or visit gartner.com/mobile to download the app. **Guide to Industry Day** Below you'll find a list of industries based on the badge stripe colors that align to each industry. Manufacturing Banking & Investment Services

For full agenda details and the latest

updates, please see Events Navigator

**An end-user is defined as an employee solely focused on the provision and management of technology and services for their

Insurance

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.

roundtables, workshops* and meetups, are for end-user attendees only*

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

Government Cross-Industry Retail **REG** Pre-registration Required **CIO** Sessions Exclusively for CIO Attendees **MONDAY, 30 OCTOBER** 07:00 - 18:00- Registration and Information Executive Programs Member Lounge (Exclusive to Executive Programs Members and Majestic Program Attendees)

Central Pavilion, Ground Floor

Room 6, First Floor

Hall 4, Ground Floor

Hall 4, Ground Floor Hall 4, Ground Floor

Hall 4, Ground Floor

Room 6, First Floor

Room 5. First Floor

Room 5, First Floor

Room 6, First Floor

Room 6, First Floor Room 5. First Floor

REG Room 2, First Floor

REG Room 12, First Floor

Central Room C, Ground Floor

REG Room 10, First Floor

REG Meeting Pod 2 , First Floor TTP14. To the Point: Data Wars -

The Battle Over Your Equipment

Moves to the Data Level

Kristian Steenstrup, Gartner

Room 6, First Floor

Room 5, First Floor

Room 6, First Floor

Arena 1B, Ground Floor

Room 7, First Floor

Room 8, First Floor

O Central Room C, Ground Floor

Southern Terrace, Ground Floor

Meeting Point In Pratten Park 150m

south of the Kurrawa Surf Club

Central Pavilion, Ground Floor

CIO Executive Programs Lounge

TH4. Hype Cycle: Making Sense of

Blockchain Business and Technology Hype Cycles Rajesh Kandaswamy,

Gartner Stage 4, ITxpo, Ground Floor

01D. Digital Platform Business Needs

New Capabilities Beyond Bimodal IT

Central Room C, ITxpo, Ground Floor

Evan Zeng, Gartner

REG CIO

Matt Bennett, MobileIron

SPS4. MobileIron: Hiding in Plain

Sight: The New Cloud Security Gap

Central Room C, ITxpo, Ground Floor

REG Meeting Pod 2, First Floor

REG Room 12, First Floor

REG Room 2, First Floor

CO Hall 4, ITxpo, Ground Floor

Stage 4, ITxpo, Ground Floor

Arena 1B, Ground Floor

Arena 2, Ground Floor

Room 1, First Floor

Room 2, First Floor

Room 6, First Floor

Hall 4, ITxpo, Ground Floor

Meeting Pod 2, First Floor

REG Room 12, First Floor

Stage 4, ITxpo, Ground Floor

ITxpo, Ground Floor

Room 6, First Floor

Room 5, First Floor

Room 1, First Floor

ITxpo, Ground Floor

The Star

REG Room 12, First Floor

REG CO Room 2, First Floor

REG Meeting Pod 2, First Floor

Meeting Point In Pratten Park 150m

Meeting Point In Pratten Park 150m south of the Kurrawa Surf Club

south of the Kurrawa Surf Club

Central Pavilion, Ground Floor

Foyer B, Ground Floor

ITxpo, Ground Floor

Room 6, Level 1

Arena 2, Ground Floor REG Room 1, First Floor

ITxpo, Ground Floor

REG Room 10, First Floor

REG CIO Room 2, First Floor

Stage 4, ITxpo, Ground Floor

Hall 4, ITxpo, Ground Floor REG Room 1, First Floor

REG CIO Room 3, First Floor SPS17. Avanade: Productivity Plateau:

Room 6, First Floor

ITxpo, Ground Floor

REG Room 12, First Floor

REG Room 2, First Floor

REG Meeting Pod 2 , First Floor

Hall 4, ITxpo, Ground Floor

Stage 4, ITxpo, Ground Floor

Room 5, First Floor

Arena 2, Ground Floor

Room 6, First Floor

Hall 4, ITxpo, Ground Floor

REG Room 1, First Floor

REG Room 12, First Floor

Stage 4, ITxpo, Ground Floor

TH8. Hype Cycle for Al Tom Austin,

07D. New Business and Economic

Models as an Antidote to Digital

Disruption Dale Kutnick, Gartner

ITxpo, Ground Floor

Room 7, First Floor

Room 5, First Floor

REG Room 1, First Floor

REG Room 2, First Floor **Arena 2, Ground Floor**

south of the Kurrawa Surf Club

Central Pavilion, Ground Floor

Fover B. Ground Floor

Arena 2, Ground Floor

ITxpo, Ground Floor

Room 6, First Floor

Room 12, First Floor

ITxpo, Ground Floor

Room 6. First Floor

Room 5. First Floor

Room 2. First Floor

Room 5, First Floor

Room 2, First Floor

ITxpo, Ground Floor

Stage 3, ITxpo, Ground Floor

Stage 4, ITxpo, Ground Floor

TH12. Magic Quadrant: Public Cloud

Infrastructure Managed Service Providers Michael Warrilow, Gartner

Stage 4, ITxpo, Ground Floor

Graham P. Waller, Gartner

10D. Crack the Code of Venture

Scaling Your Digital Business

Central Room C, ITxpo, Ground Floor

Hall 4, ITxpo, Ground Floor

Room 1, First Floor

Arena 2, Ground Floor

REG CIO Room 3, First Floor

Hall 4, ITxpo, Ground Floor

09D. Use Design Thinking to Integrate

Customer Experience Into Your Digital

REG Meeting Pod 2, First Floor

Platforms Gene Phifer, Gartner

Hall 4, ITxpo, Ground Floor

Meeting Pod 2, First Floor

Stage 4, ITxpo, Ground Floor

CIO Executive Programs Lounge

SPS30. C3IoT: Meeting the Disruption

of Low Oil and LNG Prices Head on

Chain Felicity Underhill, Origin Energy

Central Room C, ITxpo, Ground Floor

With Digitization of the Gas Value

ITxpo, Ground Floor

REG Meeting Pod 2, Fist Floor

REG Room 1, First Floor

REG Room 2, First Floor

REG CO Room 3, First Floor

SPS23. Pure Storage: Digital and

Data Economy - Fact, Fiction, and

Opportunities Rob Lee, Pure Storage

Central Room C, ITxpo, Ground Floor

ITX24. Rimini Street: Why Open

Open Universities Australia:

