





For full agenda details and the latest updates, please see [Events Navigator](#) or visit [gartner.com/mobile](#) to download the app.


Session requiring pre-registration, including ask the analyst, contract negotiation clinics, roundtables, workshops\* and meetups, are for end-user attendees only\*\*


\*Workshop sessions are exclusive. Please see Events Navigator for details specific to your experience.


\*\*An end-user is defined as an employee solely focused on the provision and management of technology and services for their organization's internal use.












































If you have pre-registered for any of the above session types, please arrive 10 minutes before the start time of the session to ensure your attendance is guaranteed. At the start of the session we will begin accepting attendees from the waitlist, in order of their arrival, to ensure maximum capacity and your place may be given away.

Guide to Industry Day	
Below you'll find a list of industries based on the badge stripe colors that align to each industry.	
 Manufacturing	 Government
 Banking & Investment Services	 Healthcare
	 Utilities
	 Cross-Industry
	 Education
	 Retail
	 Insurance

 Pre-registration Required

 Sessions Exclusively for CIO Attendees

 Sessions Limited to End-Users Only

MONDAY, 30 OCTOBER			
07:00 – 18:00	 Registration and Information	Central Pavilion, Ground Floor	
07:15 – 17:30	Executive Programs Member Lounge (Exclusive to Executive Programs Members and Majestic Program Attendees)		Executive Programs Lounge, First Floor
07:00 – 10:00	 Arrival Refreshments	Foyer B, Ground Floor	
07:30 – 08:00	01. Orientation	Room 5, First Floor	
08:00 – 08:30	02. Orientation	Room 5, First Floor	
08:30 – 09:00	03. Orientation	Room 5, First Floor	
09:15 – 09:45	04. Executive Programs at Symposium: Orientation and Highlights	Spotlight Center, Executive Programs Members Lounge	
10:00 – 10:45	IDK1. Industry Opening Guest Keynote: The Neurogeneration: A New Era in Brain Augmentation & Enhancement Tan Le, EMOTIV	Arena 1B, Ground Floor	
11:00 – 11:45	ID1. The Future of Digital Government: Platforms and Ecosystems Dean Lacheca and Rick Holgate, Gartner	ID2. To Innovate or Not to Innovate — Best Practices of Innovation Leaders in Financial Services Juergen Weiss, Gartner	ID3. Top 10 Trends Shaping Energy and Utility Sector in 2017 Zarko Sumic, Gartner
	 Arena 1B, Ground Floor	 Arena 1A, Ground Floor	 Central Room C, Ground Floor
	ID5. The Future of Digital Care Delivery Mike Jones, Gartner	Room 5, First Floor	
	ASK1. Ask the Analyst: Digital Trust and the Customer Experience Miriam Burt, Gartner	 REG Room 1, First Floor	ASK2. Ask the Analyst: AI Impact in Education Jan-Martin Lowendahl, Gartner
	MU1. Meetup: Digital Transformation in Banking  REG Meeting Pod 1, First Floor	MU2. Meetup: Driving Digital Transformation in Federal Government  REG Meeting Pod 2, First Floor	
11:45 – 12:45	Banking, Financial Services and Insurance Industry Lunch Sponsored by F5 Education Industry Lunch Sponsored by Laserfiche Energy & Utilities Industry Lunch Sponsored by BackOffice Associates Government Industry Lunch Sponsored by DXC Technology Retail & Manufacturing Industry Lunch Sponsored by CSG		 Hall 4, Ground Floor  Hall 4, Ground Floor  Hall 4, Ground Floor  Southern Terrace, Ground Floor  Hall 4, Ground Floor
12:45 – 13:30	ID6. Panel: Digital Leaders in Government Steve Michinson, Department of Transport, Matt O'Mara, New Plymouth District Council	ID7. Panel: Digital Leaders in Financial Services Anirudha Paul, ING Australia, Sami Yalavac, Bupa	ID8. Panel: Digital Leaders in Energy & Utilities Luke Barlow, Australian Energy Market Operator; Barbara-Anne Bensted, Energy Queensland; Deanne McDonald, Water Corporation; Digital Transformation Group; Peter O'Donoghue, South East Water; Graham P. Waller, Gartner
	 Arena 1B, Ground Floor	 Arena 1A, Ground Floor	 Central Room C, Ground Floor
	ID10. Top Business and Tech Trends Impacting Higher Education Jan-Martin Lowendahl, Gartner	Room 5, First Floor	
	ASK3. Ask the Analyst: Bimodal Foundations Remi Gultzar, Gartner	 REG Room 1, First Floor	ASK4. Ask the Analyst: Nurturing Innovation Within Government Dean Lacheca, Gartner
