Gartner® SYMPOSIUM ITXPO®

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

1 – 5 October 2017 / Orlando, Florida
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DAILY AGENDA OVERVIEW

Time						
9:00am-9:45am	🔑 **All-Industry Keynote: Presence: Bringing Your Boldest Self to Your Biggest Challenges** **Amy Cuddy**, Social Psychologist and Professor, Harvard Business School					
10:15am-11:00am	**BANKING** Financial Services 2030	**EDUCATION** Top Business and Tech Trends Impacting Higher Education	**GOV/FEDERAL** Blockchain Usage in Public Sector: What to Do (and Not Do)	**GOV/S&L** The Future of Digital Government: Service Models, Platforms and Ecosystems	**HEALTHCARE** Value Creation at the Intersection of the Future of Healthcare and Digital Technology Innovation	**OIL & GAS ASK THE ANALYST** Successful Digital Innovation: Opportunites, Approaches and Challenges for Oil and Gas CIOs
	MANUFACTURING Get Ready for the Tipping Point for Digital Life Science	**INSURANCE** Insurance Scenario 2030	**MANUFACTURING** The Future of Products – Navigating the Digital Manufacturing Transformation	**RETAIL** Fighting for the Customer — Going Nine Rounds With Amazon	**ELECTRIC & GAS UTILITIES** Top 10 Trends Shaping Energy and Utility Sector in 2017	
	GOV/S&L ROUNDTABLE Managing Consolidation in Regional, State and Local Government	**OIL & GAS ROUNDTABLE** Remote Operations in Oil and Gas	**GOV/FED ROUNDTABLE** Short on Resources? Share Creative Solutions to Fostering Diverse Teams in Federal Government			
	🤝 Meetups					
11:15am-11:45am	Solution Provider Sessions					
11:45am-1:15pm	🍴 Attendee Lunch					
12:15pm-1:00pm	🤝 Meetups					
1:15pm-1:45pm	**BANKING & INV SERVICES** How Banks Can Win in a Platform World	**EDUCATION** The AI-Driven Academy — the Future Is Now	**GOV** The Top Business and Technology Trends in Government	**HEALTHCARE PROVIDER** The IT Art and Science of Creating a Health System	**HEALTHCARE PAYER** Use a Health-Value Compass to Navigate the Dynamic Payer Vendor Landscape	
	INSURANCE How Insurtechs Are Driving Innovation in the Insurance Industry	**MANUFACTURING** Engage Your Customers to Ensure Higher Success of New Product Introduction	**MANUFACTURING** Creating New Manufacturing Business Models With 3D Printing	**RETAIL** Win-Win Situation: Enhance the Customer Experience With Self-Funding Technology	**OIL & GAS** CIO Role in Leading Digital Business Transformation in Oil and Gas	

Ask the Analyst sessions, Roundtables, Workshops, Meetups and Contract Negotiation Clinics all have limited seating and require preconference scheduling to participate.   Agenda as of September 8 and subject to change.

Time						
1:15pm-2:00pm	**GOV/S&L ASK THE ANALYST** Creating a Digital Transformation Program Through Industrie 4.0	**ASK THE ANALYST** Critical Factors in Developing an Outsourcing Contract	**INSURANCE ASK THE ANALYST** Understanding Your Legacy Modernization Options in Insurance			

🤝 **Meetups**

Time						
1:15pm-2:15pm	**MANUFACTURING ROUNDTABLE** AI Technology in Manufacturing – Beyond Augmented Reality, Head Mounted Displays, and IoT	**ROUNDTABLE** How to Find, Nurture and Retain Great Technology Talent				
1:15pm-2:45pm	**CIO WORKSHOP** A Systematic Approach to Identify and Justify Cost Reduction Opportunities	**CIO WORKSHOP** Don't Relegate Innovation to the R&D Department	**ASPIRING CIO WORKSHOP** Next Stop - CIO (Exclusively for Executive Programs Attendees)			
2:00pm-2:30pm	**BANKING & INV SERVICES** A New Vision for Google, Apple and Alibaba in Banking	**EDUCATION** Putting Higher Education Administrative IT on a Diet	**GOV/FEDERAL** Which Way(s) to the Cloud for Government?	**GOV/S&L** Case as a Service – How to Successfully Implement a Case Management Modernization Program	**HEALTHCARE** Lifting the Fog Surrounding AI and Advanced Analytics in Healthcare	
	INSURANCE Digital Business Platforms and New Insurance Business Models	**MANUFACTURING** Revenue Management in Consumer Goods Manufacturing - Where Do We Begin?	**MANUFACTURING** Digital Transformation in an Asset-Intensive Company	**RETAIL** AI in Retail: People or Machines or People and Machines?	**ELECTRIC & GAS UTILITIES** Platforms and Ecosystems — Laying out Foundation for Digital Utility Business	