Andrew Powell, Rimini Street

Universities Australia Switched to

Independent Support Rob Pickering,

Central Room C, ITxpo, Ground Floor

Experiences Rafi Katanasho, Dynatrace

Central Room C, ITxpo, Ground Floor

ITX32. IBM: Enabling IT-as-a-Service:

A CIOs Guide Amelia Forbes, IBM

ET8. Silver Peak: Advanced SD-WAN:

Enterprise Graham Schultz, Silver Peak

06D. Maverick: China vs. California

Technology Dominance Gavin Tay,

— It's "Game Over" for 21st Century

Powering the Cloud-Connected

ITX28. Dynatrace: How Al-Powered

Automation is Accelerating the

Delivery of Unrivalled Digital

ITX20. Apptio: Manage IT Like a

Apptio

Business Matt Pinter and Pete Wilson,

05D. How to Use Infrastructure as a

Central Room C, ITxpo, Ground Floor

Service to Optimize Costs

David Groombridge, Gartner

What's Holding you Back?

Rob James, Qantas: Teifi Whatley.

Sunsuper; Sarah Adam-Gedge, Avanade

Central Room C, ITxpo, Ground Floor

CIO Executive Programs Lounge

04D. Practice Makes Perfect - Five

Central Room C, ITxpo, Ground Floor

Situational Leadership Types

Suzanne Adnams, Gartner

Tina Nunno, Gartner

■ REG

REG CO Room 3, First Floor

SPS10. Veeam Software: Addressing

Enterprise: How to Ensure Availability

Central Room C, ITxpo, Ground Floor

Mike Jones, Gartner REG Room 1, First Floor

ITX16. AT&T: Beyond the Hype -

03D. Digital Platform Roadmap

Brian Burke, Gartne

Fischer & Paykel Appliances; Jason Yu,

A Global Case Study on Next

the Hybrid Cloud Challenge for

ITX4. Planit Testing: Ministry of Social

Speed, Savings and CX Anurag Madan,

ITX8. Google Cloud: Democratising AI

ITX12. Clearcost Software: Delivering

ET4. Adactin Group: Perfecting the Art

Mathew Crichton, Australian Settlements

Limited; Navneesh Garg, Adactin Group

02D. The Pliable Network vs. the

in the Digital Age Brian Prentice

■ REG

■ REG

Every Step of the Way

Nathan Steiner, Veeam

Gartner

SIG2. The Top 10 Strategic Technology Trends for 2018 Brian Burke, Gartner

 $\ensuremath{\mathsf{SPS12}}.$ AppDynamics: A Real World Story of Digital Transformation and the

MU10. Meetup: Cybersecurity – Increasing Awareness and Communication

03F. Megavendors on the Cloud Spectrum: How ClOs Must Understand Vendors

MU12. Meetup: Best Practices in Implementing a Business Relationship

VUR4. Qlik: Providing Insight with Data Analytics for Improved Business Performance Dr. Nicky Antonius, Federal Department of Employment;

REG

Importance of connecting App Performance & Customer Experience to

Pointless Pyramid — Why and How

Organization Structures Will Transform

Real Transparency over the IT

Investment - A Proven Path Steve Middeldorp, ClearCost Consulting

of Test Automation in Agile

with Google Cloud Al Dan Aharon,

Google

Development's Transformation:

Ministry of Social Development NZ; Alex Edwards, Planit Testing

REG Room 12, First Floor

Fover B, Ground Floor

Room 5, First Floor

Arena 2, Ground Floor

ITxpo, Ground Floor

ITxpo, Ground Floor

Room 5, First Floor

Arena 2, Ground Floor

Room 3, First Floor

Room 6. First Floor

ITxpo, Ground Floor

REG Room 2, First Floor

CIO Executive Programs Lounge, First Floor

Meeting Point In Pratten Park 150m south of the Kurrawa Surf Club

TTP9. To the Point: The Al-Driven

Academy — the Future Is Now Jan-Martin Lowendahl, Gartner

REG Room 2, First Floor

REG Room 12, First Floor

ISPS4. Laserfiche: How Digital

to put Resources back in the

International

Transformation is Enabling Schools

Classroom Jasmine Park, Laserfiche

TTP4. To the Point: The Future of

Kristian Steenstrup, Gartner

Products — Navigating the Digital **Manufacturing Transformation**

🕒 💷 REG Room 2, First Floor

REG Meeting Pod 2, First Floor

Southern Terrace, Ground Floor

ID9. Fighting for the Customer -

Miriam Burt, Gartner

Going Nine Rounds With Amazon

Room 5, First Floor

07:15 - 17:30

Miriam Burt, Gartner

ID6. Panel: Digital Leaders in

New Plymouth District Council

Government Steve Mitchinson,

Department of Transport; Matt O'Mara,

ISPS1. F5: Digital Transformation: It's

Arena 1A, Ground Floor

Arena 1B, Ground Floor

Arena 1B, Ground Floor

ASK7. Ask the Analyst: Using Immersive Technology in Retail

MU5. CIO Meetup: Corporate Culture - Asset or Liability in Times of

ID11. Eve on Innovation Awards Juergen Weiss and Pete Redshaw, Gartner

ASK5. Ask the Analyst: Customer Experience Strategy

Time to Think Outside the Bank

TTP1. To the Point: The Top

Oliver Huang, Gartner

TTP6. Please Refer to Events

Navigator for further Details

TTP11. To the Point: Government Is Not a Business and Citizens are Not

Your Customers Rick Holgate, Gartner

Arena 1B, Ground Floor

Industry Networking Reception: Cross Industry Industry Networking Reception: Energy & Utilities

