

行政院及所屬各機關因公出國人員出國報告書  
(出國類別：開會)

2014Gartner 資訊發展國際研討會  
Gartner Symposium ITxpo 2014

服務機關：科技部  
出國人職稱：專門委員  
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出國地區：澳洲  
出國期間：103.11.17-103.11.20  
報告日期：104.01.15

## 公務出國報告提要

出國報告名稱：

2014Gartner 資訊發展國際研討會 (Gartner Symposium/ITxpo 2014)

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出國計畫主辦機關/聯絡人/電話

科技部/江美琦/02-2737-7742

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關鍵詞：資訊科技、物聯網、運算、雲端、數位政府

內容摘要：(二百至三百字)

國際研究機構 Gartner 於澳洲黃金海岸舉辦 ITxpo 2014 會議，提出未來對企業營運具影響力的十大策略性科技，包括無所不在的運算 (Computing Everywhere)、物聯網 (The Internet of Things)、3D 列印 (3D Printing)、無所不在但無形的先進資料分析技術 (Advanced, Pervasive and Invisible Analytics)、充分掌握環境的系統 (Context-Rich Systems)、智慧型機器 (Smart Machines)、雲端/用戶端運算 (Cloud/Client Computing)、軟體定義應用程式及基礎架構 (Software-Defined Applications and Infrastructure)、全球網路規模 IT (Web-Scale IT)、風險控管導向的安全及自我防衛 (Risk-Based Security and Self-protection)，提出數位優先 (Digital First) 概念，並預測至 2020 年間的變化趨勢、資訊長 (Chief Information Officer, CIO) 們可帶領政府的數位轉型 (Digital Transformation) 等。

本文電子檔上傳至公務出國報告資訊網 (<http://report.gsn.gov.tw>)

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## 壹、目的

為瞭解及掌握 2015 年科技發展趨勢，參與 Gartner ITXpo 一年一度舉辦之全球資訊科技業界盛會，主要議題內容包括十大策略性科技的發表，及針對政府機關提出數位政府前十大的策略技術趨勢等，提供資訊長及資訊人員規劃之參考。

## 貳、報告重點

### 一、2015 年數位政府十大策略科技趨勢 (Strategic Technology)

Gartner 分析師 Rick Howard 綜整及預測未來數位化政府在技術方面的推展歷程，自 2000 年 E-Government (電子化政府) 強調之線上服務、多網站服務、2010 年 Joined-up Government (一體化政府)、2010 年 Open Government (開放政府) 強調透明、參與及合作，至 2020 年 Smart Government (聰明政府) 強調永續、可負擔承載性及跨領域。(詳圖 1)

## The Evolving Focus of Technology in Government: Complete Digitalization

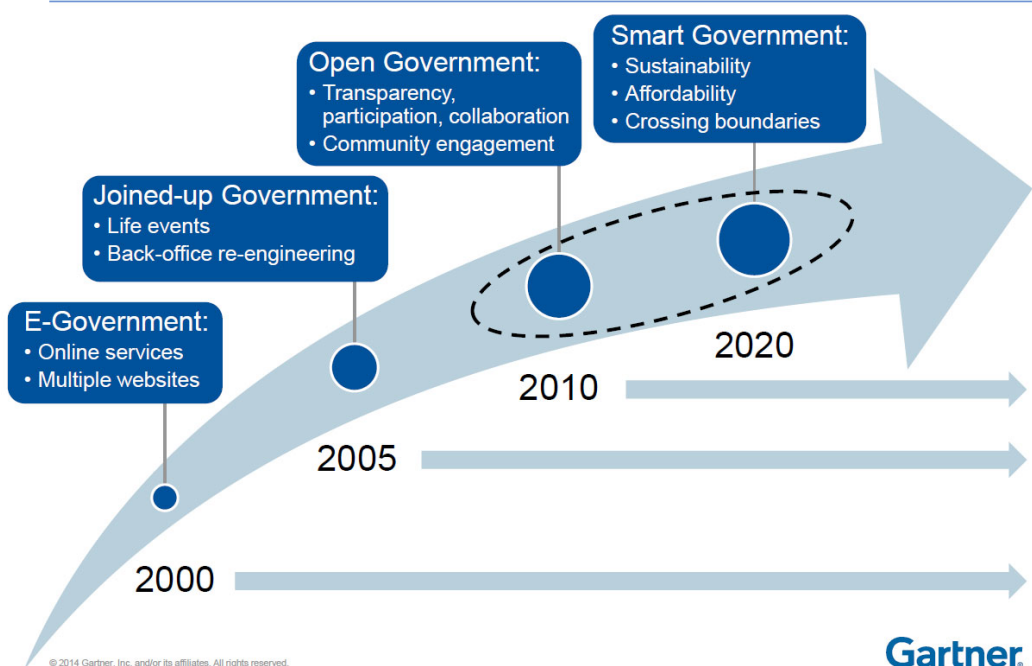


圖 1：政府應用科技提供服務之各階段歷程

此外，亦分析政府部門在未來 3 年內之科技發展趨勢，提出 10 大策略發展趨勢，包括數位工作場所 (Digital Workplace)、全方位管道公民參與 (Omnichannel Citizen Engagement)、開放任何資料 (Open Any Data)、公文電子身分證 (Citizen E-ID)、優勢分析 (Edge Analytics)、可擴展之互通性 (Scalable Interoperability)、數位政府平台 (Digital

Government Platforms)、物聯網 (Internet of Everything)、全球網路規模 IT (Web-scale IT)、混合雲及 IT (Hybrid Cloud and IT)，歸納分類如圖 2。