2:45pm-3:15pm Solution Provider Sessions

Time						
3:30pm-4:00pm	**BANKING & INV SERVICES** Microservices in Banking - Is it Time to Ditch Your Core Banking Vendor?	**EDUCATION** The End of Education and the Future of Learning	**GOV/FEDERAL** Optimize Government Costs for Outcomes	**GOV/S&L** Achieve the Pace of Business With the Digital Government Technology Platform	**HEALTHCARE PROVIDER** The Future of Digital Care Delivery	**HEALTHCARE PAYER** Payer Tools & Tactics to Align Provider Partnerships to Member Value
	MANUFACTURING When a Car Is No Longer a Car and What All Manufacturers Can Learn From Tesla	**INSURANCE** Leveraging AI for Success in Insurance	**MANUFACTURING** IoT Will Usher in a Radical New Era of Customer-Centric Manufacturing	**OIL & GAS** Immersive Digital Operations: The Convergence of Digital and Physical Worlds in Oil and Gas	**RETAIL** Associate as a Platform: The Future Retail Employee Is Not Who (or What) You Think	
3:30-4:15pm	**LIFE SCIENCES ASK THE ANALYST** Life Science in the Cloud - How to Make It Happen	**ASK THE ANALYST** Midsize Enterprise IT Organizational Design (Exclusive to Midsize Enterprise Attendees)				

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3:30pm-4:15pm	CIO WORKSHOP	CIO WORKSHOP	ASPIRING CIO WORKSHOP	ROUNDTABLE	ROUNDTABLE	ROUNDTABLE
	The Art of the One-Page Strategy	Are We There Yet? How to Measure Your Digital Journey Performance	Communications Effectiveness — Getting to What Matters Fast (Exclusively for Executive Programs Attendees)	Get Hired as a Business Executive: Using the Jobs To Be Done Model to increase CIO Business Value	Reducing Costs: Lessons, Practices, and Recovery	Top 10 Ways Successful Women Increase Their Visibility

🤝 Meetups

4:15pm-4:45pm	ELECTRIC & GAS UTILITIES	EDUCATION	GOV/FEDERAL	INSURANCE	INSURANCE	
	"Innovate or Die" — Utility CIO as the Innovation Leader	The K-12 Evolution: What's Next?	Government is Not a Business and Citizens are Not Your Customers	Insurance Core Replacement as a Path to Extreme Cost Optimization	Disruptive Digital Manufacturing Innovation Stories from the Front Line	
	MANUFACTURING	GOV/S&L	HEALTHCARE	BANKING & INV SERVICES		
	Data Wars - The Battle Over Your Equipment Moves to the Data Level	Building a Smart City Execution Roadmap	The Tough Truths About Consumer Engagement in Healthcare and the Path Forward	Gartner Financial Services Eye on Innovation Awards: Learn from your Peers and Select the Winners! (Live Polling)		

5:15pm-6:00pm	🔑 All-Industry Keynote: Blockchain Revolution: Competing with the Internet of Value **Don Tapscott**, Author and Influential Management Thinker

MONDAY, OCTOBER 2

7:30am-9:30am	🍴 Attendee Breakfast

9:30am-10:30am	🔑 Gartner Analyst Opening Keynote: Creating Digital Value at Scale - **Leigh McMullen, Tina Nunno, Peter Sondergaard**

11:15am-12:00pm	SIGNATURE SERIES	ARCHITECT THE DIGITAL PLATFORM	TRANSFORM THE TECHNOLOGY CORE	PLAN FOR THE DIGITAL FUTURE	MASTERING LEADERSHIP	DRIVE BUSINESS PERFORMANCE
	The 2018 CIO Agenda: Powerful Practices to Help You Master the New Job of CIO	Capitalizing on Your Business Ecosystems with Digital Platforms	Creating the Future Proof Digital Infrastructure	Architect Your Business to Engage "Things" as Customers	Six Steps to Change Leadership — The Escape Model	The Total Cost of Digital Strategies
	TRANSFORM THE TECHNOLOGY CORE	ASK THE ANALYST	ASK THE ANALYST	ASK THE ANALYST		
	Securing the Data Lake — Before It Turns Toxic	How Do I Create a Mobile App Strategy?	How Can You Best Personalize the Digital Commerce Experience?	How Chatbots Will Change the Way You Engage With Your Customers		

🤝 Meetups

Ask the Analyst sessions, Roundtables, Workshops, Meetups and Contract Negotiation Clinics all have limited seating and require preconference scheduling to participate. Agenda as of September 8 and subject to change.