Industry Networking Reception: Financial Services

Industry Networking Reception: Government

FIT1. Fitness Session: Boxfit

Arrival Refreshments

ITxpo Opening Hours

Refreshment Break

FIT3. Fitness Session: Sunrise Yoga

TH1. Offshore/Nearshore Options for

Gartner Stage 1, ITxpo, Ground Floor

Outsourcing, Shared Services and

Captives in 2017 Jim Longwood,

01A. 3 Steps to Transform your

Business by Leveraging IoT & Cost

Optimization Peter Havart-Simkin,

Hall 4, ITxpo, Ground Floor

(CEB, now Gartner) Brian Gagnon, Gartner

SPS1. DXC Technology: Becoming a

21st Century Organization: A Client

Perspective Yogesh Anand, Inland

Revenue Department NZ; Steve Jacob,

Arena 1A, Ground Floor

MU7. Meetup: Best Practices in Exploiting Cloud Computing

Exclusive CIO Lunch: How to Thrive in a World of Too Much?

VUR1. Dell EMC: How to Take Enterprise Apps to the Cloud Today

Western Sydney University; Antony Stinziani, Geoscience Australia; Rodney Hobbs, DXC Technology

by Ditching Old Models

Mike Evans, Virtustream

Lunch & Networking in ITxpo

the Infrastructure you Need to

Compete in a Digital World

ITX1. NTT Com ICT Solutions: Create

Tarquin Bellinger, NTT Com ICT Solutions

ITX5. Box: Building the Disruptive

Enterprise Victoria Bendjacic, Box

ITX9. Red Hat: Enabling Accelerated

ET1. Bluewater Control: Managing a

Mobile Workforce, Lessons from the

02A. Prepare for the Next Generation

Central Room C, ITxpo, Ground Floor

of Customers, Today Olive Huang,

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

McMullan, Commonwealth Bank of

Refreshment Break

ITX13. NetApp: Transition to As-A-Service: A Tough Endeavour...

Or Is It? Matt Hurford, NetApp

03A. Capitalizing on Your Business

Ecosystems with Digital Platforms

Central Room C, ITxpo, Ground Floor

lan Forrester and Mike Lafford, Gartner

FIT6. Fitness Session: Sunrise Yoga

04A. Cx0 Story Session: Simplifying

the Way Customers do Business with

the Government Damon Rees, A/Chief

Magriet Roos and Nerida Jane Budd, Gartner

Stage 1, ITxpo, Ground Floor

Arena 1A, Ground Floor

Arena 1A, Ground Floor

MU13. CIO Meetup: Strategic Cost Optimization

05E. Immersive Augmented Reality and Virtual Reality — The Future of Work

SPS18. NetApp: The Data-Driven Enterprise: Cashing in on Digital Transformation

VUR5. DXC Technology: Who Dares Wins in the Digital Age Richard Gough,

Ixom; Jarrod Bassan, Michael Billimoria and Phil Matheson, DXC Technology

ASK13. Ask the Analyst: Telling the Financial Story of Digital Business Kurt Potter, Gartner

Arena 1B, Ground Floor

04E. The CIO of Everything: Orchestrating in an Internet-of-Things World

SIG3. The CEO Perspective 2017: How ClOs Should Respond Kristian Steenstrup, Gartner

Registration and Information

Arrival Refreshments

ITxpo Opening Hours

Executive Officer, ServiceNSW

Jenny Beresford, Gartner

Refreshment Break

Gartner

ITX17. Lenovo: Refer to Events

05A. Building an Enterprise Cloud

Strategy That Works Evan Zeng,

Is Interactive Brian Blau, Gartner

SPS14. ForgeRock: It's Not About

Allan Foster, ForgeRock

Matt Hurford, NetApp

Lunch & Networking in ITxpo

Shure Inc.

ITX21. Shure: Case Study: Improving

Collaboration Spaces Hayden Leiper,

Stage 1, ITxpo, Ground Floor

Arena 1A, Ground Floor

Arena 1A, Ground Floor

Effectiveness in 2020 Matt Fisher, Snow Software

06E. Maverick: Fixing IT's Diversity Problem Requires a Focus on Inclusion

ASK14. Ask the Analyst: Innovation and Startups Juergen Weiss, Gartner

W8. CIO workshop: The Art of the One-Page Strategy Heather Colella, Gartner

SPS24. Snow Software: The Indispensable CIO - Ensure IT's Relevance and

ASK15. Ask the Analyst: Resolving the "Last Mile" Problem of Al Leigh McMullen, Gartner

MU15. Meetup: Re-imagining Citizen Engagement in Government

VUR7. Pegasystems: Innovation in an Age of Legacy Technology and Budget

07E. Placing Big Bets: The Corporate Strategist's View of Scaling Digital Business

MU17. Meetup: Re-imagining Customer Engagement in Financial Services

R7. Roundtable: Redesigning the Mining Organization for IT/OT Integration

K2. Guest Keynote: The Sky is NOT the Limit Colonel Chris Hadfield, Astronaut

K3. Guest Keynote: Building the Quantum Future Professor Michael J. Biercuk

SPS31. BlackBerry: Working Outside the Fence - How to Maintain your

VUR9. Red Hat: Key Considerations for Successful Business Innovation: Your

08E. Top Emerging Business and Societal Trends You Need to Follow Today

ASK17. Ask the Analyst: Using Infrastructure as a Service to Optimize Costs

MU21. Meetup: Aligning IT to the Business in Financial Services

Transformation Strategy Chandra Sinnathamby, Adobe

ASK19. Ask the Analyst: Putting Data and Analytics at the Heart of Your Digital

ET9. Adobe Systems: Digital Document Workflows: Critical for any Digital

Gartner

CNC3. Contract Negotiation Clinic: SAP Roberto Sacco, Gartner

User Experience & Productivity in

ITX25. ScienceLogic: Is the CMBD

Optimization through Automation

ITX29. ServiceNow: Complex Cloud

Management Made Easy with

ET5. Panaya: Refer to Events

Navigator for further details

06A. Black Ops Innovation

SPS20. CA Technologies: Built to

Factory Stephen Miles, CA

Technologies

Change with the Modern Software

Constraints Peter Ford, Pegasystems

Stage 1, ITxpo, Ground Floor

Arens 1A, Ground Floor

TH5. Hype Cycle: Cloud Security

07A. CIO Story Session: Increasing

the Sphere of Influence of the CIO

(CEB, now Gartner) Brian Gagnon, Gartner

REG Meeting Pod 1, First Floor

ITxpo Special Event: 50 Years of Bond

FIT9. Fitness Session: Sunrise Yoga

SPS27. NTT Com ICT Solutions: NTT

ICT and Freedom Furniture (Steinhoff)