## Top 10 Strategic Technology Trends for Digital Government, 2015

Business Focus	Digital Government Technology Trends
<b>Engaging</b>	<ul style="list-style-type: none"> <li>• Digital Workplace</li> <li>• Omnichannel Citizen Engagement</li> <li>• Open ANY Data</li> <li>• Citizen E-ID</li> </ul>
<b>Connecting</b>	<ul style="list-style-type: none"> <li>• Edge Analytics</li> <li>• Scalable Interoperability</li> <li>• Digital Government Platforms</li> <li>• Internet of Everything</li> </ul>
<b>Resourcing</b>	<ul style="list-style-type: none"> <li>• Web-scale IT</li> <li>• Hybrid Cloud (and IT)</li> </ul>

圖 2：2015 年數位政府前十大策略技術趨勢

1. 數位工作場所 (Digital Workplace)：強調個人化環境及服務，賦與新的、更有效的工作方式，以提高員工的參與性及靈活性，並以公民導向的風格及技術來改變工作本質。(詳圖 3)

### Digital Workplace: A Personal Environment and Personalized Services

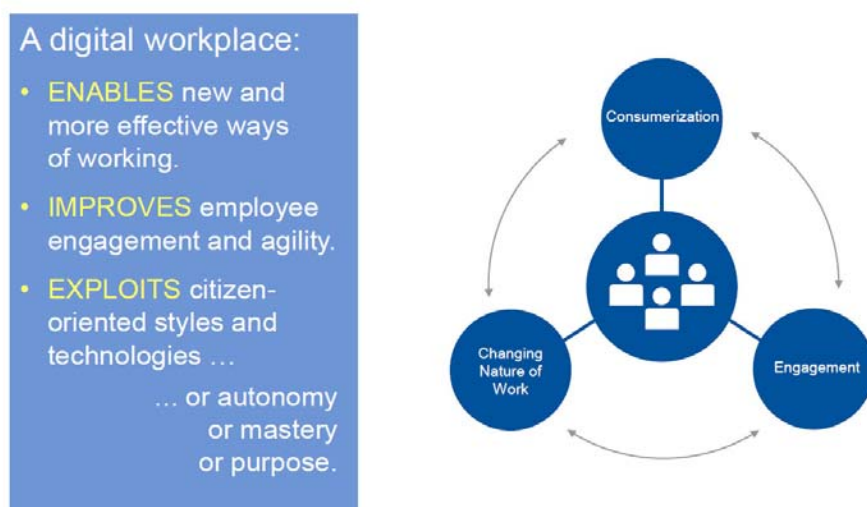


圖 3：數位工作場所：個人化環境及個人化服務

2. 全方位管道公民參與 (Omnichannel Citizen Engagement)：提供 24 小時行動存取服務、上下文使用者存取介面、APP 與新的商業模式，及零售業的通路策略 (如圖 4)。為提供全方位管道服務，須考量裝置管理的複雜度、嵌入式社群媒體、個人行動工作區、行動社群關係管理，且須注意使用介面之多樣性、G2C 服務的共同創造，及公民自助服務之引入及報導等。

## Omnichannel Citizen Engagement

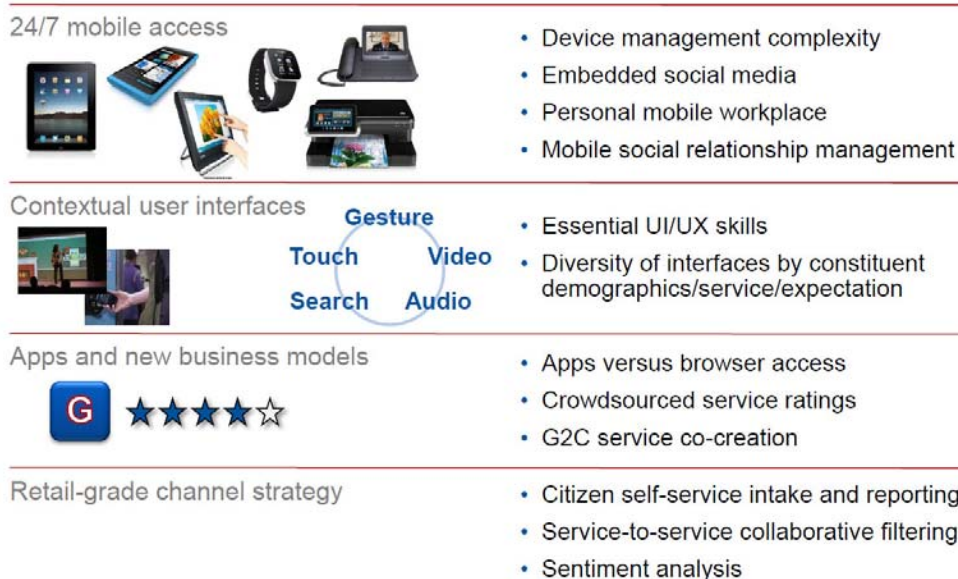


圖 4：全方位管道公民參與示意圖

3. 開放任何資料 (Open Any Data)：開放是新的預設前提，Gartner 預測在 2018 年前，超過 40% 的數位政府計畫會把任何資料處理成開放資料。(如圖 5)

