

# Executive Summary Report

Creating Digital Value at Scale



## 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, industry luminaries, 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 Goa got off to an enthusiastic start early Monday morning with Industry Day and never looked back.

In more than 118 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 [SymposiumINFeedback@gartner.com](mailto:SymposiumINFeedback@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,



**Ganesh Ramamoorthy**

Gartner Symposium/ITxpo Chair  
Managing 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

Milind Govekar, Research 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. Govekar 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, Andy Rowsell-Jones, Vice President and Distinguished Analyst at Gartner Research, 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



## **Grit to Great: How Perseverance, Passion, and Pluck Take You from Ordinary to Extraordinary**

**Linda Kaplan Thaler**, Business Leader, Author, Communications Expert

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In her Grit to Great lectures, Linda Kaplan Thaler tackles a topic that is close to her heart, one she believes is the real secret to her own success and in the careers of so many people she knows and has met. New research proves that the real secret to success isn't some rarefied "It" factor, it's the "grit" factor.



## **Pursuing a Culture of Innovation and Quality**

**Dr. Shashi Tharoor**, Author, Politician, International Civil Servant, Member of Parliament

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In today's age of disruption, the rise of non-state actors, both positive such as those rooted around technological advancements, as well as detrimental such as global terrorism, pose formidable questions and challenges to society as a whole. These, in concert with the rising backlash against globalization, are thematic areas for significant divergence and require a fundamental revaluation of how India approaches and negotiates with the world and vice versa.



## **Seven Ways to Own the World**

**Andreas Ekstrom**, Author, Journalist and Digital Futurist

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"Seven ways to own the world" is Andreas Ekstrom's way of framing seven key issues for the future — for everyone. Seven areas of focus, of political debate, of business opportunity where we all need to think more and better to be in the best possible position for the future.



## **Cycling Home from Siberia**

**Rob Lilwall**, Adventurer

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Rob told the story of his three year Cycling Home From Siberia expedition, which included riding through Siberia in winter, crossing the jungles of Papua New Guinea, and cycling across Afghanistan.

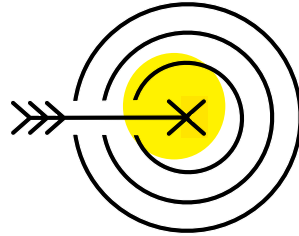


“Well organized event laying out the future road map for the industry. Great line up of keynote speakers and analysts articulating the same for us. The logistics in particular were much better as they worked on feedback from last few years.”

**Chandra Vijjhala**  
CIO, GE Appliances

# Signature Series **spotlight**

## Top 10 **Strategic** Technology Trends for 2018



### Intelligent



AI Foundations



Intelligent Apps  
and Analytics



Intelligent Things



### Digital



Digital Twins



Cloud to the Edge



Conversational  
Platform



Immersive  
Experience



### Mesh



Blockchain



Event-Driven  
Model



Continuous Adaptive  
Risk and Trust

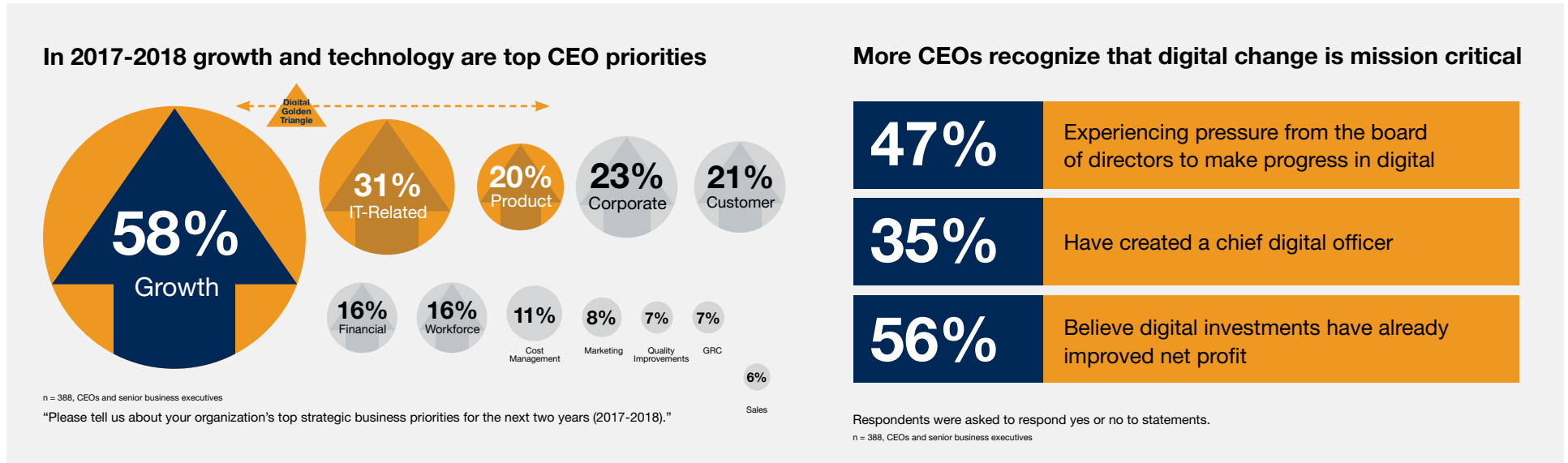
## Gartner **Top Strategic Predictions** for 2018 and Beyond

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



## 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

- Meetup: Line of Business IT Roadmapping
- Meetup: IT Innovation vs. Keeping the Lights On
- Communicating IT Contribution to Business Success/Capabilities
- Digital Business in the Public Sector
- Achieving Both Agility & Governance in BI & Analytics
- CIO Meetup: CIO Leadership in Innovation & Strategic Business Change
- Cybersecurity — Increasing Awareness and Communicating from Employee to Board Level
- Best Practices in Exploiting Cloud Computing
- Driving Business Performance with Analytics
- Best Practices for Creating a Center of Excellence for PPM Across the Business

## Peer Connect

Peer Connect is an online community exclusively for Gartner end-user clients and **Symposium/ITxpo** attendees, where you can give and receive support from your peers with **no vendor sales or marketing**. Inside the community, you'll be able to browse discussions or start your own, make connections with others in your industry or field, and have access to relevant articles and templates created from member-submitted content — all without any vendor influence or presence. You can access Peer Connect here: [community.gartner.com](https://community.gartner.com).