Room 7, First Floor

MU19. CIO Meetup: State and Local Government - Cloud

Transformation Road-Map Andreas Spanner, Red Hat

Stage 1, ITxpo, Ground Floor

Hall 4, ITxpo, Ground Floor

Security Standards as Business Goes Mobile

Jamie Lindsay and Paul Crighton, BlackBerry

ITX33. Capsifi: Capability Uplifts - The

Key to Intelligent Business Transfor-

mation Terry Roach, CAPSICUM

08A. Best Practices for I&O Cost

David Groombridge, Gartner

09A. Calculating the Total Cost of

Central Room C, ITxpo, Ground Floor

Digital Strategies Ken McGee,

Platform Andrew White, Gartner

TH9. Hype Cycle: Digital Workplace

10A. Amplify Your Persuasion

Superpowers Leigh McMullen,

Stage 1, ITxpo, Ground Floor

Room 6, First Floor

Jenny Beresford, Bard Papegaaij, Andy Rowsell-Jones, Gartner

ASK21. Ask the Analyst: Organizational Design Remi Gulzar, Gartner

Gavin Tay, Gartner

Gartner

÷

Lunch & Networking in ITxpo

Optimization Michele C. Caminos,

-SD- WAN Underpinning Digital

Transformation Daniel Cerreto,

Steinhoff; Tarquin Bellinger and Uma Rattan, NTT Communications

Refreshment Break

Business Architects

Gartner

Gartner

Registration and Information

FIT7. Fitness Session: Boxfit

Arrival Refreshments

ITxpo Opening Hours

Ben Hennessy, Lend Lease

Refreshment Break

Craig Lawson, Gartner

Leigh McMullen, Gartner

Bob Hafner, Gartner

Karlo Parulan, ServiceNow

ServiceNow Alex Margarit and

Dead? Service Management

Erik Rudin, ScienceLogic

Your Business, It's All About Identity

Navigator for further details

ITxpo Evening Reception

Technology

Marcus Blosch, Gartner

Stage 1, ITxpo, Ground Floor

Gartner

CK Lu, Gartner

Real World Paul Kennedy, Petbarn

Digital Transformation with a Fully

Integrated DevOps Platform

Andrew Hatfield, Red Hat

Stage 1, ITxpo, Ground Floor

Andy Rowsell-Jones and Jan-Martin Lowendahl, Gartner

Arena 1A, Ground Floor

SPS11. CSG: Unleash the Power of Cloud Communciations Paula Gill, 8x8;