	MU3. Meetup: Driving Digital Transformation in State Government  REG Meeting Pod 1, First Floor	MU4. Meetup: Growing from Business-Savvy Technology Leader to Technology-savvy Business Leader  REG Meeting Pod 2, First Floor	
12:45 – 13:45	R1. Roundtable: Leveraging Digital Technology Innovation to Drive More Customer-Centric Healthcare Nerida Jane Budd, Gartner	 REG Room 12, First Floor	
13:45 – 14:15	ISPS1. FS: Digital Transformation: It's Time to Think Outside the Bank Rob Malkin, FS	ISPS2. DXC Technology: Digital Citizenship and Smarter Agencies, Learnings from International and Local Achievements James Downie, IFPA; Guy LeFevre, DXC Technology	ISPS3. BackOffice Associates: Best Practices on Ensuring that Data Supports the Modernisation of Systems in the Utilities Industry Emie G. Imperial, Mercalco; Rex Ahlstrom, BackOffice Associates
	 Arena 1A, Ground Floor	 Arena 1B, Ground Floor	 Central Room C, Ground Floor
	ISPS5. CSG: CSG and 8x8 Unleash the Power of Cloud Communications Paula Gill, 8x8; Tasso Mangos, CSG	Room 5, First Floor	
14:30 – 15:00	TP1. To the Point: The Top Business and Technology Trends in Government Dean Lacheca, Gartner	TP2. To the Point: How Insurtechs Are Driving Innovation in the Insurance Industry Juergen Weiss, Gartner	TP3. To the Point: "Innovate or Die" — Utility CIO as the Innovation Leader Zarko Sumic, Gartner
	 Arena 1B, Ground Floor	 Arena 1A, Ground Floor	 Central Room C, Ground Floor
	TP5. To the Point: National Regional Strategies for eHealth: Status of National Health Program Technology Initiatives Mike Jones, Gartner	Room 5, First Floor	
14:30 – 15:15	ASK5. Ask the Analyst: Customer Experience Strategy Oliver Huang, Gartner	 REG Room 1, First Floor	ASK6. Ask the Analyst: Which Way(s) to the Cloud for Government? Rick Holgate, Gartner
14:30 – 15:30	R2. Roundtable: The Next 'Big Thing' in Tech for Utilities Marcus Darbyshire, Gartner	 REG Room 12, First Floor	
15:15 – 15:45	TP6. Please Refer to Events Navigator for further details	TP7. To the Point: Financial Services 2030 Pete Redshaw, Gartner	TP8. CoX Story: How Data Science is Driving a Digital Transformation at Woodside Tom Riddell-Smith, Woodside Energy
	 Arena 1B, Ground Floor	 Room 5, First Floor	 Arena 1A, Ground Floor
	TP10. To the Point: Win-Win Situation — Enhance the Customer Experience With Self-Funding Technology Miriam Burt, Gartner	Room 6, First Floor	
15:15 – 16:15	R3. Roundtable: Developing Retail Customer Experience Metrics for Your Enterprise Needs Sally Parker, Gartner	 REG Room 10, First Floor	
15:30 – 16:15	ASK7. Ask the Analyst: Using Immersive Technology in Retail Brian Blau, Gartner	 REG Room 1, First Floor	ASK8. Ask the Analyst: Cost Optimization Using Cloud Computing Michael Warlow, Gartner
	MU5. CIO Meetup: Corporate Culture — Asset or Liability in Times of Transformation?  REG Meeting Pod 1, First Floor	MU6. Meetup: Achieving Both Agility & Governance in BI & Analytics  REG Meeting Pod 2, First Floor	
16:00 – 16:30	TP11. To the Point: Government Is Not a Business and Citizens are Not Your Customers Rick Holgate, Gartner	TP12. To the Point: Platforms and Ecosystems — Laying Out Foundation for Digital Utility Business Zarko Sumic, Gartner	TP13. To the Point: Unleash the Value of Information Through Analytics Laura Craft, Gartner
	 Arena 1B, Ground Floor	 Central Room C, Ground Floor	 Arena 1A, Ground Floor
16:00 – 16:45	ID11. Eye on Innovation Awards Juergen Weiss and Pete Redshaw, Gartner	Room 6, First Floor	
16:45 – 17:30	IDK2. Industry Closing Keynote: The Ten Principles Behind Great Customer Experiences Matt Watkinson, Author	Arena 1B, Ground Floor	
17:30 – 18:30	Industry Networking Reception: Cross Industry		 Central Room C, Ground Floor
	Industry Networking Reception: Energy & Utilities		 Room 7, First Floor
	Industry Networking Reception: Financial Services		 Room 8, First Floor
	Industry Networking Reception: Government		 Southern Terrace, Ground Floor
	Gartner Executive Programs   Peer Networking For Women CIOs and Senior Executives (Limited to Women Only) Elizabeth Holden, Gartner		 Executive Programs Lounge, First Floor