Time	Col1	Col2	Col3	Col4	Col5	Col6
11:15am-12:15am	**GOV/S&L ROUNDTABLE** The Talent Platform for Regional, State and Local Government	**ROUNDTABLE** Taking Unified Communications to the Cloud	**ROUNDTABLE** IoT Strategies and Challenges for Midsize Enterprises (Exclusive for Midsize Enterprise Attendees)			
11:15am-12:45am	**ASPIRING CIO WORKSHOP** ANext Stop - CIO (Exclusively for Executive Programs Attendees)	**ASPIRING CIO WORKSHOP** Communications Effectiveness — Getting to What Matters Fast (Exclusively for Executive Programs Attendees)	**CIO WORKSHOP** A Systematic Approach to Identify and Justify Cost Reduction Opportunities (Exclusive for Midsize Enterprise Attendees)	**CONTRACT NEGOTIATION CLINIC** SAP	**CONTRACT NEGOTIATION CLINIC** Software as a Service	

Time	
11:45am	✕ Attendee Lunch Begins
12:15am-1:30pm	🔑 CIO Experience Luncheon Keynote: Quiet: How to Harness the Strengths of Introverts to Change How We Work, Lead, and Innovate Susan Cain, Co-Founder, Quiet Revolution, and Author of "Quiet: The Power of Introverts in a World That Can't Stop Talking"
1:00pm-1:30pm	Solution Provider Sessions
	🤝 Meetups

Time	Col1	Col2	Col3	Col4	Col5	Col6
2:00pm-2:45pm	**SIGNATURE SERIES** The CEO Perspective 2017 How CIOs Should Respond	**ARCHITECT THE DIGITAL PLATFORM** Real-Life Examples of Digital Platforms	**CREATE A DYNAMIC ORGANIZATION** Harness Diversity of Thought to Ignite Your Team	**TRANSFORM THE TECHNOLOGY CORE** Cost Optimization Using Cloud Computing	**DRIVE BUSINESS PERFORMANCE** Black Ops Innovation	
	MIDSIZE ENTERPRISE Drive Business Value — Midsize Enterprise IT Leaders Must Demonstrate Contribution to Business Outcomes	**TRANSFORM THE TECHNOLOGY CORE** The Cloud Computing Scenario Strategy and Tactics to Live By	**TRANSFORM THE TECHNOLOGY CORE** Attention CIOs: Top "Internet of Things" Technologies That Will Disrupt You and Your Enterprise	**PLAN FOR THE DIGITAL FUTURE** Strategy and the CIO — Your Personal Contribution to Digital Business Success	**TRANSFORM THE TECHNOLOGY CORE** Top Cybersecurity Trends for 2018	

	🤝 Meetups

Time	Col1	Col2	Col3	Col4	Col5	Col6
2:00pm-3:00pm	**ROUNDTABLE** How to Make Governance Stick in a Midsize Enterprise (Exclusive for Midsize Enterprise Attendees)	**PUBLIC SECTOR ROUNDTABLE** Acquisition Practices Meet Emerging Technologies: Can They Co-Exist?	**ROUNDTABLE** How Midsize Enterprises Can Be More Secure Without Spending a Penny (Exclusive for Midsize Enterprise Attendees)	**ASK THE ANALYST** What Is the Future of Facebook, WhatsApp, WeChat as Customer Engagement Tools	**ASK THE ANALYST** What Does a World-Class Field Service Organization Look Like?	**ASK THE ANALYST** Digital Workplace Strategy That Takes Advantage of Being a Midsize Enterprise (Exclusive for Midsize Enterprise Attendees)
2:00pm-3:30pm	**M3E WORKSHOP** Business Model Leadership — The CIO's Greatest Value Contribution (Exclusive for Mega Enterprise Experience Attendees)	**CIO WORKSHOP** The Art of the One-Page Stratey	**CIO WORKSHOP** New Operating Principles for Getting the Talent You Need	**CIO WORKSHOP** A Systematic Approach to Identify and Justify Cost Reduction Opportunities		

Ask the Analyst sessions, Roundtables, Workshops, Meetups and Contract Negotiation Clinics all have limited seating and require preconference scheduling to participate.   Agenda as of September 8 and subject to change.

Time					
2:30pm-4:00pm	**CONTRACT NEGOTIATION CLINIC** Use Four Financial Models to Optimize Negotiations (Exclusive for Midsize Enterprise Attendees)	**CONTRACT NEGOTIATION CLINIC** Oracle			
3:15pm-4:00pm	**ROUNDTABLE** Applying Modern IT Organizational Principles and Processes to Drive Staff Efficiency: DevOps, Bimodal, Enterprise Agility and More	**ROUNDTABLE** Cost Optimization, Investing in IT To Grow Your Midsize Enterprise (Exclusive for Midsize Enterprise Attendees)	**MANUFACTURING ROUNDTABLE** Manufacturing CIOs Need Multiple Strategies to Maintain Legacy Technologies and Lead the Digital Change at the Same Time		