## Open ANY Data: Open Is the New Default

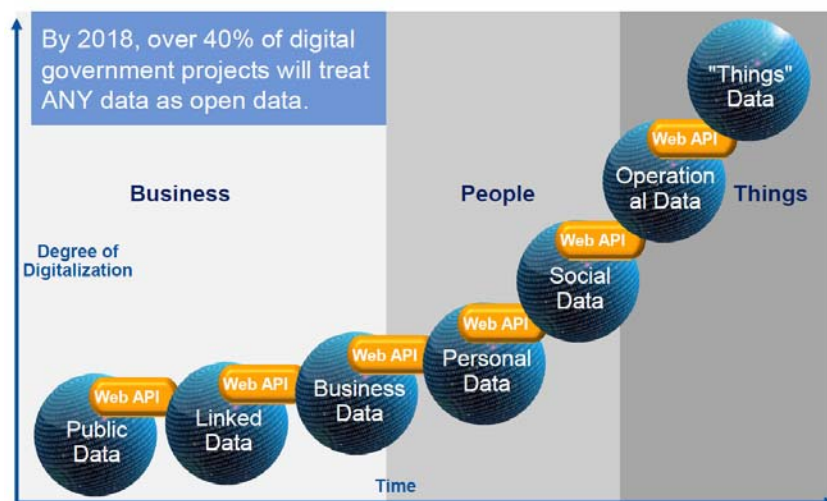


圖 5：開放任何資料概要

- 公文電子身分證 (Citizen E-ID)：強調提高商業價值、互通性及使用者經驗，Gartner 預測在 2020 年前，民眾會使用新的服務管理 80% 他們的個人政府資料，例如資料保管庫。(如圖 6)

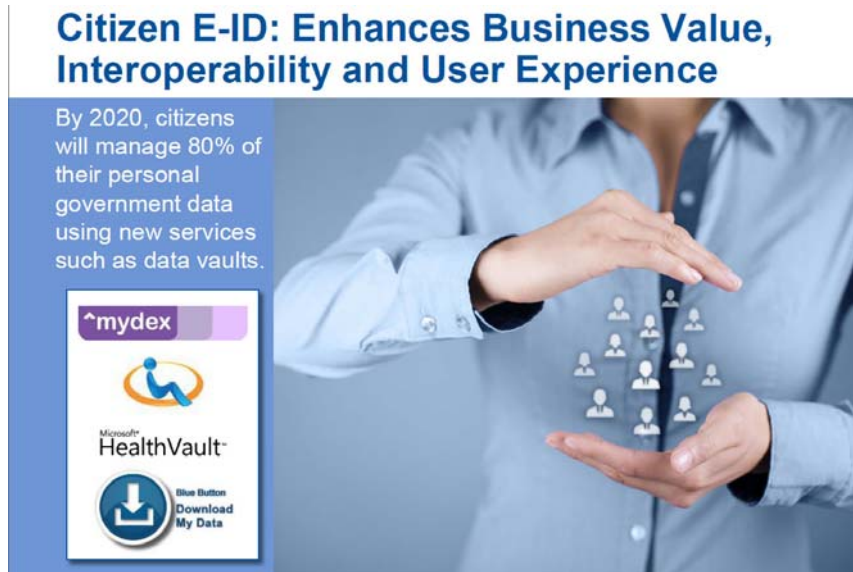


圖 6：開放資料示意圖

- 混合雲及 IT (Hybrid Cloud and IT)：Gartner 認為成為 IT 服務的提供者及經紀人，此一概念為政府計畫主管須思考服務期間 IT 組織須扮演提供者及經紀人角色，與雲端提供者形成關係 並管理建立私有雲服務，以提供關鍵應用系統主機服務。(如圖 7)

## Hybrid Cloud (and IT): Become a IT Services Provider and Broker

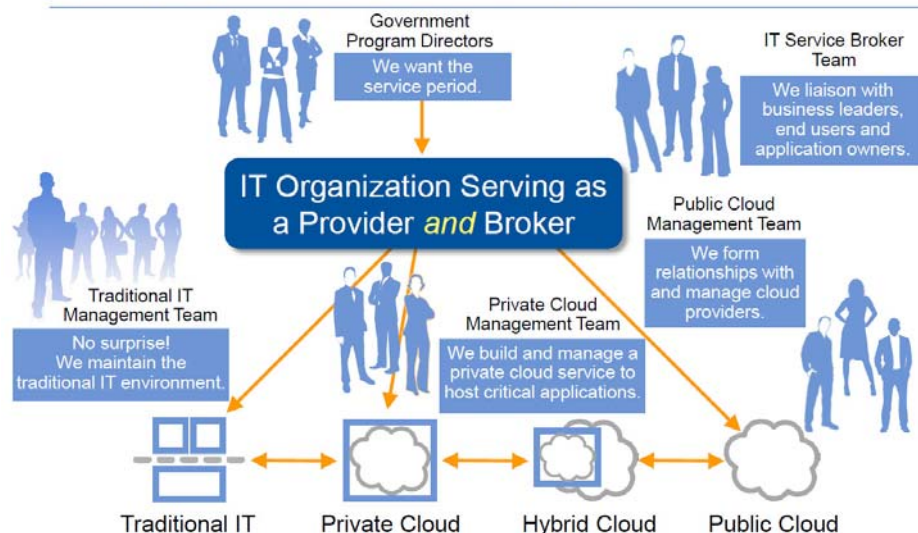


圖 7：混合雲及 IT 示意圖

- 優勢分析 (Edge Analytics)：針對問題予以診斷並找出關鍵，期可運用相關數據，加以預測可能發生的狀況及風險，並如何與以最佳化，如大眾安全方面的行為分析，及犯罪偵測、預防；稅及稅收方面，可以做