“Excellent quality presentations in general and keynotes in particular, which provided a 360 flavor. The CIO lounge brought in a different look in terms of space, work area and service area.”

**Sanjay Prasad**  
CIO, Tata Power



# 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.



### Communication Service Provider

Attendees learned how to create a technology operating model for the digital CSP, as well as how CIOs should create value in the platform era and the future of networks and programmability.



### Government

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.



### Insurance

Attendees took away that digital transformation within the industry is happening. Insurtechs (startups in the insurance industry), business ecosystems and new technologies such as artificial intelligence will have a major impact on digital strategies and IT roadmaps alike. Insurance attendees were also exposed to Gartner's 2030 vision for the industry and learned how legacy modernization will help them improve operational efficiency and save costs in the long run.



### Manufacturing

Attendees learned how to navigate the digital manufacturing transformation, engage customers to ensure a successful product launch, create new business models with 3D printing and more.

## 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.





# ITxpo highlights

Thank you to our 54 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
- Emerging Technologies Pavilion
- ITxpo receptions
- Face-to-face exhibitor meetings
- CIO thought leadership presentations
- Boardroom networking sessions

“The Gartner Symposium is a one-stop must-attend event to understand the “what” and “how to” of digital-related opportunities in any industry. The overall experience, which includes keynotes, workshops, analyst meetings, clinics and the ITXPO, is beyond comparison.”

**Mukesh Kripalani**

Chief-Business Process Transformation, Marico Limited, India

**Interested in exhibiting? Contact us at  
+91 22 6613 2140 or email [india.exhibit@gartner.com](mailto:india.exhibit@gartner.com).**

## PREMIER EXHIBITORS



## PLATINUM EXHIBITORS



## SILVER EXHIBITORS



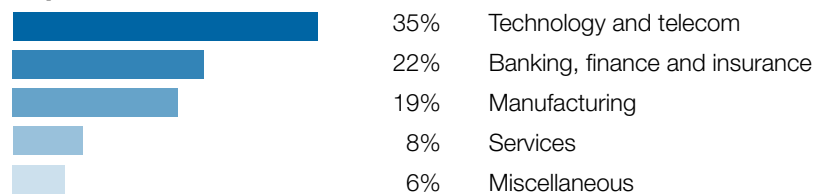
# Gartner Symposium/ITxpo 2017

## by the numbers

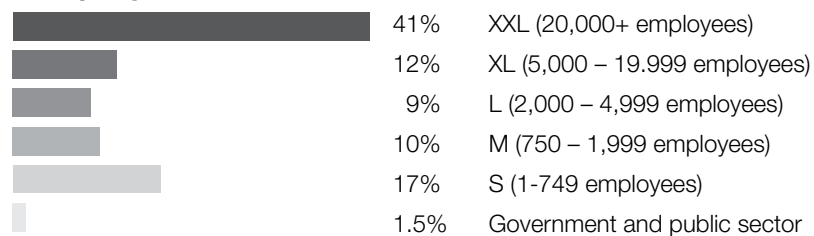
### Top 5 job titles



### Top 5 industries



### Company size



### 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

**976** total attendees

**136** CIO Experience attendees

**42** Gartner analysts

**54** solution providers

**339** organizations

**200+** sessions in **6** tracks

**991+** Gartner analysts one-on-one meetings

**4** guest keynotes

Industry Monday, which focused on **4** verticals

Attendees participated in more than **57** Meetups

**1,681** tweets using #GartnerSYM

Attendees participated in **40** Consulting Clinics

**22** journalists on-site, with **92** news articles published so far

For conference details, visit [gartner.com/in/symposium](http://gartner.com/in/symposium).



## Analyst one-on-ones

Throughout the week **3,782** attendees participated in **991** meetings with Gartner analysts.

## Top 10 one-on-one topics

- Cloud computing
- Digital business/digital workplace
- CIO leadership
- Data analytics and BI strategies
- CIO organization models, IT governance and strategic execution
- Application strategy and governance
- Security and risk management leaders
- Customer relationship management and customer experience
- Enterprise architecture and technology innovation leaders
- Artificial intelligence

“This is my 2nd year and I am quite overwhelmed with the content. Entire flow was more close to business and people like us and we could relate a lot. One to One Sessions were well organized and thoughtful. Overall a great experience and a lot to carry forward to implement. Hope to come back again in 2018.”

**Mrinaal Chakraborty**

EVP IT & Innovative, DTDC Exp Ltd

# 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](http://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/sym27](http://gartnereventsondemand.com/event/sym27), log in using your Gartner username and password, and access expert advice throughout the year. Email [eod@gartner.com](mailto:eod@gartner.com) with any questions or support needs.

To view the complete list of 2018 Gartner events, visit [gartner.com/events](http://gartner.com/events).

➔ **Plan to join us again next year!**  
Registration is now open for the 2018 event.  
**13 – 16 November 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**

\*Application is required.

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