Solution Provider Sessions

🤝 Meetups

Time					
4:30pm-5:00pm	**TECHEXEC INTERVIEW** TechExec Interview with **Andy Jassy, CEO, AWS**	**PLAN FOR THE DIGITAL FUTURE** 10 Ways to Fund the Great Strategic Shift to Digital Business	**DRIVE BUSINESS PERFORMANCE** Digital Business Requires Knowing Your Customer(s), Not Necessarily Owning Them	**TRANSFORM THE TECHNOLOGY CORE** Smart Data Discovery Is the Next Disruption in Business Analytics	**MASTERING LEADERSHIP** Succession Planning for Leadership in the Age of Digital Transformation

🤝 Meetups

Time					
4:30pm-5:15pm	**EDUCATION ASK THE ANALYST** AI Impact in Education	**ASK THE ANALYST** Blockchain - Managing Business Expectations	**ASK THE ANALYST** Let's Talk About AWS as an Enterprise App Platform		
4:30pm-5:30pm	**ROUNDTABLE** How Midsize Enterprises Are Leveraging Cloud Office Services (Exclusive for Midsize Enterprise Attendees)	**ROUNDTABLE** How to Identify Digital Business Moments	**BANKING & INV SERVICES ROUNDTABLE** Innovating in Financial Services: Labs, Fintechs and How to Get Value From Them		

Time		
5:00pm-7:00pm	🍸 ITxpo Opening Reception	
5:30pm-5:50pm	Magic Quadrant: Unified Communications	
6:00pm-6:20pm	Magic Quadrant: Sales Force Automation	
6:30pm-6:50pm	Magic Quadrant and Critical Capabilities: Enterprise Mobility Management Suites	
7:00 pm - 9:00 pm	US and Canada Financial Services Reception	US and Canada Public Sector Cocktail Reception

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Time						
7:30am-9:30am	✕ **Attendee Breakfast**					
8:00am - 8:45am	CIO Story: Tech Innovation at Starbucks: What's Next? Gerri Martin-Flickinger, Chief Technology Officer, Starbucks					
9:00am-9:45am	🔑 Guest Keynote: Alexis Ohanian, Co-founder, Reddit					

10:30am-11:15am	**M3E WORKSHOP**					
	The Art of the One-Page Strategy					

Solution Provider Sessions

🤝 Meetups

10:30am-12:00pm	**CIO WORKSHOP**	**CIO WORKSHOP**				
	Business Model Leadership — The CIO's Greatest Value Contribution	Don't Relegate Innovation to the R&D Department				

11:45am-12:30pm	**ASK THE ANALYST**	**ASK THE ANALYST**	**PLAN FOR THE DIGITAL FUTURE**	**TRANSFORM THE TECHNOLOGY CORE**	**DRIVE BUSINESS PERFORMANCE**	**PLAN FOR THE DIGITAL FUTURE**
	Technology Trends Impacting Midsize Enterprises (Exclusive to Midsize Attendees)	What is a Customer Engagement Hub, and How do You Build One?	Beyond the Hype Key Trends in Data Science	Building an Enterprise Cloud Strategy That Works	Digital Business KPIs: Identifying and Then Measuring Value	Using AI to Cultivate Enterprise Intelligence
	MASTERING LEADERSHIP	**ARCHITECT THE DIGITAL PLATFORM**	**SIGNATURE SERIES**	**PLAN FOR THE DIGITAL FUTURE**	**CREATE A DYNAMIC ORGANIZATION**	**ARCHITECT THE DIGITAL PLATFORM**
	Focus on Engagement, Value, and Outcomes to Eliminate the Boundary Between Business and IT	From APIs to Digital Platforms: API Economy Lessons for Building an Ecosystem	Gartner's Top Predictions: Pace Yourself for Sanity's Sake	If "Enterprise Blockchain" Is the Answer, What Exactly Is the Question?	Jump Start Your Innovation Journey: Customizable Roadmaps for Process, Culture and Outcomes	Master Event-Centric IT for Digital Business Transformation

🤝 Meetups

11:45am-12:45pm	**ROUNDTABLE**	**ROUNDTABLE**	**ROUNDTABLE**			
	Implementing IoT: Strategies and Challenges	Security Strategy for Midsize Enterprises (Exclusive for Midsize Enterprise Attendees)	The Power of Branding			

11:45am-1:15pm	**CONTRACT NEGOTIATION CLINIC**	**CONTRACT NEGOTIATION CLINIC**				
	Best Practice in Negotiating Both Traditional and Cloud-Based Infrastructure Contracts	Microsoft Licensing (Exclusive to Midsize Enterprise Attendees)				

12:30pm-12:50pm	Magic Quadrant: Mobile App Development Platforms					
12:00pm-2:00pm	✕ Exclusive CIO Lunch: Larger Than Ourselves: The Impact of Cyber on our Businesses & Our Lives Jared Cohen, CEO, Jigsaw					

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Time						
12:45pm-1:30pm	🤝 Meetups					
12:45pm-2:30pm	🍴 Attendee Lunch					
1:00pm-1:20pm	Magic Quadrant: IT Service Management Tools					