MU9. Meetup: Extracting Business Value from IoT and Sensors

03E. Mastering the Art of the Political Discussion for CIOs Tina Nunno,

MU11. CIO Meetup: The Role of Australia in the Digital Revolution

Executive Programs Member Special Evening Event | Halloween

FIT4. Fitness Session: Boot camp with Commando Steve sponsored by DXC

VUR3. Lenovo: Refer to Events Navigator for further details

02E. The CIOs Guide to the Top 10 Digital Disruptors in Asia/Pacific

Registration and Information

Business and Technology Trends in

Government Dean Lacheca, Gartner

Rob Malkin, F5

Arena 1B, Ground Floor

ASK3. Ask the Analyst: Bimodal Foundations Remi Gulzar, Gartner

MU3. Meetup: Driving Digital Transformation in State Government

11:45 - 12:45

12:45 - 13:30

12:45 - 13:45

13:45 - 14:15

14:30 - 15:00

14:30 - 15:15

14:30 - 15:30

15:15 - 15:45

15:15 - 16:15

15:30 - 16:15

16.00 - 16.30

16:00 - 16:45

16:45 - 17:30

17:30 - 18:30

06:30 - 07:30

07:00 - 18:00

07:00 - 09:00

07:15 - 17:00

08:00 - 08:30

09:00 - 10:00

10:00 - 18:30

10:00 - 10:30

10:05 - 10:25

10:15 - 11:15

10:30 - 11:15

10:30 - 11:30

10:30 - 12:00

11:30 - 12:15

11:30 - 12:30

11:45 - 13:15

12:15 - 14:00

12:15 - 13:45

12:15 - 12:35

12:45 - 13:05

13:15 - 13:35

13:45 - 14:00

14:00 - 14:45

14:00 - 14:45

14:00 - 15:00

14:00 - 15:30

15:00 - 15:45

15:00 - 16:00

15:45 - 16:15

15:50 - 16:10

16:15 - 17:00

16:15 - 17:00

16:15 - 17:45

17:00 - 18:30

18:15 - 21:30

06:30 - 07:30

08:00 - 19:00

08:00 - 17:45

08:00 - 09:00

08:30 - 19:45

09:00 - 09:45

09:00 - 10:00

09:00 - 10:30

09:45 - 10:15

09:45 - 10:05

10:15 - 11:00

10:15 - 11:45

11:15 - 12:00

11:15 - 12:15

11:15 - 12:45

11:15 - 12:00

12:00 - 13:45

12:00 - 13:30

12:00 - 12:20

12:05 - 12:45

12:30 - 12:50

12:50 - 13:30

13:00 - 13:20

13:30 - 13:45

13:45 - 14:30

13:45 - 14:30

13:45 - 14:45

13:45 - 15:15

14:45 - 15:30

14:45 - 15:30

14:45 - 15:45

15:30 - 16:00

15:30 - 15:50

16:00 - 16:45

16:00 - 17:00

17:00 - 17:45

17:45 – 19:45

06:30 - 07:30

08:00 - 15:30

08:00 - 15:00

08:00 - 09:00

08:30 - 15:00

09:00 - 09:45

10:00 - 10:45

10:00 - 11:00

10:45 - 11:15

10:45 - 11:05

11:15 - 12:00

11:15 - 12:45

12:15 - 13:00

13:00 - 14:00

13:00 - 13:15

13:30 - 13:50

14:00 - 14:45

15:00 - 15:30

Û

Û

Arena 1B, Ground Floor

MU1. Meetup: Digital Transformation in Banking

Education Industry Lunch Sponsored by Laserfiche

Government Industry Lunch Sponsored by DXC Technology

Retail & Manufacturing Industry Lunch Sponsored by CSG

ID5. The Future of Digital Care Delivery Mike Jones, Gartner

ASK1. Ask the Analyst: Digital Trust and the Customer Experience

Banking, Financial Services and Insurance Industry Lunch Sponsored by F5

Energy & Utilities Industry Lunch Sponsored by BackOffice Associates

Juergen Weiss, Gartner

Sessions Limited to End-Users Only

Executive Programs Lounge, First Floor

Central Room C, Ground Floor

ID8. Panel: Digital Leaders in Energy

Central Room C, Ground Floor

ISPS3. BackOffice Associates: Best

Practices on Ensuring that Data

Supports the Modernisation of

Systems in the Utilities Industry

Rex Ahlstrom, BackOffice Associates

TTP3. To the Point: "Innovate or Die"

Zarko Sumic, Gartner

TTP8. Cx0 Story: How Data Science is

Arena 1A. Ground Floor

ASK8. Ask the Analyst: Cost Optimization Using Cloud Computing

MU6. Meetup: Achieving Both Agility & Governance in BI & Analytics

Driving a Digital Transformation at

Woodside Tom Ridsdill-Smith,

Michael Warrilow, Gartner

TTP13. To the Point: Unleash the

Value of Information Through

Analytics Laura Craft, Gartner

FIT2. Fitness Session: Run Club (5km)

TH3. Magic Quadrant: Mobile App

01C. Develop a Pragmatic Security

Vision and Strategy for Your Digital

SPS3. Salesforce: Coca Cola's Tech

Transformation Through the Lens of

the CEO Ulrik Nehammer,

Salesforce.com, Inc.

Matt Hurford, NetApp

ITX3. SnapLogic: Self-Service

Integration in the Age of Digital

Transformation Rich Dill, SnapLogic

ITX7. Slack: In the Digital Age, IT is

ITX11. Salesforce: Meet Salesforce

Everyone Andrew Price, Salesforce

Einstein, Al-powered CRM for

Stage 3, ITxpo, Ground Floor

ET3. Information Management

Systems (IMS):Case Study on the NT

Exchange Project Elizabeth Shenton,

02C. Six Steps to Change Leadership

- The Escape Model Elise Olding,

SPS9. Google Cloud: Five Things to

Look for in an Enterprise Cloud

Provider Oyvind Roti, Google

Stage 3, ITxpo, Ground Floor

Arena 1A, Ground Floorr

Arena 2, Ground Floor

Business Outcomes Matt Cudworth, TEG

Scott Johnston, Public Service Commission of NSW

Stage 3, ITxpo, Ground Floor

Arena 1B, Ground Floor

Overall Cloud Strategies Michael Warrilow, Gartner

ITX15. Zendesk: Customer Showcase:

Transforming your Digital Customer

03C. CIO Story Session: Making in

Mixed Reality: Disrupting Design

Practice in the RMIT Architecture

Management Practice

Design Studio Paul Oppenheimer and Professor Vivian Mitsogianni, RMIT

FIT5. Fitness Session: Run Club (5km)

04C. If "Enterprise Blockchain" Is the

04F. Mastering the Art of "No" for CIOs

ITX19. DXC Technology: Power Talk: U.K.

Inventor Richard Browning's Human

Flight Challenge Richard Browning,

Gravity; Jarrod Bassan, DXC Technology

05C. Get, Give and Grow - Three

Employee Engagement Bard Papegaaij,

Simple Questions to Drive More

SPS16. IBM: Driving Business

Do You Have What it Takes?

ITX23. Pegasystems: Digital

Chris O'Connor, Pegasystems

ITX27. Amazon Web Services:

and How to Best Mitigate Them

Michael Hardee, LogMeln

Steve Maidment, CrownBet;

Liam Caskie, Amazon Web Services

ITX31. Elabor8: Changing the CIO

Game With a Data Driven Culture

Andrew Blain and Gendry Morales,

ET7. Venafi: Machine Identity

Protection Terrie Anderson, Venafi

06C. Fire Yourself as CIO and Hire

Graham P. Waller, Gartner

Brian Prentice, Gartner

Yourself as a Digital Business Leader

Central Room C, ITxpo, Ground Floor

SPS22. Brisbane Catholic Education's "A Day After Tomorrow" Approach to

Warren Armitage and Simon Mackey, Brisbane Catholic Education

Arena 2, Ground Floor

VUR8. Google Cloud: Security of Data in the Cloud

SPS25. Dell EMC: How Do Firefighters Save Lives & Protect Natural Resources

with Software-Defined Storage? Anthony Griffiths, Metropolitan Fire Brigade Victoria

MU16. CIO Meetup: Speaking the Language of Leadership to Effect Change

IT Business Management

Australia: David Baker, Dell EMC

Angelo Joseph, Google

Gartner

Women)

