations
- Trusted data means time saved, and increased efficiency
- Ensure you have the right data at the right time to make the right decision
- Result is lower costs, reduced risk, better decisions

Ross Philo, President and CEO, **Energistics**

BIG DATA ANALYTICS

9.50 Opportunities for Improved Big Analytic Methods in Oil and Gas

Big data's is increasingly on the minds of senior leaders and its value in driving business profitability and extracting key insight is becoming increasingly evident. Advancements in technology are beneficial but only if that correct strategies are implement to harness it in order to accomplish business goals and aims. This presentation shall:

- Examine Organisational data management capabilities and ability to deliver strategy performance improvement
- Evaluate technology as a tool to enable effective and efficient big data analytics in order to inform senior level decision making
- Provide findings on research into the uptake of big data analytics in oil and gas and comparative cross industrial benefits of data management
- Define successful implementation of big data in all aspects of value chain and getting the most out of your investment
- Culture of adoption and driving it throughout the business structure

Peter Jackson, Partner, Global Oil and Gas Practice, **Bain & Company**

10.30 Morning Coffee

11.00 How to Leverage Big Data to Improve Operations in a World of Increasing Complexity by Using Advanced Analytics and Machine Learning

- The industry is facing challenges with declining returns and declining growth
- IT, analytics and data companies are the fastest growing and most profitable part of the industry, and other industries have seen these taking an increasingly pivotal role
- Big Data provides a tool to manage the increasing complexity in Oil and Gas operations
- Big Data has multiple potential use cases across the value chain, and only in predictive maintenance, the total potential is above USD 100+ million for a large offshore installation
- Despite the value of data and the vast amount of data collected, it is typically not used for decision making

Tor Jakob Ramsøy, Former Senior Partner, **McKinsey & Company**

11.40 Big Data Optimisation Panel Discussion
Peter Jackson, Partner, Global Oil and Gas Practice, **Bain & Company**
Tor Jakob Ramsøy, Former Senior Partner, **McKinsey & Company**

MERGERS AND ACQUISITIONS

12.00 Data Sets Are Only as Good as the Consent Mechanisms Which Govern Them

When a company is facing M&A and corporate deals including:

- Capital technological investments
- Alliances
- Joint Ventures
- And Corporate Restructuring



The necessity of merging two IT systems can sometimes raise some interesting issues surrounding compliance. Big data is invaluable without the accessibility and analytics which can transform the data into useful information and with larger data comes greater risk.

- Defining the best practices in ensuring succinct cohesion of data profiles with minimum business interruption
- Aligning data which has been reported using different methods
- Minimising risk and combatting toxic data assets
- Providing a relevant anonymous case study

Robert Bond, Head of Data Protection & Cyber Security Group, **Charles Russell Speechlys LLP**

12.40 Networking Lunch

EUROPEAN RESEARCH PROJECTS

13.40 Data-as-a-Service: DataGraft

- Data-as-a-Service (DaaS) is an emerging paradigm for cost-effective and agile data provisioning, aiming to simplify data management for organisations with limited expertise in the field, and to reduce the costs for data integration, publishing and consumption
- This presentation will provide an overview of DataGraft (<http://datagraft.net/>) - an emerging DaaS solution, with a focus on data transformation and data publishing aspects

Dumitru Roman, Senior Researcher, **Sintef**

14.20 Software for Real Time Data Acquisition

- The "Antelope software suite;
- Real time monitoring examples around the world;
- A comprehensive monitoring system;
- Database management

Damiano Pesaresi, Researcher, **OGS**

15.00 Afternoon Tea

REFLECTION AND EVALUATION

15.50 18 Years of Data Management – Have We Advanced At All?

- 18 years of data management conferences
- The advances in Data Management
- What have we learned? Are we any better than we were?
- Some companies are taking data management more seriously, but will this survive in the low oil price

Dr Alan Smith, Director and Principal Consultant, **Luchelan Limited**

16.10 Chair's Closing Remarks and Close of Day Two

Want to know how you can get involved?
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Half-Day Pre-Conference Workshop A: Effective Production Data Management – The Last Data Taboo

8.30am-13.00pm, Tuesday 2nd February 2016, Holiday Inn Kensington Forum, London, UK

Overview of Workshop:

The value of any Oil & Gas Company depends largely on the quantity and quality of hydrocarbons produced. Production forecasts therefore cash flow forecasts are critical in today's low cost environment. Management of the reservoir to optimise production and extend the life of the field is more important than ever as companies seek to reduce risk and maximise investment.