	HYPE CYCLE	MAGIC QUADRANT	
1:30pm-1:50pm	Cloud Security	IT Project and Portfolio Management Software Applications, Worldwide	

Time						
1:45pm-2:15pm	Solution Provider Sessions					
2:00pm-2:20pm	Magic Quadrant: Intelligent Business Process Management Suites					
2:30pm-2:50pm	Magic Quadrant: Insight Engines					
2:30pm-3:15pm	🤝 Meetups					

	M3E ROUNDTABLE	OIL & GAS ROUNDTABLE	ROUNDTABLE			
2:30pm-3:30pm	Building a Sustainable Framework for New Digital Skills (Exclusive for Mega Enterprise Experience Attendees)	Smart Machines and Robotics in Oil and Gas	What Is Stopping You From Better IT Financial Management Discipline?			

	ASK THE ANALYST	ASK THE ANALYST	ARCHITECT THE DIGITAL PLATFORM	DRIVE BUSINESS PERFORMANCE	PLAN FOR THE DIGITAL FUTURE	MASTERING LEADERSHIP
2:30pm-3:45pm	How to Manage Multiple Salesforce Organizations	Intelligent BPM	Building Your Digital Business Ecosystem	Business Architecture: From Strategy to Guiding Execution and Investment Decisions	Business Models Matter for CIOs	CIO Panel: Getting to CIO and Beyond No Matter Where You Came From
	ARCHITECT THE DIGITAL PLATFORM	**DRIVE BUSINESS PERFORMANCE**	**MASTERING LEADERSHIP**	**MAVERICK**	**ARCHITECT THE DIGITAL PLATFORM**	
	Develop a Pragmatic Security Vision & Strategy	Integrating Technology Risk and Corporate Performance With a Risk-Engaged Culture	Mastering the Art of the Political Discussion for CIOs	Fixing IT's Diversity Problem Requires A Focus On Inclusion	Putting Data and Analytics at the Heart of Your Digital Platform	
	MAVERICK	**TRANSFORM THE TECHNOLOGY CORE**	**CREATE A DYNAMIC ORGANIZATION**	**SIGNATURE SERIES**		
	Fixing IT's Diversity Problem Requires A Focus On Inclusion	Megavendors on the Cloud Spectrum: How CIOs Must Understand Vendors Overall Cloud Strategies	Scaling the Design Mindset and Methods	The Top 10 Strategic Technology Trends for 2018		

	CONTRACT NEGOTIATION CLINIC	CONTRACT NEGOTIATION CLINIC				
2:30pm-4:00pm	Gartner's Five-Step Approach to Negotiating With IBM	Microsoft Licensing				
	CIO WORKSHOP	**CIO WORKSHOP**	**M3E WORKSHOP**	**CIO WORKSHOP**	**CIO WORKSHOP**	
	Communications Effectiveness — Getting to What Matters Fast (Exclusive for Midsize Enterprise Attendees)	Are We There Yet? How to Measure Digital Journey Performance in Banking and Financial Services	Report Cybersecurity and IT Risk to Your Board of Directors (Exclusive for Mega Enterprise Experience Attendees)	Cost Reduction Opportunities: Prioritizing, Optimizing and Justifying Regional, State and Local Government (RSLG) Budgets	I Just Started as a CIO, Now What?	

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Time	Session
3:00pm-3:20pm	Hype Cycle: Midsize Enterprises
3:30pm-3:50pm	Magic Quadrant: Field Service Management
3:45pm-4:30pm	Solution Provider Sessions
3:45pm-4:30pm	🤝 Meetups
5:00pm - 5:45pm	🔑 Guest Keynote: 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

5:45pm-4:45pm	ROUNDTABLE	ROUNDTABLE	ROUNDTABLE
	Finding the Right Vendors for Midsize Enterprises (Exclusive for Midsize Enterprise Attendees)	Postmodern ERP in Higher Education	Top 10 Ways Successful Women Increase Their Visibility

Time	Session
4:00pm-6:00pm	Analyst Relations Forum Meeting (Open to all high-tech industry professionals with AR responsibilities or interest with a valid Symposium/ITxpo ticket)
5:45pm-7:00pm	🍸 ITxpo Reception
6:00pm-6:20pm	Magic Quadrant: Digital Commerce
6:00pm-7:00pm	🍸 Analyst Relations Forum Reception
8:00pm	Evening Special Event

WEDNESDAY, OCTOBER 4

Time	Session
7:30am-9:30am	🍴 Attendee Breakfast
8:00am-8:45am	CIO Story: Beyond the Bright Idea: Building a Culture and Structure for Innovation at UPS **Juan Perez**, Chief Information Officer, UPS
9:00am-9:45am	🔑 Mastermind Keynote **Marc Benioff**, Chairman and CEO, Salesforce
10:15am-11:00am	Solution Provider Sessions
	🤝 Meetups