到詐欺偵測及提高法規依循等。(詳圖 8)。

## Edge Analytics: Taking Place at the Logical Extremes of Your Network

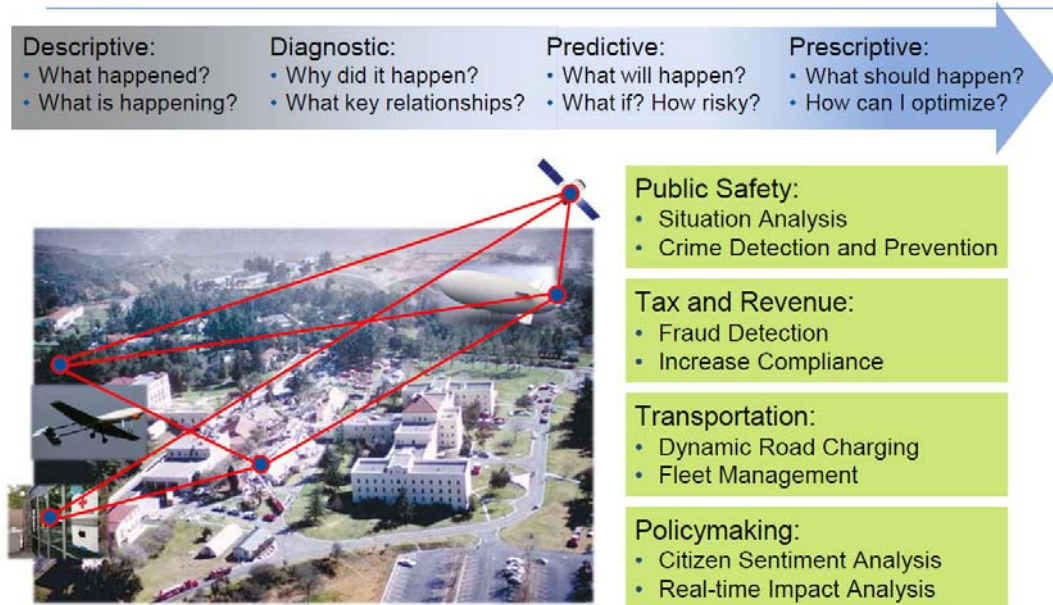


圖 8：優勢分析示意圖

7. 可擴展之互通性 (Scalable Interoperability)：強調透過案例和結果驅動器設計，並關注績效指標，預期的結果及資料，分享給跨境服務之協調。(詳圖 9)

## Scalable Interoperability: Where Use Cases and Outcomes Drive Design



圖 9：可擴展之互通性示意圖

8. 數位政府平台 (Digital Government Platforms)：數位政府平台將可

優化企業架構，主要重點為吸納舊系統及資料、跨機關及部門、提供整合服務。(詳圖 10)

## Digital Government Platforms Will Optimize Your Enterprise Architecture



圖 10：數位政府平台示意圖

9. 物聯網 (Internet of Everything)：越來越多的事物會使用政府資料進行各項行動方案，如一個事件啟動了資料交換及跨網路的整合行動，包括包括人、業務及事物，以完成一個單一目標。(詳圖 11)

## The Internet of Everything: More Things Will Take Action With Government Data

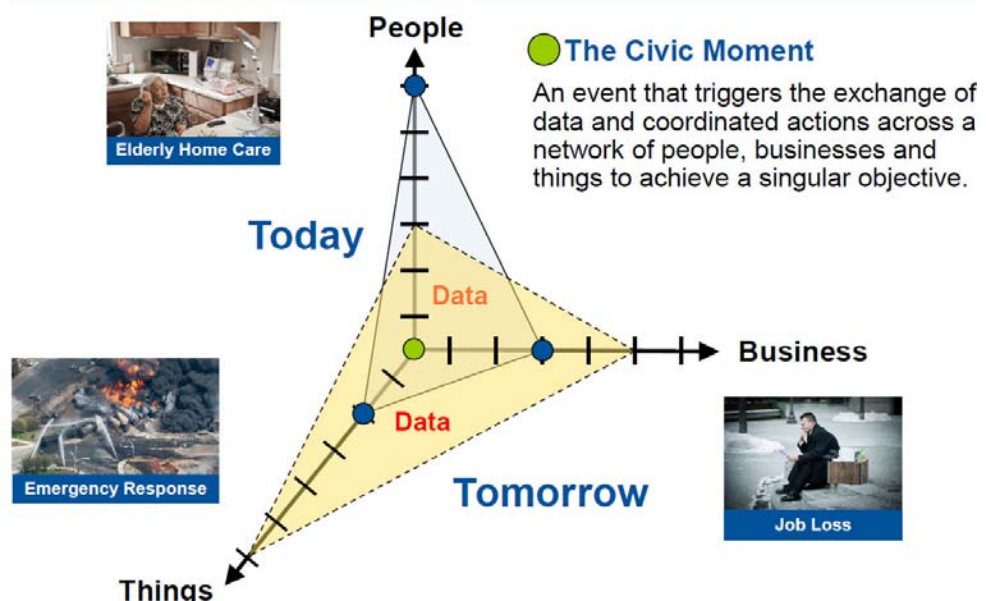


圖 11：物聯網示意圖

10. 全球網路規模 IT (Web-scale IT)：網站規模之 IT 建置須重新思考整個 IT 的價值觀，考量連結行動化、雲端、資訊及社群等動力，如以網站導向的架構、工業設計的基本架構、以速度為中心的流程、密切合作的組織等。此外，要著重開放原始碼、彈性、服務、分享等。（詳圖 11）