The Challenge ...

At the heart of these decision making processes is 'production data'. The E&P industry is using production data on a scale never seen before, with many RE/PE processes affecting the quality of a data set:

- Data duplication – including large volume data sets
- Data values for the same item vary between data sets
- Localised data stores
- Time consuming production of reports

- Little consensus around use of software technology
- Historical data difficult to reproduce

As the data management discipline in E&P has traditionally focused on G&G data, there is a skills shortage in Production Data Management. What the eye can see can't hurt you. Or so we thought. In this workshop we will be looking in detail at the challenges, issues and approaches to delivering effective production data management to the business.

The workshop will provide you with:

- the skills and knowledge to interact with the engineers,
- lessons learned from implementation experience,
- a chance to discuss the arising issues and common barriers to effective production data management.

The workshop will be a mixture of hands on exercises, the theory behind the practice and field case studies.

Who Should Attend:

The benefits of tightening up our production data management go straight to the bottom line ...

- Management and improvement of oil and gas field performance
- Improved efficiency of personnel and reduced amount non-value adding time being spent manually manipulating data
- Engineers and Decision Makers will feel more confident in their decisions
- Providing a consistent data set across the business, with the opportunity to integrate data from multiple sources
- Creates robust auditability and traceability of the data

- Reduces time for inducting new personnel
- Reduce costs spent on superfluous software tools that aren't being used effectively
- Systems are more likely to be supportive of growth in the Company (scalability)
- Opportunity to standardise some data management best practice across the Business
- Define governance structures that will assure ongoing sustainability of the best practices for sustainability in the future.

Programme:

8.30	Registration and Coffee	10.00	Typical problems in Production workflows. • Will include barriers & technical challenges for well allocation process, reserves reporting, auditing and performance improvements
9.00	Introduction and Agenda • Gathering related topics for discussion – your desired topics		
9.10	Production data – exercise • What you know! • Production Data Maturity in your company • Collected war stories	10.45	Production data tools and datastores • The major players and their promises • Best in class vs Integrated solutions • Dataflow and standards
9.30	Production data – the basics • What types of production data are gathered, how are they used and by whom • What is the importance of production data to the business • Why is production data management only just emerging? • How does production data differ from G&G data	11.45 12.00	
		12.45 13.00	Break Solutions to production data issues • A unified database – the PDMS concept • Step wise improvements to managing data • Improved process • Change management • Adding other data types to solution
			Wrap Up – What You Have Learnt Close of Workshop

About NDB's Workshop Leaders:



Jonathan Jenkins has a solid Oil and Gas background, having started as a mud logger in Angola before moving on to become a geophysicist in Venezuela and a radar interpreter in Canada. Whilst working for Landmark in Texas, Jonathan helped integrate disparate technologies and became an expert in pushing seismic interpretation to the limit using waveform shaping analysis. After co-founding NDB in 2004 his technical skills ebbed away but is fortunate to have a great team with him who can walk the talk.



Cindy Wood is an experienced Senior Hydrocarbon Accountant/Production Analyst with excellent IT skills and advanced knowledge of a wide variety of software packages. She has worked in many N.Sea companies with an eye to best practice and is an expert on production databases and software. Cindy will be able to give examples of common Production Data issues and a practical methodology to solve them.

About NDB Ltd:

As a software neutral services and consultancy company NDB is pleased to be considered by our clients as a trusted partner in driving increasing value from petro-technical systems and services.



Half-Day Pre-Conference Workshop B: Implementing Data Privacy and Cyber Security Due Diligence and Compliance

13.30pm – 17.00pm, Tuesday 2nd February 2016, Holiday Inn Kensington Forum, London, UK

Overview of Workshop:

In this workshop attendees will learn best practice in global data privacy and cyber security compliance and due diligence. Using case studies and real life examples the presenters will review global data privacy regimes, future global privacy frameworks and best practice in internal and external due diligence and risk management for the sector.

Why You Should Attend:

Global enforcement, increasing fines, cyber attacks and data breaches make compliance and risk management essential. As technology keeps several steps ahead of law and as data remains the new oil of the internet, businesses need to be more diligent in assessing the value and risk associated with data management. This workshop will show you why and how.