10:15am-11:15am	ROUNDTABLE	ROUNDTABLE	ROUNDTABLE
	Acquisition Practices Meet Emerging Technologies: Can They Co-Exist?	Higher Education and Cloud — Are We Getting Out of the Data Center Business?	How Midsize Enterprises Are Using Data and Analytics to Drive Measurable Business Value (Exclusive for Midsize Enterprise Attendees)

10:15am-11:45am	WORKSHOP	CIO WORKSHOP	EXCLUSIVE WOMEN CIO WORKSHOP	M3E WORKSHOP
	Report Cybersecurity and IT Risk to Your Board of Directors	The Art of the One-Page Strategy (Exclusive for Midsize Enterprise Attendees)	The Myth of the Glass Ceiling — How to Recruit, Retain and Promote for Inclusion and Diversity	Don't Relegate Innovation to the R&D Department (Exclusive for Mega Enterprise Experience Attendees)

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Time					
11:30am-12:00pm	**PLAN FOR THE DIGITAL FUTURE** Digital Trust — Redefining Trust for the Digital Era	**CREATE A DYNAMIC ORGANIZATION** Foster a Growth, Not a Fixed, Mindset	**TRANSFORM THE TECHNOLOGY CORE** How to Select Technologies for Your Digital Workplace	**PLAN FOR THE DIGITAL FUTURE** The 2018 CIO Agenda – An Industry Perspective	**MIDSIZE ENTERPRISE** Top Recommendations for Storage and Backup for Midsize Enterprises
	ARCHITECT THE DIGITAL PLATFORM Use Design Thinking to Integrate Customer Experience Into Your Digital Platforms	**PLAN FOR THE DIGITAL FUTURE** What a Good Strategic IoT Framework Should Look Like	**CREATE A DYNAMIC ORGANIZATION** What CIOs Should Do About Digital Officers	**DRIVE BUSINESS PERFORMANCE** Why Humans Will Remain at the Core of Great Customer Experience	

11:45am-2:00pm ✖️ Attendee Lunch

12:15pm-12:35pm Hype Cycle: Emerging Technologies

12:15pm-1:00pm 🤝 Meetups

12:15pm-1:30pm ✖️ Exclusive CIO Lunch:
The Grid: The Decision-making Tool for Every Business (Including Yours) Matt Watkinson, Author

12:45pm-1:05pm The Competitive Landscape for Head-Mounted Displays — A Guide to Technology on Your Face

1:15pm-1:35pm Magic Quadrant: Data Center and Infrastructure Utility Services Outsourcing, North America

1:15pm-1:45pm Solution Provider Sessions

1:45pm-2:05pm Magic Quadrant: Cloud Infrastructure as a Service

Time						
2:00pm-2:45pm	**ASK THE ANALYST** Choosing the Right Tools for Your DevOps Toolchain	**ASK THE ANALYST** Creating a One-Page Cloud Strategy for a Midsize Enterprise (Exclusive for Midsize Enterprise Attendees)	**ASK THE ANALYST** From Smart Grid to Smart Machines, Machine Learning and AI			
	PLAN FOR THE DIGITAL FUTURE Connected! Exploring Life and Work in the Digital Society	**TRANSFORM THE TECHNOLOGY CORE** 2018 Top 10 Trends and Technologies With the Greatest Impact on Infrastructure and Operations	**MASTERING LEADERSHIP** Creating High Performance Multidisciplinary Teams to Win at Digital Business	**PLAN FOR THE DIGITAL FUTURE** Digital Business Demands New IT Operating Models	**ARCHITECT THE DIGITAL PLATFORM** Drive Collaboration in Your Business Ecosystems: Digital Workplace Meets Digital Platforms	**MASTERING LEADERSHIP** Five Practical Steps to Hone Digital Leadership Thinking
	DRIVE BUSINESS PERFORMANCE How to Use Infrastructure as a Service to Optimize Costs	**MASTERING LEADERSHIP** Optimize Business Outcomes Through Application and Product Value Management	**MASTERING LEADERSHIP** Towards a Purpose-Centric Approach to Leadership	**BUSINESS EXECUTIVE** Digital Platform Roadmap: Setting Your Course for Optimization and Transformation		

🤝 Meetups

Time				
2:00pm-3:00pm	**ROUNDTABLE** Get Hired as a Business Executive: Using the Jobs to Be Done Model to Increase CIO Business Value	**ROUNDTABLE** The Spectrum of Federal Agency IT Value: From IT Cost Optimization to Digital Enablement	**ROUNDTABLE** IT Strategy for Midsize Enterprise CIOs (Exclusive for Midsize Enterprise Attendees)	