TUESDAY, 31 OCTOBER			
06:30 – 07:30	FT1. Fitness Session: Boxfit Meeting Point In Pratten Park 150m south of the Kurrawa Surf Club	FT2. Fitness Session: Run Club (5km) Meeting Point In Pratten Park 150m south of the Kurrawa Surf Club	FT3. Fitness Session: Sunrise Yoga Meeting Point In Pratten Park 150m south of the Kurrawa Surf Club
07:00 – 18:00	Registration and Information		Central Pavilion, Ground Floor
07:00 – 09:00	Arrival Refreshments		Foyer B, Ground Floor
07:15 – 17:00	Executive Programs Member Lounge (Exclusive to Executive Programs Members and Majestic Program Attendees)		 Executive Programs Lounge
08:00 – 08:30	05. Orientation		Room 5, First Floor
09:00 – 10:00	Gartner Analyst Opening Keynote: Creating Digital Value at Scale Leigh McMullen, Michele C. Caminos and Valentin T. Stribar, Gartner		Arena 2, Ground Floor
10:00 – 18:30	ITxpo Opening Hours		ITxpo, Ground Floor
10:00 – 10:30	Refreshment Break		ITxpo, Ground Floor
10:05 – 10:25	TH1. Offshore/Nearshore Options for Outsourcing, Shared Services and CapEx in 2017 Jim Longwood, Gartner	TH2. Magic Quadrant: Enterprise Integration Platform as a Service Eric Thoo, Gartner	TH3. Magic Quadrant: Mobile App Development Platforms Gene Phifer, Gartner
	 Stage 1, ITxpo, Ground Floor	 Stage 2, ITxpo, Ground Floor	 Stage 3, ITxpo, Ground Floor
10:15 – 11:15	R4. Roundtable: Blockchain in Financial Services — Separating Myth From Reality Mike Lafford, Gartner	 REG Room 12, First Floor	
10:30 – 11:15	OT1A. 3 Steps to Transform your Business by Leveraging IoT & Cost Optimization Peter Havart-Simkin, Gartner	OT1B. Beyond the Hype: Key Trends in Data Science Nick Ingelbrecht, Gartner	OT1C. Develop a Pragmatic Security Vision and Strategy for Your Digital Platforms Rob McMillan, Gartner
	 Hall 4, ITxpo, Ground Floor	 Arena 1A, Ground Floor	 Arena 1B, Ground Floor
	OT1E. Fusion Teams: Driving "Fast and Right" Collaboration for Digital (CEB, now Gartner) Brian Gagnon, Gartner	OT1F. Modern Meetings: From Monoculture to Mayhem to Mastery Adam Preset, Gartner	OT1G. Digital Platform: Business Needs New Capabilities Beyond Bimodal IT Evan Zeng, Gartner
	 Arena 1B, Ground Floor	 Central Room C, ITxpo, Ground Floor	 Room 5, First Floor
10:30 – 11:30	CNC1. Contract Negotiation Clinic: Oracle Roberto Sacco, Gartner	 REG Room 2, First Floor	
10:30 – 12:00	SP1. CIO Workshop: The Growth Mindset Approach to Developing Leaders Elise Olding, Gartner	SP2. Qlik: Three Game-Changing Trends in BI and Analytics Hjalmar Sack, Qlik	SP3. Salesforce: Coca Cola's Tech Transformation Through the Lens of the CEO Ulrik Nehammer, Salesforce.com, Inc.
11:30 – 12:15	SPS1. DXC Technology: Becoming a 21st Century Organization: A Client Perspective Yogesh Anand, Inland Revenue Department (NZ); Steve Jacob, Western Sydney University; Antony Stinziani, Geoscience Australia; Rodney Hobbs, DXC Technology	SPS2. Qlik: Three Game-Changing Trends in BI and Analytics Hjalmar Sack, Qlik	SPS3. Salesforce: Coca Cola's Tech Transformation Through the Lens of the CEO Ulrik Nehammer, Salesforce.com, Inc.
	 Arena 1A, Ground Floor	 Arena 2, Ground Floor	 Central Room C, ITxpo, Ground Floor
	SPS5. Rimini Street Customer Panel: How CIOs Shift IT Funds to Innovation by Ditching Old Models Mike Evans, Virtustream	SPS6. Appian Software: Sprinting the Endless Journey Matt Hurford, NetApp	SPS7. Google Cloud: Five Things to Look for in an Enterprise Cloud Provider Oyvind Roli, Google
	 REG Meeting Pod 1, First Floor	 REG Meeting Pod 2, First Floor	 REG Meeting Pod 2, First Floor
