Gartner®

SYMPOSIUM | ITXPO®

18 – 21 September 2017 / Cape Town, South Africa
gartner.com/za/symposium

Executive Summary Report

Creating Digital Value at Scale

The World's Most Important Gathering of CIOs and Senior IT Executives

Overview

Two words defined Gartner Symposium/ITxpo 2017: innovation and disruption. Enthusiasm for all things digital is at its peak. CIOs were urged to buckle up for the inevitable "Trough of Disillusionment," as many initiatives will be successful while others will fail. Analysts urged CIOs to prepare for the wild ride ahead by expanding digital dexterity. It's time to push digital innovation beyond experimentation to permeate the business, drive competitive advantage and deliver value. Sessions explored how to best leverage artificial intelligence (AI), the Internet of Things (IoT), APIs, industrialized digital platforms and other new technologies to scale the organization's reach, relationships and people.

Throughout the event, analysts and IT leaders reiterated the importance of speed and agility in a world where technologies such as cybersecurity, blockchain, real-time event streams and immersive technologies are accelerating the pace of change. In the following pages, you'll find a summary of key take-aways to keep in mind as you rethink your IT strategy to scale digital business in the coming year.

See inside for:

Letter from the conference chair

Summary of welcome and opening analysts keynote

2018 Gartner CIO Survey synopsis

Guest keynote highlights

Signature Series spotlight

Peer networking highlights

Special program highlights

ITxpo highlights

Attendee profile

Additional Gartner resources

Thank you for your contribution to a remarkable week

Gartner Symposium/ITxpo 2017 in Cape Town got off to an enthusiastic start early Monday morning with Industry Day and never looked back.

In more than 140 presentations, Gartner analysts explored new technologies helping organizations create digital value at scale. From AI, IoT and emerging platforms to cultivating a risk-tolerant culture, we looked at ways to stay ahead of disruption. Sessions also focused on dealing with growing challenges such as digital security and the IT talent shortage.

At its core, Gartner Symposium/ITxpo was about scaling great technology to improve business processes. It was about delivering customer and employee experiences with digital dexterity. Most of all, it was about driving profitable business innovation.

What did you find most valuable about this year's event? What could we improve? Write to us at **SymposiumZAFeedback@gartner.com** or visit **Gartner Events Navigator** to leave your feedback. We read every word and take your suggestions to heart.

I hope you found the inspiration and insight you need to rethink your IT agenda as you head into 2018. We look forward to seeing you again next year.

Best regards,

Jeffrey Mann
Gartner Symposium/ITxpo Chair
Vice President, Gartner Research

P.S. Be sure to stay engaged with key concepts by revisiting sessions on **Events On Demand** and connecting with other attendees and Gartner clients on **Gartner Peer Connect.** As a reminder, you have access to all sessions on Events On Demand for a full year.

Creating Digital Value at Scale

Peter Sondergaard, Executive Vice President at Gartner Research, opened the keynote with this observation, "Four years into the digital shift, we find ourselves at the Peak of Inflated Expectations." He then challenged attendees to embrace the urgency of digital and harness new key performance indicators, role opportunities and scale accelerators to speed through the digital trough to the Plateau of Productivity.

"This is critical," Mr. Sondergaard said. "Because if your organization is not both optimizing and creating new digital business models — or new ways to engage constituents or customers … you are falling behind."

He went on to say that CIOs can "unleash" three scale accelerators to meet the urgency for transformation.

1. **Digital dexterity** is a new set of attributes and skills to allow you to operate successfully in a continuously changing digital world.

2. **Network effect technologies,** including blockchain, mixed reality (AR and VR) can help you create virtuous patterns of growth, where waves of disruption build upon one another, exponentially. For 2018, focus on IoT, APIs and artificial intelligence.

3. **The industrialized digital platform** includes the IT systems to run, customer experience to engage, things to sense, intelligence to decide and the ecosystem foundation to interact.

2018 Gartner CIO Agenda

The fundamental shift to broader-scale digital business requires that CIOs turn into executive leaders.

The 2018 Gartner CIO Survey, which included responses from 3,160 CIOs in 98 countries, revealed that success in digital business requires a shift from experimentation to the scaling of best practices. CIOs must match this scale in their own leadership.