## Web-scale IT Implementation: Need to Rethink the Entire IT Value Chain

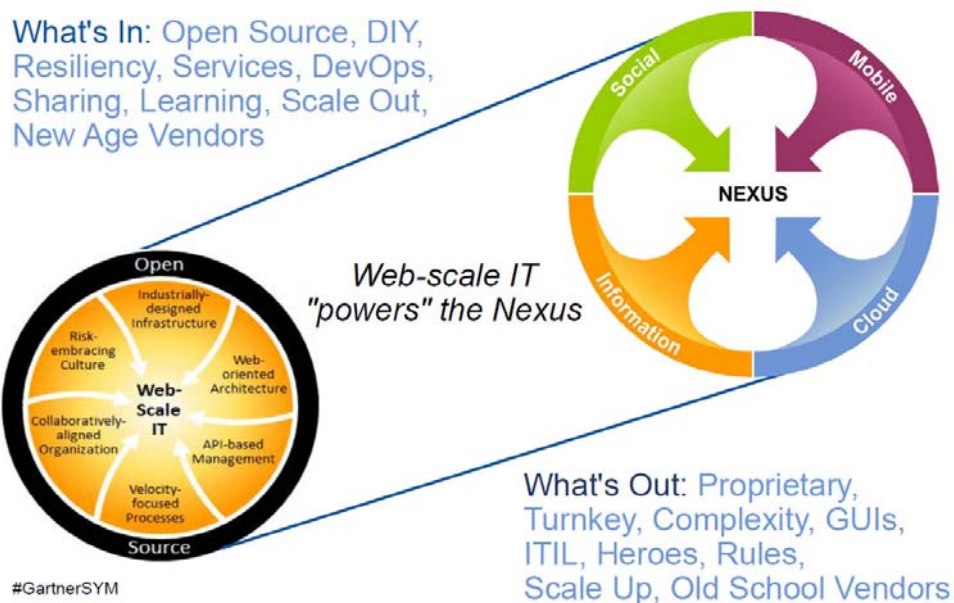


圖 11：網站規模 IT 示意圖

## 二、 行動化之重要性

1. 智慧裝置是物聯網普及、鏈接之關鍵

Gartner 分析師 Nick Jones 就「The Mobile Scenario」議題，提及 2018 年關鍵行動及無線技術的市場趨勢、透過雲端技術連結各項穿戴式設備及服務等（圖 12、13），且預估在 2020 年約 50% 以上可透過智慧手機（設備）進行直接或間接的通信。

另關鍵設備技術的發展趨勢，包括加速度計、傾角傳感器、生物傳感器、新的藍牙和 Wi-Fi 無線版本、彎曲/柔性顯示器、新的顯示技術，如光子晶體和量子點、多個傳感器、個人生物識別傳感、4K 視頻、模組/組件化設備、…等等。

2014 年至 2020 無線網絡技術的關鍵里程碑，自 2014 年的 LTE-A，推展至 2020 年的 5G cellular deployment、BeiDou-2，詳如圖 14 所示。

## Mobile Devices and Platforms Android Grows, Notebooks Suffer

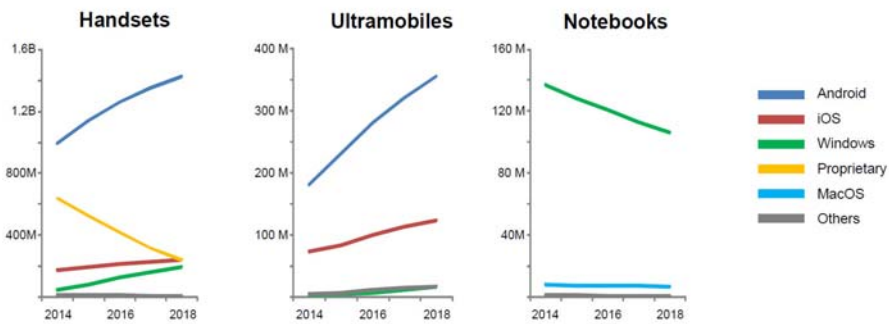


圖 12：網站規模 IT 示意圖

## The Smartphone Is Your Universal Link to the Internet of Things



圖 13：智慧裝置是物聯網普及、鏈接關鍵

## Wireless Network Technology Key Milestones

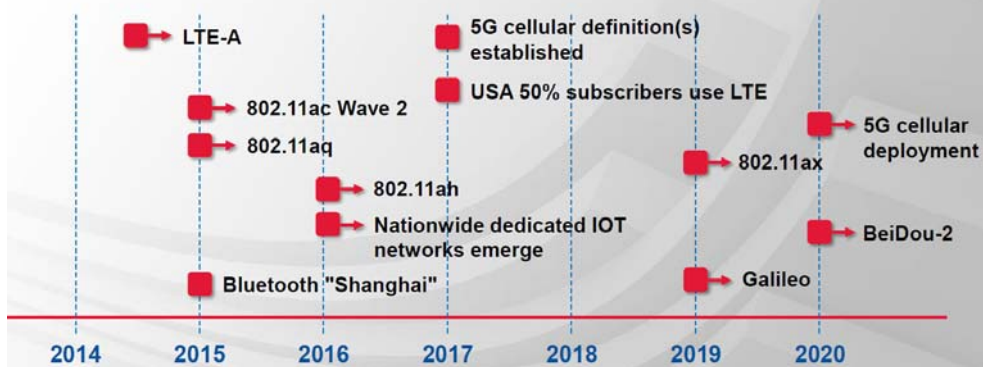


圖 14：無線網絡技術的關鍵里程碑

## 2. 行動化設備管理

Gartner 分析師 David Willis 指出，面對越來越多的企業員工使用智慧行動設備，須予以有效的管理。

首先須擬訂相關策略，並建立風險檔案，相關步驟如下：

- (1) 定義因應行動化的組織結構
- (2) 瞭解風險狀況，建立所需的安全控制
- (3) 選擇正確的行動化設備管理方案
- (4) 選擇 EMM (Enterprise mobility management) 系統
- (5) 建立一個完全可控管的設備清單
- (6) 實施 EMM (Enterprise mobility management) 系統
- (7) 定義服務台和支援程序
- (8) 建立及實施教育訓練計劃
- (9) 建立訴訟保留和取證的過程
- (10) 建立登記、配置和報廢流程
- (11) 分析對基礎設施的影響，及相關升級計畫
- (12) 漸進式的實施

### More Enterprises and Employees Adopting BYOD

~70% of midsize, large, and very large organizations support BYOD.