TH7. Magic Quadrant: Customer

07C. Methods for Monetizing Your

(and Others'!) Information Assets

REG Meeting Pod 2, First Floor

Douglas Laney, Gartner

CNC4. CNC Placeholder

SPS29. Customer Experience &

Technology. A Case Study on Why it

Arena 2, Ground Floor

Joe Weinman, Digital Strategist; Ravi Ravishankar, Equinix

Roundtable Adam Fedden, Amazon Web Services

Stage 3, ITxpo, Ground Floor

ITX35. OpenText: Digital Success

Improve Corporate Performance

Joshua Bartlett, OpenText

Don Scheibenreif, Gartner

Improving Knowledge Sharing to

08C. From Push to Passion: Towards

Central Room C, ITxpo, Ground Floor

09C. Reshape Integration for Bringing

Arena 2, Ground Floor

MU22. Meetup: Aligning IT to the Business in Financial Services

ET10. AirTrack Software: Refer to Events Navigator for further details

ASK20. Ask the Analyst: IoT & Retail Miriam Burt, Gartner

Order to Data and Application Chaos

TH11. Magic Quadrant for Intrusion

Detection and Prevention Systems

10C. Building Your Digital Ecosystem

Jan-Martin Lowendahl, Gartner

Stage 3, ITxpo, Ground Floor

Craig Lawson, Gartner

Room 5, First Floor

Craig Lawson, Gartner

in Digital Eric Thoo. Gartner

a Purpose-Centric Approach to

Leadership Elise Olding, Gartner

MU20. Meetup: Business Intelligence Platforms - What & Why?

SPS32. Equinix: Scale and Interconnect for Success in the Digital Economy

VUR10. Amazon Web Services: Digital Transformation: Amazon Web Services

ASK18. Ask the Analyst: Cloud Heat Map for Banking Pete Redshaw, Gartner

REG

■ REG

Infrastructure Ready?

Sebastian Thomas, IBM

Bob Hafner, Gartner

ITX36. IBM: Enterprise AI: Is Your

08D. Maverick: Finding Critical Skills

Millennials Need Not Apply

REG

REG

has to Work Robert Linsdell, Vertiv

Engagement Center Brian Manusama,

Stage 3, ITxpo, Ground Floor

Room 6, First Floor

HP Inc., Amazon and Everyone Else? Jeffrey Mann

07F. With the Move to Office 365 or G Suite, What Does That Mean for IBM, Slack,

MU18. Meetup: Women in Technology – Developing Talent (Open to Men and

FIT8. Fitness Session: Run Club (5km) Meeting Point In Pratten Park 150m

Meeting Point In Pratten Park 150m south of the Kurrawa Surf Club

Elabor8 Stage 3, ITxpo, Ground Floor

Stage 3, ITxpo, Ground Floor

SIG4. Gartner's Top Predictions: Pace Yourself for Sanity's Sake

Customer Cloud Adoption Challenges

Whilst the Car is Moving

Transformation: Changing the Tyres

Stage 3, ITxpo, Ground Floor

Stage 3, ITxpo, Ground Floor

Chris Wolf, VMware

Reinvention in the Disruptive Era.

Nick Therkelsen-Terry, Max Kelsen and

James Gumley, Level35; Erik Elzerman,

Andrew White, Gartner

Gartner

Stage 3, ITxpo, Ground Floor

Arena 2, Ground Floor

Arena 2, Ground Floor

Centricity at Scale Andrew Brandman, Salesforce

SPS19. VMware: Stop! In the Name of Cloud: Embracing the Edge

VUR6. Salesforce: Democratisation of Al: Unlocking the Potential of Customer/

MU14. Meetup: The Reality of Shifting Economic Power from East to West

■ REG

REG

05F. Putting Data and Analytics at the Heart of Your Digital Platform

Room 5, First Floor

Answer, What Exactly Is the

Question? Rajesh Kandaswamy,

Engagement and Employee

Experience

from Employee to Board Level

Government's Justice Information

NT Attorney Generals Department;

George Bassili, IMS

Gartner

Culture and Culture is IT

Arturo Arrarte, Slack

Stage 3, ITxpo, Ground Floor

Stage 3, ITxpo, Ground Floor

Platforms Rob McMillan, Gartner

Adam Preset, Gartner

Gartner

Development Platforms Gene Phifer,

Stage 3, ITxpo, Ground Floor

Arena 1B, Ground Floor

Arena 2, Ground Floor

SPS6. Appian Software: Sprinting the Endless Journey

VUR2. NetApp: Creating a Data-Driven IT Delivery Model

MU8. Meetup: Digital Transformation in Insurance

01F. Modern Meetings: From Monotony to Mayhem to Mastery

Arena 1A, Ground Floor

Central Room C. Ground Floor

- Utility CIO as the Innovation

Central Room C, Ground Floor

Ernie G. Imperial, Mercalco;

Rick Holgate, Gartner

Woodside Energy

ASK4. Ask the Analyst: Nurturing Innovation Within Government

MU4. Meetup: Growing from Business-Savvy Technology Leader to

ASK6. Ask the Analyst: Which Way(s) to the Cloud for Government?

& Utilities Luke Barlow, Australian

Energy Market Operator;

Dean Lacheca, Gartner

Barbara-Anne Bensted, Energy Queensland; Deanne McDonald, Water Corporation Digital Transformation Group; Peter O'Donoghue, South East Water; Graham P. Waller, Gartner

ASK2. Ask the Analyst: Al Impact in Education Jan-Martin Lowendahl, Gartner

MU2. Meetup: Driving Digital Transformation in Federal Government

07:00 - 10:00		Arrival Refreshments			Foyer B, Ground Floor
07:30 - 08:00		01. Orientation		Room 5, First Floor	
08:00 - 08:30		O2. 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	ID3. Top 10 Trends Shaping Energy and Utility Sector in 2017 Zarko Sumic, Gartner	ID4. Digital Transformation in an Asset Intensive Company Kristian Steenstrup, Gartner

Arena 1A, Ground Floor

REG Room 1, First Floor

REG Meeting Pod 1, First Floor

ID7. Panel: Digital Leaders in

ING Australia; Sami Yalavac, Bupa

ID10. Top Business and Tech Trends Impacting Higher Education Jan-Martin Lowendahl, Gartner

Financial Services Aniruddha Paul,

Arena 1A, Ground Floor

O REG Room 1, First Floor

R1. Roundtable: Leveraging Digital Technology Innovation to Drive More Customer-Centric Healthcare Nerida Jane Budd, Gartner

REG Meeting Pod 1, First Floor

ISPS2. DXC Technology: Digital

Citizenship and Smarter Agencies,

Local Achievements James Downie.