In his session, Tomas Nielsen, Research Director, shared how the impact of digital transformation on the job of CIO and on the IT organization will be profound. In this new world, success is based not on what CIOs build but on the services they integrate. The IT organization will move from manufacturer to buyer, and the CIO will become an expert orchestrator of services. This requires not only new technologies, but a skilled team, an organizational culture ready for transformation and a CIO ready to lead the business.

"CIOs at top-performing enterprises are more likely to sit on the executive committee and report to the CEO."

2018 Gartner CIO Agenda

Guest keynote highlights

Act Like a Human; Think Like a Brand

Musa Kalenga, Public Speaker, Facilitator,
Brand Communications Specialist

Can brands really make a real impact in the lives of human beings? And, do they even have a responsibility to? Musa believes, ardently, that the answer to both of these questions is YES and, when we do the right things for the right reasons, we create positive, real stories, and attract customers who appreciate and identify with them.

Global Watch 2017:
Risks, Challenges & Opportunities

Daniel Silke, Political Analyst and Futurist

The election of Donald Trump, the Brexit vote and a populist uprising against globalization in both the US and Europe has unsettled the world. In an era of sluggish growth for Western nations and mixed fortunes for emerging markets, a new era of international relations — and potential risk is upon us.

The Pursuit of Excellence

Thando Zono, Motivational Speaker and Author of
THE PURSUIT OF EXCELLENCE

Thando is passionate about building leaders, changing mindsets and improving performance. In her talk she used insights from the competitive world of sports that parallel the competitive world of life. She empowered her audience by sharing her positive message of creating a culture of success.

Deliver/Change

David Grier, Inspirational Speaker, Chef and Extreme Adventurer

David Grier, has been pushing himself to explore the limits of the human mind and body, embarking on an extreme global journey of 25000 km , 10 years of searching for personal change in order to deliver a meaningful contribution to the South African story. "I believe that change on its own is not enough unless one also feels an inherent sense of hope for the future that this process will bring.

ADAPT: Stories From Lonely Planet's Former CTO — The Key Ingredients Needed to Remain Relevant in an Ever-Changing and Disrupted World

Gus Balbontin, Former Chief Technology Officer, Lonely Planet

No matter what your business is, sooner or later you'll have to deal with digital disruption. For Lonely Planet, it was sooner. We heard stories from the technology and business transformation that engulfed the media industry over the past 15 years, and on how Gus Balbontin and team learned to survive and thrive.

"It has been a wonderful experience as the first time attendee, I found the conference extremely insightful. I was pleasantly surprised by the depth of topics covered. I would certainly recommend attendance of Gartner's conference."
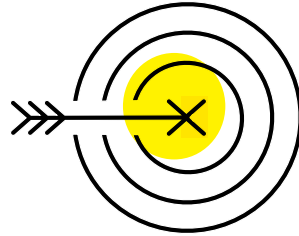
Lindi Simelane
GM: IT Governance,
Airports Company SA

Signature Series spotlight

Top 10 **Strategic** Technology Trends for 2018

Intelligent

AI Foundations

Intelligent Apps and Analytics

68°

Intelligent Things

Digital

Digital Twins

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010

Cloud to the Edge
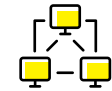
Conversational Platform

Immersive Experience

Mesh

Blockchain

Event-Driven Model

Continuous Adaptive Risk and Trust

Gartner Top Strategic Predictions for 2018 and Beyond

1. Consumers Favor Visual and Voice Search

2. Digital Giants Self-Disrupt

3. Legitimized Cryptocurrencies

4. Increased Fake News

5. Counterfeit Reality Overtakes Reality

6. Bots Take Over

7. Versatility Wins Over Specialization

8. AI Creates More Jobs Than It Takes

9. IoT in Everything

10. Assume IoT Security Vulnerabilities

↗ **View predictions**

The CEO Perspective 2017: How CIOs Should Respond

In 2017-2018 growth and technology are top CEO priorities

Digital Golden Triangle

58% Growth

31% IT-Related

20% Product

23% Corporate

21% Customer

16% Financial

16% Workforce

11% Cost Management

8% Marketing

7% Quality Improvements

7% GRC

6% Sales

n = 388, CEOs and senior business executives

"Please tell us about your organization's top strategic business priorities for the next two years (2017-2018)."