In 2014, 18% of all companies say that BYO has already increased the number of employees using smart devices.

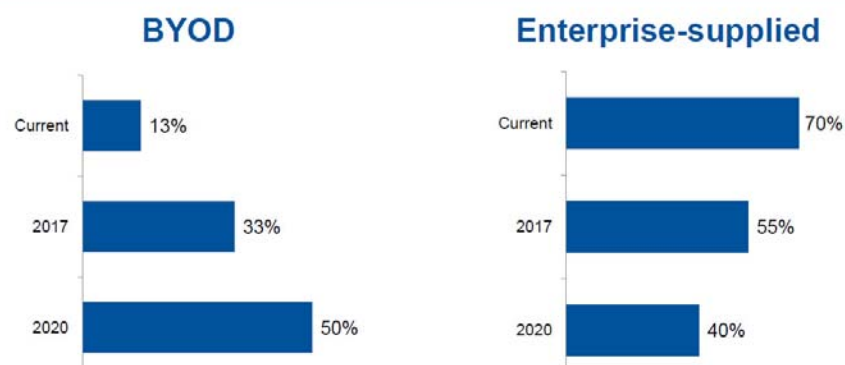


圖 15：BYOD 趨勢

## 三、 2015 年十大策略科技趨勢 (Strategic Technology)

Gartner 分析師 Nick Jones 預測 2015 年 10 大策略科技趨勢，包括包括無所不在的運算 (Computing Everywhere)、物聯網 (The Internet of Things)、3D 列印 (3D Printing)、無所不在但無形的先進資料分析技術 (Advanced, Pervasive and Invisible Analytics)、充分掌握環境的系統 (Context-Rich Systems)、智慧型機器 (Smart Machines)、雲端/用戶端運算 (Cloud/Client

Computing)、軟體定義應用程式及基礎架構 (Software-Defined Applications and Infrastructure)、全球網路規模 IT (Web-Scale IT)、風險控管導向的安全及自我防衛 (Risk-Based Security and Self-protection)，詳圖 16。

無所不在的運算，及新的模式和定義新技術架構的物聯網，將帶來管理、獲利、營運、擴大四種模式，可成功整合現實世界和虛擬世界。

3D 列印將漸漸普及，包括企業及個人的應用，如工業、醫療、消費等。此外，環境感知加上各式的數據分析，將促使各種智慧型機器的推出，智慧型機器具備認識環境、自我學習、自主行動等能力，如自動車、智慧機器人、虛擬個人助理、智慧型顧問等。

未來企業的 IT 環境會朝大型雲端服務廠商的全球規模運算模式發展，更多企業會如 Amazon、Google、Facebook 般思考及行動。

因應雲端、行動化趨勢，須認知百分之百安全的環境是高難度的，企業及政府應思考透過相關之輔助工具提升安全防護，如運用多層、積極的安全防護觀念，在應用程式方面，亦須加強安全感知及自我防護的能力。