11:30 – 12:30	VUR1. Dell EMC: How to Take Enterprise Apps to the Cloud Today Mike Evans, Virtustream	VUR2. NetApp: Creating a Data-Driven IT Delivery Model Matt Hurford, NetApp	VUR3. VMware: Staying in the Name of Cloud: Embracing the Edge Chris Wolf, VMware
	 REG Room 10, First Floor	 REG Room 12, First Floor	 REG Room 12, First Floor
11:45 – 13:15	W2. Aspiring CIO Workshop: High Performing Teams Claire Jorgensen and Marcus Darbyshire, Gartner	 REG Room 2, First Floor	
12:15 – 14:00	Lunch & Networking in ITxpo		ITxpo, Ground Floor
12:15 – 13:45	Exclusive CIO Lunch: How to Thrive in a World of Too Much? Tony Crabbe, Business Psychologist		 REG Hall 4, ITxpo, Ground Floor
12:15 – 12:35	ITX1. NTT Com ICT Solutions: Create the Infrastructure you Need to Compete in a Digital World Targuin Bellinger, NTT Com ICT Solutions	ITX2. Service Quality: Refer to Events Navigator for further details	ITX3. SnapLogic: Self-Service Integration in the Age of Digital Transformation Rich Dill, SnapLogic
	 Stage 1, ITxpo, Ground Floor	 Stage 2, ITxpo, Ground Floor	 Stage 3, ITxpo, Ground Floor
12:45 – 13:05	ITX5. Box: Building the Disruptive Enterprise Victoria Bendicak, Box	ITX6. Hyland: Removing Roadblocks to Digital Transformation – 6 Steps To Success Terri Jones MA, JD, CIDA+, ECMo, Hyland	ITX7. Slack: In the Digital Age, IT is Culture and Culture is IT Arturo Araratz, Slack
	 Stage 1, ITxpo, Ground Floor	 Stage 2, ITxpo, Ground Floor	 Stage 3, ITxpo, Ground Floor
13:15 – 13:35	ITX9. Red Hat: Enabling Accelerated Digital Transformation with a Fully Integrated DevOps Platform Andrew Hatfield, Red Hat	ITX10. Dell EMC: Powering Mission-Critical Applications with Virtustream Enterprise Cloud Mike Evans, Virtustream	ITX11. Salesforce: Meet Salesforce Einstein, AI-powered CRM for Everyone Andrew Price, Salesforce
	 Stage 1, ITxpo, Ground Floor	 Stage 2, ITxpo, Ground Floor	 Stage 3, ITxpo, Ground Floor
13:45 – 14:00	ET1. Bluewater Control: Managing a Mobile Workforce, Lessons from the Real World Paul Kennedy, Petbarn	ET2. Business Analysts: Design Thinking – Why is this Important for a CIO? Tim Coventry, Business Analysts	ET3. Information Management Systems (IMS): Case Study on the Network Governance of Information Exchange Project Elizabeth Shenton, NT Attorney General's Department; George Bassili, IMS
	 Stage 1, ITxpo, Ground Floor	 Stage 2, ITxpo, Ground Floor	 Stage 3, ITxpo, Ground Floor
14:00 – 14:45	Q2A. Prepare for the Next Generation of Customers, Today Olive Huang, Gartner	Q2B. Real-Time Examples of Digital Platforms Don Scheibrenell, Gartner	Q2C. Six Steps to Change Leadership — The Escape Model Elise Olding, Gartner
	 Central Room C, ITxpo, Ground Floor	 Room 6, First Floor	 Arena 1A, Ground Floor
	Q2E. The CIOs Guide to the Top 10 Digital Disruptors in Asia/Pacific CK Lu, Gartner	Q2F. The Top 10 Strategic Technology Trends for 2018 Brian Burke, Gartner	Q2G. The Pliable Network vs. the Pointless Pyramid — Why and How Organization Structures Will Transform in the Digital Age Brian Prentice, Gartner
	 Central Room C, ITxpo, Ground Floor	 Room 5, First Floor	 Arena 1B, Ground Floor
14:00 – 14:45	ASK9. Ask the Analyst: Develop a Pragmatic Security Vision and Strategy for Your Digital Platforms Rob McMillan, Gartner	 REG Room 1, First Floor	
14:00 – 15:00	CNC2. Contract Negotiation Clinic: A Hands-on Approach to Microsoft Licensing Roberto Sacco, Gartner	 REG Room 2, First Floor	