Arena 1B, Ground Floor

Arena 1A. Ground Floor

O REG Room 1, First Floor

TTP7. To the Point: Financial Services

2030 Pete Redshaw, Gartner

R3. Roundtable: Developing Retail Customer Experience Metrics for Your Enterprise Needs Sally Parker, Gartner

REG CEO Meeting Pod 1, First Floor

TTP12. To the Point: Platforms and

Foundation for Digital Utility Business

Central Room C, Ground Floor

Gartner Executive Programs | Peer Networking For Women ClOs and Senior Executives (Limited to Women Only) Elizabeth Holden, Gartner

TUESDAY, 31 OCTOBER

Meeting Point In Pratten Park 150m

Executive Programs Member Lounge (Exclusive to Executive Programs Members and Majestic Program Attendees)

TH2. Magic Quadrant: Enterprise

Integration Platform as a Service

01B. Beyond the Hype: Key Trends in

Data Science Nick Ingelbrecht,

SPS2. Qlik:Three Game-Changing

Trends in BI and Analytics

Hjalmar Gislason, Qlik

W2. Aspiring CIO Workshop: High Performing Teams Claire Jorgensen and Marcus Darbyshire, Gartner

Success

ECMp, Hyland

Eric Thoo, Gartner

Gartner

SIG1. The 2018 CIO Agenda: Mastering the new job of the CIO Andy Rowsell-Jones, Gartner

W1. CIO Workshop: The Growth Mindset Approach to Developing Leaders Elise Olding, Gartner

01E. Fusion Teams: Driving "Fast and Right" Collaboration for Digital

CNC1. Contract Negotiation Clinic: Oracle Roberto Sacco, Gartner

SPS5. Rimini Street: Customer Panel: How CIOs Shift IT Funds to Innovation

R4. Roundtable: Blockchain in Financial Services — Separating Myth From Reality Mike Lafford, Gartner

south of the Kurrawa Surf Club

Gartner Analyst Opening Keynote: Creating Digital Value at Scale Leigh McMullen, Michele C. Caminos and Valentin T. Sribar, Gartner

Stage 2, ITxpo Ground Floor

Arena 1A, Ground Floor

Arena 1B, Ground Floor

REG Meeting Pod 1, First Floor

ITX2. Service Quality: Refer to Events

ITX6. Hyland: Removing Roadblocks

to Digital Transformation - 6 Steps To

Stage 2, ITxpo, Ground Floor

Terri Jones MA, JD, CDIA+.

Stage 2, ITxpo, Ground Floor

Stage 2, ITxpo, Ground Floor

Tim Coventry, Business Analysts

Stage 2, ITxpo, Ground Floor

Room 6, First Floor

Room 5. First Floor

Navigator for further details

ITX10. Dell EMC: Powering

Virtustream Enterprise Cloud

ET2. Business Analysts: Design

Thinking - Why is this Important for a

02B. Real-Life Examples of Digital

Platforms Don Scheibenreif, Gartner

ASK9. Ask the Analyst: Develop a Pragmatic Security Vision and Strategy for Your Digital Platforms Rob McMillan, Gartner

SPS8. Amazon Web Services: It's

Always Day 1 - Amazon's Tips for

Dorothy Nicholls, Amazon Web Services

SPS13. Apptio: Qantas' Journey to Technology Business Management Larry Morrissey, Qantas; Pete Wilson, Apptio

Arena 1B, Ground Floor

ASK10. Ask the Analyst: Virtual Care/Telehealth — Where Is This Successful at Scale, and What Are the Ingredients for Success?

Meeting Pod 1, First Floor

REG Room 10, First Floor

Stage 2, ITxpo, Ground Floor

Hall 4, Itxpo, Ground Floor

Arena 2, Ground Floor

03G. What to Do and Not to Do With AI, Smart Machine Technology, and Cognitive Computing Nick Ingelbrecht and Tom Austin, Gartner Arena 1A, Ground Floor

ITX14. Splunk: Digital Transformation

03B. CIO Futures: The IT Organization

REG CO Meeting Pod 1, First Floor

ASK11. Ask the Analyst: What Every CIO Should Know About Integration Platform as a Service (iPaaS) Eric Thoo, Gartner

REG Meeting Point In Pratten Park 150m

Executive Programs Member Lounge (Exclusive to Executive Programs Members and Majestic Program Attendees)

04B. How to Optimize Your Data

Management Investment Through

People, Process, and Technology

Initiatives Mark A. Beyer, Gartner

ASK12. Ask the Analyst: From Smart Grid to Smart Machines, Machine Learning and Al Zarko Sumic, Gartner

ITX18. Service Quality: Refer to

Events Navigator for further details

05B. CxO Story Session: Collaboration

Izwan Hasli M Ibrahim, Petronas ICT

Stage 2, ITxpo, Ground Floor

Arena 1B, Ground Floor

W6. CIO Workshop: Writing IT Risk and Cybersecurity Service Descriptions With Business-Centric Value Statements Rob McMillan, Gartner

Arena 1B, Ground Floor

REG Room 10, First Floor

Stage 2, ITxpo, Ground Floor

Arena 1B, Ground Floor

Arena 1B, Ground Floor

SPS26. Okta: You Had Me at Hello - Why Future of Identity is Reliant on Both Security AND Useability? Clarence Cheah, Okta

REG Room 10, First Floor

Stage 2, ITxpo, Ground Floor

Arena 1B, Ground Floor

Hall 4, ITxpo, Ground Floor

ASK16. Ask the Analyst: Engaging With Unconventional Partners to Help You Go Digital or to the Internet of Things Jim Longwood, Gartner