圖 16：2015 年 10 大策略科技趨勢

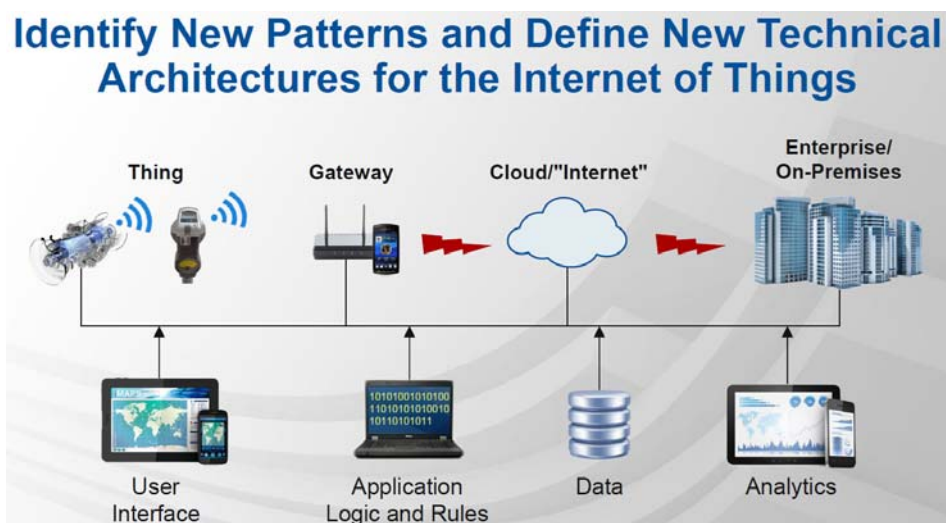


圖 17：物聯網架構

## Look for Innovation Opportunities From the Simple & Mundane to the Complex and Critical

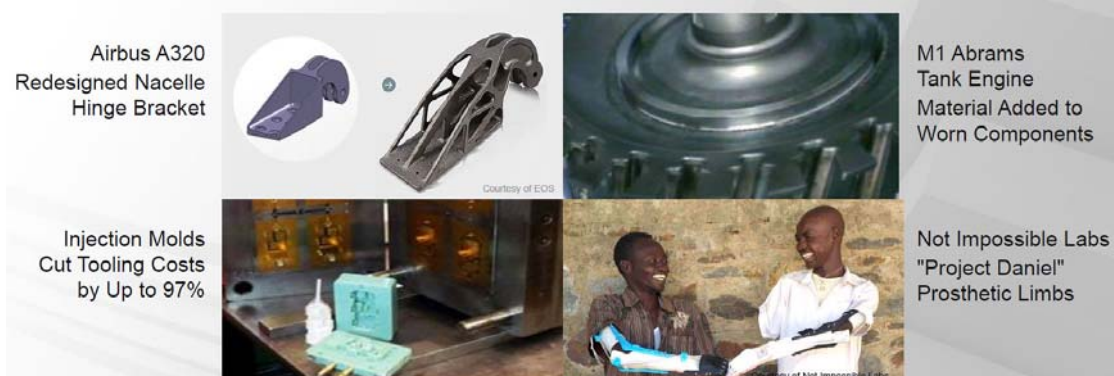


圖 17：3D 列印之應用

## Big Data Security Analytics at the Heart of Next-Generation Security Platforms

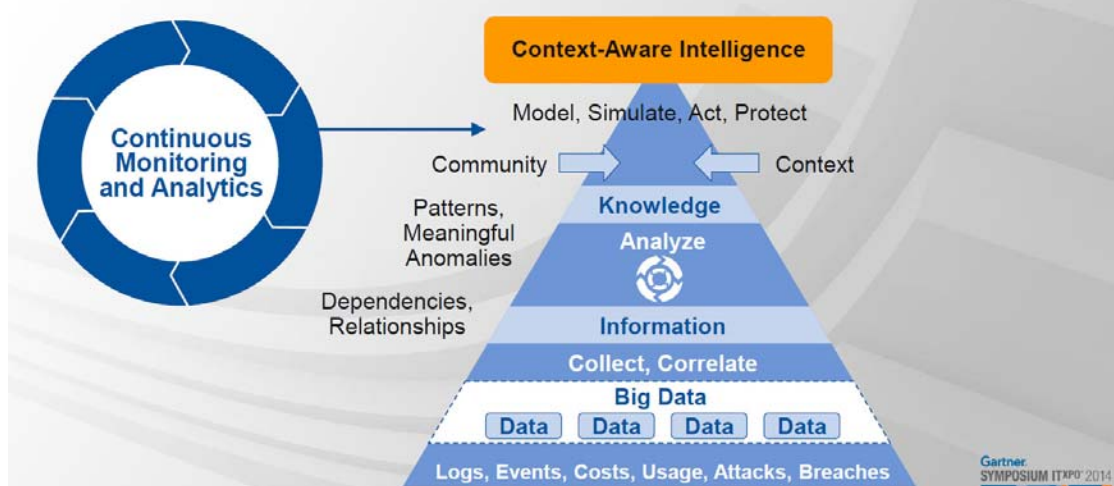


圖 18：巨量資料安全分析是下一代安全平台的心臟

### 參、心得與建議

Gartner 每一年度舉辦之全球 IT 大會，均就未來的資訊科技趨勢做詳盡的分析及預測，提供政府部門推動資訊相關策略提供規劃方向。

#### 一、 CIO 可領導政府在服務方面的數位轉型

Gartner 分析師認為政府部門的 CIO 可透過企業流程的經驗、承上啟下的技術及政策法規方面的知識，提出創新的服務模式。

以多元化和新的關鍵 IT 角色來推動數位政府，增進政府資訊的價值。

#### 二、 善用大數據資料分析

社群媒體普及下，各類的資訊在網路上多元呈現，如何整理出有價值的資訊，除了分析工具外，精確及有效率的判讀、預測亦是重點，如韓國首爾就曾以大數據分析 30 億通的通話紀錄，推出 9 條夜間公車的路線，便利晚歸的民眾可以參考搭乘。

麥肯錫在 2011 年發表的「大數據：創新、競爭和生產力的下一個新領域」報告，明白指出巨量資料將成為競爭的關鍵性基礎。面對浩瀚的各式網路資訊，政府施政在民意上的參考，宜跨出早期民調中心以電話訪談的模式，廣納網路上多元的聲音，提升政府決策的水準，具體改善服務品質及價值。

### 三、重新思考數據管理及安全

使用雲端服務時，須重視數據管理的職責，包括 Metadata、品質、整合等等，Gartner 預測至 2016 年只有約 15% 的企業會將存儲在雲端的資料做到集中的信息管理功能。

為確保資料存放在雲端的安全及做好必要的管理，須制定管理辦法，如檢視存放在雲端的各資料項目，並預設資料的品質，做好數據整合，以提供資料的再使用及共享。

## 肆、附錄

一、 2014Gartner 資訊科技發展國際會議 (Gartner Symposium/ITxpo 2010) 會議議程

二、 相關影像剪輯



## 附錄一、2014Gartner 資訊科技發展國際會議議程

Gartner Symposium/ITxpo  
Printed on : Jan 04 by M.C.