More CEOs recognize that digital change is mission critical

47% Experiencing pressure from the board of directors to make progress in digital

35% Have created a chief digital officer

56% Believe digital investments have already improved net profit

Respondents were asked to respond yes or no to statements.

n = 388, CEOs and senior business executives

CIOs should:

- Help CEOs define and detail the digital business destiny of the enterprise

- Help CEOs identify the resources, capabilities and mindset to power the progress of digital transformation

- Help CEOs leapfrog to a level and define the new rules of competition in your industry

Attendees shared their ideas and insights with peers throughout the week

Top 10 Meetup topics

- Managing Security Concerns in an Era of Digitalization
- Cybersecurity — Increasing Awareness and Communicating from Employee to Board Level
- How are You Leveraging Blockchain?
- Best Practices in Exploiting Cloud Computing
- Business Intelligence Platforms — What and Why?
- Cybersecurity — Maturity Assessment
- Strategic Cost Optimization
- IT Innovation vs. Keeping the Lights On
- Evolution of the CIO Role
- 2017/2018 Strategic Technology Trends

"The event was most informative, stimulating and enjoyable. It was well designed from a flow of events, engagement and participation perspective. Gartner toolkits definitely add value and are a must for every organization."

Nieyaaz Johaaden
IT Supervisor, NHLS

Special program **highlights**

Industry Day

Attendees learned how IT trends will impact their particular business segment and prepare to seize emerging opportunities today. Below are a few highlights from each industry:

Banking & Investment Services
Banks seeking to transform themselves and engage in digital business heard Gartner's financial services vision for 2030; how to win in a platform world; the competition from new challengers; and how core banking systems are moving to the next generation.

Government (Federal, State & Local)
Attendees were given both practical advice to progress in their current digital transformation, as well as a long-term view of how technology may shape organization and service delivery to make their current strategies more future-proof.

Women CIO and Women in IT

Demand for this program has grown exponentially this year. Female attendees collaborated and networked throughout the week in roundtables, Meetups, workshops, speaker Q&As and several networking events. More than 100 women participated in the Women CIO Networking session.

ITxpo highlights

Thank you to our 25 exhibitors, who offered attendees their leading-edge solutions that aligned with the key priorities of the CIO.

Special ITxpo features included:

- Gartner stage sessions
- Learning labs
- Aspiring Innovator Programme
- ITxpo receptions

**Interested in exhibiting? Contact us at
+27 11 073 2733 or laura.meintjes@gartner.com**

"I have been educated on the digital journey to IOT, Cyber Security and AI. Presentations, especially keynotes were informative, and thought provoking. I feel more equipped to assist my CIO into our digital road-map and journey. A well covered event. Looking forward to next year event."

Vasu Naidoo
Integration Manager, Transnet

PLATINUM EXHIBITORS

DELL EMC   GENESYS moments connected   Microsoft   MTN

opentext   PHISHME   sage   SAP

veeAM   vodacom

COUNTRY PAVILION

DOC 江苏省商务厅 Department of Commerce of Jiangsu Province

SILVER EXHIBITORS

arcon   arkadin CLOUD COMMUNICATIONS an NTT Communications Company   DARKTRACE   LIQUID TELECOM

mimecast   software AG   sybrin   Tintri

ASPIRING INNOVATOR PROGRAMME

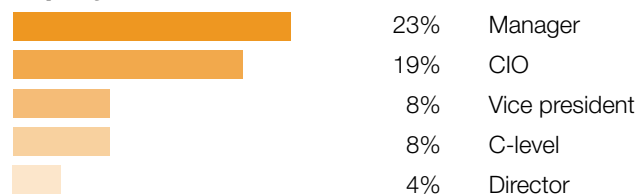BIG INJA   CygniFyID   electrum   Flow SOFTWARE

Hyperion Development   ThisIsMe

Gartner Symposium/ITxpo 2017
by the numbers

Top 5 job titles

23%	Manager
19%	CIO
8%	Vice president
8%	C-level
4%	Director

Top 5 industries

22%	Government
16%	Banking, finance and insurance
14%	Technology and telecom
13%	Manufacturing
10%	Services