14:00 – 15:30	W3. CIO Workshop: How Can CIOs Leverage the 2018 CIO Agenda to Create the New Job of the CIO? Andy Rowse-Jones and Jan-Martin Lowendahl, Gartner	 REG Room 3, First Floor	
15:00 – 15:45	SPS7. PegaSystems: Putting the Customer at the Heart of your Business: A Fireside Chat with Commonwealth Bank of Australia and Pega Alex Burton and Andrew McMullen, Commonwealth Bank of Australia	SPS8. Amazon Web Services: It's Always Day 1 — Amazon's Tips for Sustained Innovation Dorothy Nicholls, Amazon Web Services	SPS9. Google Cloud: Five Things to Look for in an Enterprise Cloud Provider Oyvind Roli, Google
	 Arena 1A, Ground Floor	 Arena 1B, Ground Floor	 Arena 2, Ground Floor
	SPS11. CSG: Unleash the Power of Cloud Communications Paula Gill, 8x8; Tasso Mangos, CSG	SPS12. AppDynamics: A Real World Story of Digital Transformation and the Importance of connecting App Performance & Customer Experience to Business Outcomes Matt Cudworth, TEG	SPS13. Veeam Software: Addressing the Hybrid Cloud Challenge for Enterprise: How to Ensure Availability Every Step of the Way Nathan Steiner, Veeam
	 REG Meeting Pod 1, First Floor	 REG Meeting Pod 2, First Floor	 Central Room C, ITxpo, Ground Floor
	SPS13. Apprio: Qantas' Journey to Technology Business Management Larry Morrissey, Qantas; Pete Wilson, Apprio	 Hall 4, ITxpo, Ground Floor	
	ASK10. Ask the Analyst: Virtual Care/Telehealth — Where Is This Successful at Scale, and What Are the Ingredients for Success? Mike Jones, Gartner	 REG Room 1, First Floor	
	MU9. Meetup: Extracting Business Value from IoT and Sensors  REG Meeting Pod 1, First Floor	MU10. Meetup: Cybersecurity — Increasing Awareness and Communication from Employee to Board Level  REG Meeting Pod 2, First Floor	
15:00 – 16:00	VUR3. Lenovo: Refer to Events Navigator for further details	VUR4. Qlik: Providing Insight with Data Analytics for Improved Business Performance Dr. Nicky Antonius, Federal Department of Employment; Scott Johnston, Public Service Commission of NSW	VUR5. VMware: Staying in the Name of Cloud: Embracing the Edge Chris Wolf, VMware
	 REG Room 10, First Floor	 REG Room 12, First Floor	 REG Room 12, First Floor
15:45 – 16:15	Refreshment Break		ITxpo, Ground Floor
15:50 – 16:10	ITX13. NetApp: Transition to As-a-Service? A Tough Endeavour... Or Is It? Matt Hurford, NetApp	ITX14. Splunk: Digital Transformation and the Art of the Possible with Splunk Neil Gow, Splunk	ITX15. Zendesk Customer Showcase: Transforming your Digital Customer Engagement and Employee Experience Richard Browning, Zendesk
	 Stage 1, ITxpo, Ground Floor	 Stage 2, ITxpo, Ground Floor	 Stage 3, ITxpo, Ground Floor
16:15 – 17:00	Q3A. Capitalizing on your Business Ecosystems with Digital Platforms Marcus Bloesch, Gartner	Q3B. CxO Story Session: Collaboration and Pace in ICT Delivery Ivan Hasil M. Brindley, Petronas ICT	Q3C. CxO Story Session: Making in-Market Reality: Disrupting Design Practice in the RMIT Architecture Design Studio Paul Oppenheimer and Professor Vivian Milsogiani, RMIT
	 Central Room C, ITxpo, Ground Floor	 Hall 4, ITxpo, Ground Floor	 Arena 1B, Ground Floor
	Q3E. Mastering the Art of the Political Discussion for CIOs Tina Nunno, Gartner	Q3F. Megatrends on the Cloud Spectrum: How CIOs Must Understand Vendors' Order to Data and Application Choices Michael Warlow, Gartner	Q3G. Cloud Governance: A Real World Story of Digital Transformation and the Importance of connecting App Performance & Customer Experience to Business Outcomes Matt Cudworth, TEG
	 Central Room C, ITxpo, Ground Floor	 Room 6, First Floor	