About Robert Bond:



Robert Bond, Head of Data Protection & Cyber Security Group, **Charles Russell Speechlys LLP**

Robert bond has over 36 years' experience in advising national and international clients on all of their commercial IP, technology and data protection requirements. He is a legal expert and author in the fields of e-commerce, computer games, media and publishing, data protection, information security and cyber risks. Robert is a Notary and also a Certified Compliance and Ethics Professional.

Programme:

13.30	The Global Privacy Laws Framework • Examining current international frameworks and impact on international organisations • Assessing future changes in the legal and regulatory regimes	16.00	Risk Management in Outsourcing, Ethical Hotlines and Investigations • Managing third party contracts • Data protection, cyber security and other laws • Data transfer risks and cross jurisdictional problems
14.10	Policies Procedures and Training • Essential policies and procedures • Training as a risk management tools		
14.50	Coffee Break		
15.20	Diligence in Privacy and Cyber Risks in Business Transactions • The need for due diligence (internal and external) • Due diligence check lists	16.40	Review of Workshop • Question and Answers
		17.00	Close of Workshop

About Charles Russell Speechlys LLP:

Charles Russell Speechlys is a law firm headquartered in London with headquarters in the UK, Europe and Middle East. We regard ourselves as the leading English law firm combining specialist business law and private wealth advice internationally. We provide transactional, regulatory, advisory and litigation services to major corporates, privately owned businesses and individuals.



Register online at www.epinfodata.com

Half-Day Post-Conference Workshop C: Data Ingestion and Readiness for Geoscientists

8.30am-12.30pm, Friday 5th February 2016, Holiday Inn Kensington Forum, London, UK

Overview of Workshop:

This workshop will emulate a proof of concept where the target was to QA, QC and prepare 150 terabytes of data per day in readiness for geoscientists. The data was a mix of pre and post-stack arriving from a range of Contractors and Oil Companies.

Here we will go through mixed datasets on tape and disk in a range of formats and prove how this can be achieved. You are also invited to bring along your own data or data examples and we will show how quickly this can be achieved.

Why You Should Attend:

In today's tough business environment access to correct and ready to use information is imperative. With reduced teams of personnel but the same amount of data to handle efficiency these methods will provide organisations with a competitive advantage. In this workshop we will show how good practices, contracts and software tools can achieve a fast and efficient process without the need of a highly experienced team of experts. Other vendor tools could be used, though for this workshop we shall use our software to show the methodology.

About Jill Lewis:



Jill Lewis, Chair, Technical Standards Committee, SEG and MD Troika International, **Society of Exploration Geophysicists (SEG)**

Since 1998 Jill has been a volunteer working with the Technical Standards Committee (TSC) of the SEG. Jill was responsible for the ratification of SEGRev1, SEG2.1 and SEG3 as Vice Chair and Chair. During this period she brought the OGP, Energistics and SEG together to use the same fundamental standards. E.g. when referring to measurements we all use the Energistics Units of Measurement Table, when referring to positioning we all use the OGP's EPSG database etc. Jill's current role on the Technical Standards Committee involves working with the Standards Leadership Council, National Data Repository, Energistics, ISO meta-data mapping group and the Earth Model SEG Community. Jill has also been Vice-Chair and Chair of the Global Affairs Committee and is currently on the Meeting Review and Planning Committee (MRPC). As for a day job... Jill is CEO of Troika International Ltd

Programme:

8.30	Registration and Coffee	10.30	Morning Break
9.00	Overview of the data Problems Analysis of: • Data Types • Issues • Current Standards • Contracts	11.00	Running with: • Tables of Contents • Header Maths • Business Rules • Visualisation
9.40	Workflows • 2D Field • 2D Pre-Stack • 2D Post-Stack • 3D Field • 3D Pre-Stack • 3D Post-Stack	11.40	Trouleshooting and Repair
		12.30	Close of Workshop

which is a software house specialising in software for data transcription and data management utilities.

About Troika International:

Troika is a Global Seismic Software Company that provides Data Management Utilities and the ability to automate the QA, QC, distribution and ingestion of data. For over 20 years Troika have provided major Oil Companies, National Data Repositories and Service Contractors with a range of software tools. With offices in England, Scotland, and the United States, Troika delivers vital assistance that allows you to capitalise on your irreplaceable data assets, now and in the future.



Half-Day Post-Conference Workshop D: Data-driven Optimisation in E&P: The Solution to the Performance Challenge?