Company size

32%	XXL (20,000+ employees)
9%	XL (5,000 – 19.999 employees)
9%	L (2,000 – 4,999 employees)
8%	M (750 – 1,999 employees)
15%	S (1-749 employees)
23%	Government and public sector
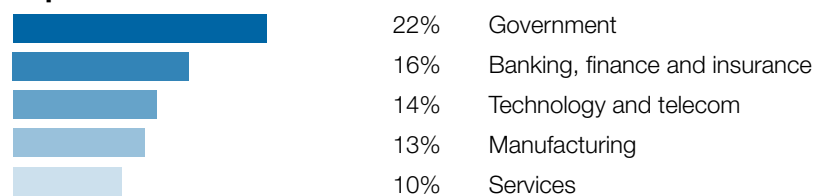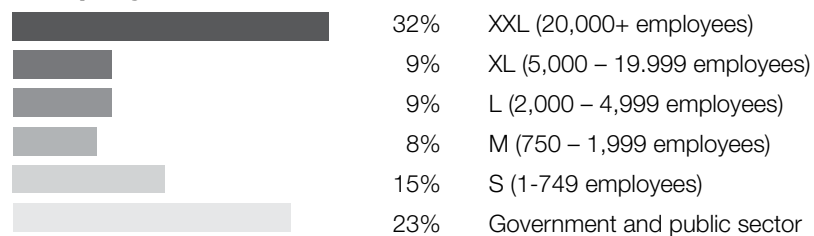
Snapshot of attendees

Designed as the most important gathering of CIOs and senior IT executives, Gartner Symposium/ITxpo 2017 had an increase in the number of CIOs attending with their leadership teams.

4 days

851 total attendees

162 CIO Experience attendees

26 Gartner analysts

25 solution providers

278 organizations

140+ sessions in **5** tracks

264 Gartner analysts one-on-one meetings

5 guest keynotes

Industry Monday, which focused on **2** verticals

Attendees participated in more than **140** Meetups

2,231 tweets using #GartnerSYM by **600** individuals

Attendees participated in **40** Consulting Clinics

26 journalists on-site, with **304** news articles published so far

For conference details, visit gartner.com/za/symposium.

Analyst one-on-ones

Throughout the week **851** attendees participated in **269** meetings with Gartner analysts.

Top 10 one-on-one topics

- Digital business
- IT and Business Strategy
- Data and Analytics
- Enterprise Architecture
- Cloud Computing
- ERP
- Leadership
- Security
- IOT
- Customer Experience

"The Gartner conference is pivotal in pushing the thrust toward innovation and keeping up with high pace of change in technology. The insights gained are priceless for use and application in our organizations."

Makundu Dan Mabuza
Senior Manager: IT Infrastructure,
Public Investment Corporation

Your post-event resources

Get the latest IT news

From ecosystems driving digital growth to artificial intelligence to the art of saying no, our robust online library of research, reports and news offers a fascinating look at digital business trends, forecasts and success stories. Visit **gartner.com/smarterwithgartner** for details.

Missed a session?

Video recordings of featured sessions from Gartner Symposium/ITxpo 2017 in Orlando can now be accessed through Gartner Events On Demand for up to one year, post-event. Visit **gartnereventsondemand.com/event/saf17**, log in using your Gartner username and password, and access expert advice throughout the year. Email **eod@gartner.com** with any questions or support needs.

To view the complete list of 2018 Gartner events, visit gartner.com/events.

↗ **Plan to join us again next year!**
Registration will soon be available for 2018 event.
16 –19 September 2018

2018 global CIO events

Gartner CIO Leadership Forum 2018
February 25 – 27, Phoenix, AZ*
March 5 – 7, London, U.K.*
March 12 – 13, Magaliesburg, South Africa*
March 19 – 21, Amsterdam, Netherlands
March 25 – 27, Hollywood, FL*

Gartner CIO & IT Executive Summit 2018
May 15 – 17, Toronto, Canada
June 11 – 12, Munich, Germany

Gartner Symposium/ITxpo 2018
March 5 – 7, Dubai, UAE
September 16 – 19, Cape Town, South Africa
October 14 – 18, Orlando, FL
October 22 – 25, São Paulo, Brazil
October 29 – November 1, Gold Coast, Australia
November 4 – 8, Barcelona, Spain
November 12 – 14, Tokyo, Japan
November 13 – 16, Goa, India

Gartner Research Special Reports
Get insights into major business and technology trends that will help you stay ahead and make smarter decisions for your organization in the coming year.

↗ **See the latest**