THURSDAY, 2 NOVEMBER

Meeting Point In Pratten Park 150m south of the Kurrawa Surf Club

Executive Programs Member Lounge (Exclusive to Executive Programs Members and Majestic Program Attendees)

SPS28. BMC Software: Providing

Visibility in Multi-Cloud - Case Study

Room 8, First Floor

Room 5, First Floor

Room 10, First Floor

Stage 2, ITxpo, Ground Floor

REG Room 1, First Floor

W9. CIO Workshop: Business Model Leadership — The CIO's Greatest Value Contribution Brian Ferreira and Loren Fisher, Gartner

09B. Preparing the Board for Digital

09E. Using Al Conversational Platforms for Customer Experience — Better, Faster and Cheaper Brian Manusama, Gartner

REG Meeting Pod 1, First Floor

REG Room 1, First Floor

Stage 2, ITxpo, Ground Floor

Stage 2, ITxpo, Ground Floor

Arena 2, Ground Floor

ET11. Wandera: Increased Mobility, Increased Vulnerability? Guidance for Mobile Security Leaders Luke Knowles, Wandera

TH10. Hype Cycle: Internet of Things

10B. Building the Digital Platform

Application Portfolio Deacon D.K Wan,

Peter Havart-Simken, Gartner

From the Remnants of Your

Gartner

10E. Doing the Simple Things Well Means the Hard Things Are Easier in Information Security

K4.Closing Keynote: Signature — Willful Disruption and Seven Disruptions You Might Not See Coming

Business Initiatives Dale Kutnick,

Arena 2, Ground Floor

Room 6. First Floor

Brett Skippen, Telstra; Raphael Chauvel,

SPS33. Kyocera Document Solutions: 4 Steps to Business Agility with ECM and Automation Marcin Pichur, DocuWare

REG CIO Meeting Pod 1, First Floor

ITX34. Akamai Technologies: The

Nick Rieniets, Akamai Technologies

08B. Everything You Need to Know

About Data Ownership, Rights and

Sovereignty Douglas Laney, Gartner

■ REG

Dark Side of Web APIs

BMC Software

REG Meeting Pod 1, First Floor

TH6. Magic Quadrant: Data Integration

Tools and Data Management Solutions

07B. From APIs to Digital Platforms:

API Economy Lessons for Building an

Ecosystem Deacon D.K Wan, Gartner

for Analytics Mark Beyer, Gartner

Room 5, First Floor

Room 6, First Floor

REG CIO Meeting Pod 1, First Floor

Exclusive CIO Lunch: Managing The Change Game Brilliantly – The Secret to Making Change Easier Colin James

ITX22. F5: Are DevOps Practices

Incompatible with Application

Security and Compliance?

LL1. LogMeIn: How Enterprise Password Management Fits within your IAM Plans Michael Hardee, LogMeIn

ITX26. Qlik: Delivering Advanced

ITX30. MobileIron: Navigating the

ET6. Zoomdata: Real-World IoT:

Tracking Cell Phone Activity

06B. CxO Story Session: CEO

Perspective on Innovation & Automation

Barry Fitzgerald, Roy Hill Holdings Pty Ltd

SPS21. Lenovo: Refer to Events

Navigator for further details

Russ Cosentino, Zoomdata

Dean Plant, MobileIron

New World of Zero Touch Computing

Analytics with Qlik Tim Morrison, Qlik

Michael Christie, F5

LL2. LogMeIn: How Enterprise Password Management Fits within your IAM Plans

W7. Aspiring CIO Workshop: High Performing Teams (Repeat) Marcus Darbyshire and Steve Argiriou, Gartner

Room 5. First Floor

SPS15. Red Hat: The Impact of Open

Source Technology on the Business:

Control Your Present, Design Your

Future Warren Schilpzand, Red Hat

Room 5, First Floor

R6. Roundtable: Leading and Influencing Digital Transformation in Oil and Gas Michael Power, Gartner

W5. Women CIO Leadership Workshop: Taking Ownership — Making Digital Leadership Your Great Work

and Pace in ICT Delivery

Arena 1A, Ground Floor

Hall 4, ITxpo, Ground Floor

south of the Kurrawa Surf Club

W4. CIO Workshop: Use Gartner's Five-Step Methodology to Develop a Sourcing and Procurement Roadmap and Action Plan

Jenny Beresford, Gartner

and the Art of the Possible with

Splunk Neil Gow, Splunk

R5. Roundtable: Data Analytics in Government — What Are We Measuring? Magriet Roos, Gartner

Room 5, First Floor

CNC2. Contract Negotiation Clinic: A Hands-on Approach to Microsoft Licensing Roberto Sacco, Gartner

W3. CIO Workshop: How Can CIOs Leverage the 2018 CIO Agenda to Create the New Job of the CIO?

Sustained Innovation

Mike Evans, Virtustream

Mission-Critical Applications with

REG Room 10, First Floor

Room 5, First Floor

Tony Crabbe, Business Psychologist

Room 6, First Floor

Ecosystems — Laying Out

IDK2. Industry Closing Keynote: The Ten Principles Behind Great Customer Experiences Matt Watkinson, Author

Zarko Sumic, Gartner

TTP5. To the Point: National/Regional Strategies for eHealth: Status of National Health Program Technology Initiatives Mike Jones, Gartner

Room 5, First Floor

Room 1, First Floor

TTP10. To the Point: Win-Win Situation — Enhance the Customer Experience With Self-Funding Technology Miriam Burt, Gartner

Learnings from International and

IHPA; Guy LeFever, DXC Technology

TTP2. To the Point: How Insurtechs

Insurance Industry Juergen Weiss,

ISPS5. CSG: CSG and 8x8 Unleash the Power of Cloud Communications Paula Gill, 8x8; Tasso Mangos, CSG

Are Driving Innovation in the

Gartner

R2. Roundtable: The Next 'Big Thing' in Tech for Utilities Marcus Darbyshire, Gartner