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Time						
2:00pm-3:30pm	**CONTRACT NEGOTIATION CLINIC** Salesforce	**CONTRACT NEGOTIATION CLINIC** Use Four Financial Models to Optimize Negotiations	**CIO WORKSHOP** Are We There Yet? How to Measure Your Digital Journey Performance (Repeat)	**CIO WORKSHOP** New Operating Principles for Talent and Skills Planning	**M3E WORKSHOP** Communications Effectiveness — Getting to What Matters Fast (Exclusive for Mega Enterprise Experience Attendees)	
2:15pm-2:35pm	Magic Quadrant: Business Intelligence and Analytics Platforms					
2:45pm-3:05pm	Magic Quadrant: Operational Database Management Systems					
3:15pm-3:35pm	Hype Cycle: Business Ecosystems					
3:15pm-4:00pm	Solution Provider Sessions					
	🤝 Meetups					
3:15pm-4:15pm	**M3E ROUNDTABLE** Evolving the Leadership Meeting(s) in an Agile Culture (Exclusive for Mega Enterprise Experience Attendees)	**ROUNDTABLE** Best Practice in Application Maintenance	**ROUNDTABLE** How to Scale Digital Banking			
3:45pm-4:05pm	Market Guide: Virtual Customer Assistants; a Dynamic Vendor Landscape Explained					
4:15pm-4:35pm	Magic Quadrant: Identity Governance and Administration					
4:30pm-5:00pm	**MAVERICK** The Emergent Machine Society — Where Machines Meet, Talk, Scheme, Fight and Get Married	**CREATE A DYNAMIC ORGANIZATION** Adopt a Lean Digital Security Organization to Mitigate the Skills Shortage	**DRIVE BUSINESS PERFORMANCE** Building the Best B2B Customer Experience Program	**ARCHITECT THE DIGITAL PLATFORM** Digital Twins: The Future of Better Digital Business Decisions	**PLAN FOR THE DIGITAL FUTURE** Everything You Need to Know About Data Ownership, Sovereignty and Rights	**ARCHITECT THE DIGITAL PLATFORM** Investing, Building and Running a Winning Multisided Platform
	CREATE A DYNAMIC ORGANIZATION Modern Meetings: From Monotony to Mayhem to Mastery	**DRIVE BUSINESS PERFORMANCE** Prepare for the Next Generation of Customers, Today	**BANKING & INV SERVICES** The Natural Way to Pay	**CREATE A DYNAMIC ORGANIZATION** The Value of Story Telling for Culture Change	**MASTERING LEADERSHIP** This Is Your Brain on Digital Leadership: Harness the Hidden Powers That Shape Behavior	**DRIVE BUSINESS PERFORMANCE** Use Data and Analytics to Drive Measurable Business Value
4:30pm-5:15pm	**ASK THE ANALYST** IoT & Retail	**ASK THE ANALYST** PPM				
	🤝 Meetups					
5:30pm-6:15pm	🔑 Guest Keynote: Competing Against Luck Clayton Christensen, Kim B. Clark Professor of Business Administration, Harvard Business School					
6:15pm-7:30pm	🍸 ITxpo Reception					
7:30pm-9:30pm	🍸 US and Canada Commercial Sector Reception	🍸 Latin American Reception				

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7:00am-9:00am	⊗ Attendee Breakfast

8:00am-8:45am	CIO Story: **Steve Betts**, Senior Vice President and CIO, Blue Cross Blue Shield of Illinois, Montana, New Mexico, Oklahoma, and Texas

9:00am-9:45am	🔑 Gartner Keynote: THE FOUR - The Hidden DNA of Amazon, Apple, Facebook, and Google Scott Galloway, Founder, L2; Professor of Marketing, NYU Stern

10:15am-11:00am	ROUNDTABLE	ROUNDTABLE	ROUNDTABLE	SOLUTION PROVIDER SESSIONS		
	How Midsize Enterprises Can Be More Secure Without Spending a Penny (Repeat) (Exclusive for Midsize Enterprise Attendees)	Deciphering the Midsize Enterprise Operational Environment (Exclusive for Midsize Enterprise Attendees)	AI Technology in Manufacturing – Beyond Augmented Reality, Head Mounted Displays, and IoT (Repeat)	Solution Provider Sessions		

11:00am-12:209m	Magic Quadrant: Customer Engagement Center

11:00am-12:30pm	ASPIRING CIO WORKSHOP	ASPIRING CIO WORKSHOP	WORKSHOP	WORKSHOP	WORKSHOP
	Communications Effectiveness — Getting to What Matters Fast (Repeat) (Exclusively for Executive Programs Attendees)	Next Stop — CIO (Repeat) (Exclusively for Executive Programs Attendees)	Report Cybersecurity and IT Risk to the Business (Exclusive for Midsize Enterprise Attendees)	Business Model Leadership: The Higher Education CIO's Greatest Value	The Myth of the Glass Ceiling — How to Recruit, Retain and Promote for Inclusion and Diversity