13.30pm – 17.00pm, Friday 5th February 2016, Holiday Inn Kensington Forum, London, UK

Overview of Workshop:

Step-changes in data integration, analysis and visualisation have been transformative for companies in many sectors outside oil and gas. Leading E&P companies are seeking ways in which these techniques can help address today's pressing performance and efficiency challenges. This interactive and participant driven workshop discusses some ways in which data-optimisation can be approached, based on real examples.

Attendees will have the opportunity to learn from Venture's recent experience, to share and discuss their own learnings, and to benefit from the experiences of others in developing data-driven approaches to meeting the industry's current and future challenges.

About Simon Cushing:



Simon Cushing, has 25 years' experience in the oil and gas industry and is recognised as an expert in the field of E&P Data and Information management.

Simon has held diverse leadership roles in petrotechnical services management, and has led Venture's and Professional Services, Strategic Consulting and Solutions Development organisations. He has extensive experience advising oil and gas companies of all types.

Simon holds a B.Sc. in Geophysical Sciences and a M.Sc. in Petroleum Geology. He has gained the APM qualification in Project Management and is certified in Business Process Management and Strategy Development.

About Venture:

Venture is a leading global provider of Information Management services to the E&P industry.

Drawing on 25 years of experience in delivering over 4,000 engagements, our services cover structured technical data, unstructured documents and technical applications. We deliver all aspects of information and data management from strategy and architecture development through to project implementation, training, coaching and on-going service delivery.



Programme:

13.30	Registration and Coffee
14.00	Introduction and Issues and Challenges This session discusses what we mean by data-optimisation in the real world. Participants will share their knowledge and experience of the definition of this concept, and what benefits could be expected or have been realised from the application of data optimisation within their organisations. Venture will share its experience. • Definitions and concepts • The value of data optimisation
14.40	Discussion of Examples and Experiences Here we look at real-world examples of the application of data optimisation concepts and thinking to solve real problems and challenges that oil and gas companies face. Participants will share their experiences and learnings, and Venture will discuss how we have helped customers reduce costs or become more effective through practical application of tools and techniques to help in data optimisation. • Ideas, experiences • Examples of success (and otherwise!)
15.40	Break
15.50	Discussion & Review
16.15	Conclusions This final workshop session will look to future and discuss what has been found to work well, and what less well in applying these ideas. Participants will discuss thoughts on applying data optimisation in future; where particular approaches can achieve best results and what to avoid. Venture will discuss its thoughts with reference to experience from within and also outside the oil and gas industry. • How should these approaches be applied in future? • What has been learned?
17.00	Close of Workshop

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E&P INFORMATION & DATA MANAGEMENT

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Terms and Conditions of Booking

Payment: If payment is not made at the time of booking, then an invoice will be issued and must be paid immediately and prior to the start of the event. If payment has not been received then credit card details will be requested and payment taken before entry to the event. Bookings within 7 days of event require payment on booking. Access to the Document Portal will not be given until payment has been received.

Substitutions/Name Changes: If you are unable to attend you may nominate, in writing, another delegate to take your place at any time prior to the start of the event. Two or more delegates may not 'share' a place at an event. Please make separate bookings for each delegate.

Cancellation: If you wish to cancel your attendance at an event and you are unable to send a substitute, then we will refund/credit 50% of the due fee less a £50 administration charge, providing that cancellation is made in writing and received at least 28 days prior to the start of the event. Regrettably cancellation after this time cannot be accepted. We will however provide the conference documentation via the Document Portal to any delegate who has paid but is unable to attend for any reason. Due to the interactive nature of the Briefings we are not normally able to provide documentation in these circumstances. We cannot accept cancellations of orders placed for Documentation or the Document Portal as these are reproduced specifically to order. If we have to cancel the event for any reason, then we will make a full refund immediately, but disclaim any further liability.

Alterations: It may become necessary for us to make alterations to the content, speakers, timing, venue or date of the event compared to the advertised programme.

Data Protection: The SMi Group gathers personal data in accordance with the UK Data Protection Act 1998 and we may use this to contact you by telephone, fax, post or email to tell you about other products and services. Unless you tick here we may also share your data with third parties offering complementary products or services. If you have any queries or want to update any of the data that we hold then please contact our Database Manager databasemanager@smi-online.co.uk or visit our website www.smi-online.co.uk/updates quoting the URN as detailed above your address on the attached letter.

If you have any further queries please call the Events Team on tel +44 (0) 870 9090 711 or you can email them at events@smi-online.co.uk