11:15am-11:35am	State of Security Monitoring and Analytics 2017

11:15am-12:00pm	PLAN FOR THE DIGITAL FUTURE	TRANSFORM THE TECHNOLOGY CORE	PLAN FOR THE DIGITAL FUTURE	TRANSFORM THE TECHNOLOGY CORE	CREATE A DYNAMIC ORGANIZATION	CREATE A DYNAMIC ORGANIZATION
	A CIO's Guide to Success With Platform Businesses	CIO Call to Action: Deliver Pervasive Integration Capabilities to Empower Digital Transformation	Immersive Augmented Reality and Virtual Reality — The Future of Work Is Interactive	Delivering High-Impact Reference Models and Roadmaps to Guide Investments and Execution	Key Trends in Platform Architecture for Digital Business	Innovating With Agile & DevOps — Taking It to the Next Level
	PLAN FOR THE DIGITAL FUTURE	TRANSFORM THE TECHNOLOGY CORE	TRANSFORM THE TECHNOLOGY CORE	PLAN FOR THE DIGITAL FUTURE	DRIVE BUSINESS PERFORMANCE	MASTERING LEADERSHIP
	What to Do and Not Do With AI	Privacy Pressures: Attack the GDPR Before It Attacks You!	State of Network Security in the Era of Advanced Threats	Willful Disruption and Seven Disruptions You Might Not See Coming	Top Emerging Business and Societal Trends You Need to Follow Today	Are You a Master CIO?
	CEB, NOW GARTNER	MAVERICK	MAVERICK	MEETUPS		
	Placing Big Bets: The Corporate Strategist's View of Scaling Digital Business	The Edge Will Eat the Cloud	Your Cybersecurity Is the Hands of Emerging Digital Nations!	Meetups		

11:15am-12:15pm	CONTRACT NEGOTIATION CLINIC	CONTRACT NEGOTIATION CLINIC				
	Best Practice in Negotiating Both Traditional and Cloud-Based Infrastructure Contracts	SAP				

11:45am-1:00pm	⊗ Attendee Lunch

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1:00pm-1:45pm	PLAN FOR THE DIGITAL FUTURE	ARCHITECT THE DIGITAL PLATFORM	DRIVE BUSINESS PERFORMANCE	PLATFORM ECONOMY	ARCHITECT THE DIGITAL PLATFORM	PLAN FOR THE DIGITAL FUTURE
	The State of the IoT Network Landscape	The State of Cloud Security	How Analytics Will Change Every Part of Your Organization	AI, Chatbots and Event Triggered Applications Enable the Digital Business Platform	Building the Digital Platform From the Remnants of Your Application Portfolio	Evolving Enterprise Capabilities With Natural Language Is Mission Critical
	TRANSFORM THE TECHNOLOGY CORE	CREATE A DYNAMIC ORGANIZATION	DRIVE BUSINESS PERFORMANCE	TRANSFORM THE TECHNOLOGY CORE	MAVERICK	MAVERICK
	Cost Optimization Beyond the Data Center	So Many Ways to Collaborate; Why Is There Not More Collaboration Going On?	Three Steps to Transform Your Business by Leveraging IoT and Cost Optimization	How to Prepare for a Perimeterless Work Environment	How Will You Fare When Your Device Approaches the Bench?	Dangerous Data: Can't Live Without It, Can't Live With It
	ASK THE ANALYST					
	What's Next for My ERP?					

1:00pm- 2:00pm	CONTRACT NEGOTIATION CLINIC	CONTRACT NEGOTIATION CLINIC	ROUNDTABLE	ROUNDTABLE	ROUNDTABLE	
	Oracle	Software as a Service (Exclusive to Midsize Enterprise Attendees)	How to Make Governance Stick in a Midsize Enterprise (Repeat) (Exclusive for Midsize Enterprise Attendees)	Blockchain — Separating Myth and Reality	How IT Can Support the Federal Government Reform Initiatives	

2:00pm-2:45pm	ARCHITECT THE DIGITAL PLATFORM	DRIVE BUSINESS PERFORMANCE	MASTERING LEADERSHIP	MASTERING LEADERSHIP	CREATE A DYNAMIC ORGANIZATION	PLAN FOR THE DIGITAL FUTURE
	Deliver Platform-Ready I&O for Digital Business Platforms	Methods for Monetizing Your (and Others'!) Information Assets	Preparing the Board for Digital Business Initiatives	Amplify Your Persuasion Superpowers?	Scaling Bimodal — The Key Principles and Practices for Digital Success	Using AI Conversational Platforms for Customer Experience; Better, Faster and Cheaper
	MASTERING LEADERSHIP	MAVERICK	MAVERICK			
	Practice Makes Perfect — Five Situational Leadership Types	Blockchain Undermines The Value Proposition Of Platform Businesses	California vs. China — Why It's "Game Over" for Technology Dominance in the 21st Century			

3 ways to register

Web: gartner.com/us/symposium
Email: us.registration@gartner.com
Phone: 1 866 405 2511

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