<b>07:00 AM Monday, November 17</b>	
<b>DByte1:Your First "Daily Byte" Newsletter is Available - View Now!</b>	07:00 AM-07:00 AM
Daily Byte is your go-to place for highlights for the day ahead along with some useful information to help you make the most of your time each day at Symposium/ITxpo. ...	
<b>08:30 AM Monday, November 17</b>	
<b>Refreshments</b>	08:30 AM-10:15 AM Foyer A & B
<b>Registration</b>	08:30 AM-08:30 PM Central Room A
<b>09:00 AM Monday, November 17</b>	
<b>Orientation Presentation</b>	09:00 AM-09:30 AM
Douglas R. Morrison	Central Information
<b>10:00 AM Monday, November 17</b>	
<b>Orientation Presentation</b>	10:00 AM-10:30 AM
Sarah P. Clark	Central Information
<b>CW2:Workshop: Digital Maturity Assessment — B2C Environments, A CIO exclusive workshop</b>	10:00 AM-11:30 AM
Shafqat Azim	Room 4, Level 1
Using a digital maturity assessment tool, we'll help participants better understand the maturity of their digital vision and ways to qualitatively and quantitatively measure their progress. We'll also share examples of "best in class" digital enterprises so participants can get ...	
<b>R1:Roundtable: Security Threat Intelligence Services — The What, Who, Why and How</b>	10:00 AM-11:00 AM
Rob McMillan	R101, Level 1
CISOs must plan for current and future threats, but it is very difficult to assess the nature, relevance and extent of these threats. Commercial security-threat intelligence services can help and are becoming more popular. ...	
<b>R2:Roundtable: Debunking the Most Popular Big Data Myths, and Lessons Learned</b>	10:00 AM-11:00 AM
Ian A. Bertram	R102, Level 1
Big data is full of mystical myths and misconceptions. Many are vendor-generated, but some are even in the wider public domain. Understanding them will be key to moving beyond conventional wisdom. ...	
<b>W1:Workshop: The Top 20 Gartner Predictions That Will Impact EA</b>	10:00 AM-11:30 AM
Brian Burke	Room 3, Level 1
Each year, Gartner releases strategic planning predictions to enable organizations to make better business and IT investment decisions. We'll explore some of the top Gartner Predicts that will affect EA practitioners, and how they should respond and capitalize on them. ...	
<b>W2:Workshop: Nine Steps to Reduce Risk and Control and Manage Your Software Audits</b>	10:00 AM-11:30 AM
Guriq Sedha	Room 5, Level 1
We'll engage participants in activities to identify the key areas of risk during software audits, using a structured process called "C9" which, when followed, will mitigate audit risk by the use of an audit readiness kit and best practices and ...	
<b>10:15 AM Monday, November 17</b>	
<b>01A:Digital Civic Moments: The Leap From Analog to Digital Business Models</b>	10:15 AM-11:00 AM
Rick Howard	Arena 1B
The value of digital government will be achieved in the instant of a digital civic moment: A dynamic, context-aware and immediate response to the needs of a specific citizen, government employee or public event. We'll show how civic moment scenarios ...	
<b>01B:Anyone Can Build a Bank</b>	10:15 AM-11:00 AM
Kristin R. Moyer	Central Room B
Anyone can build a bank using cloud, mobile, social, information and APIs. This might lead banking CIOs, architects, applications and other leaders to believe they should start looking for a new job in a new industry. The truth is that ...	
<b>01C:Get Ready for the Digital Grid</b>	10:15 AM-11:00 AM

Randy Rhodes	Room 8, Level 1
Envisioning a digitally remastered energy future is hard. We'll show how emerging technologies will remake the way energy is created, distributed, purchased and consumed. If Edison were to start fresh today, what would Gartner advise him to explore? Attendees will ...	
<b>01D: Top 10 Business Trends and Strategic Technologies in Education</b>	10:15 AM-11:00 AM
Terri-Lynn B. Thayer	Room 6, Level 1
Presents some fundamental forces influencing education today and how they shape the top 10 Business Trends and Strategic Technologies. Also introduces the top ten toolkit and visualization tools to enable varying viewpoints and institutional customization of the top ten. ...	
<b>01E: How Digital Business Will Reshape Consumer Relationships in the Consumer Goods Industry</b>	10:15 AM-11:00 AM
Don Scheibenreif	Arena 1A
Digital business is the creation of new business designs from the blurring of the physical and digital worlds. We'll examine the consumer goods industry through the lens of digital business, identify key consumer opportunities and challenges for the next two ...	
<b>11:00 AM Monday, November 17</b>	
<b>Orientation Presentation</b>	11:00 AM-11:30 AM
Douglas R. Morrison	Central Information
<b>11:15 AM Monday, November 17</b>	
<b>02A: Panel: Digital Government Demands Better Program Management for Business and IT</b>	11:15 AM-12:00 PM
Peter Alexander, Glenn Archer, Stuart Gibbon, Kathleen Robinson, Paul Jepsen	Arena 1B
It is no secret: Weak program and project management governance will undermine any large-scale government initiative that has a significant IT component. We'll examine the organizational and situational factors that erode business confidence in IT, and explain how government CIOs ...	
<b>02B: Digital Leaders in Insurance: How to Learn From Their Success</b>	11:15 AM-12:00 PM
Juergen Weiss	Central Room B
We'll present research findings about the unique capabilities of digitally progressive insurance organizations and the differences with less-mature peers. ...	
<b>02C: Asset Performance Management, the Nexus of Forces and the Energy Industry</b>	11:15 AM-12:00 PM
Leif Eriksen	Room 8, Level 1
Energy companies are now seeing the benefits of investing in asset performance management (APM). It's not simply about predicting equipment failure; it's also about how the resulting data is used to improve decision making. The Nexus of Forces – specifically ...	
<b>02D: The Top Five Technology Trends for Real-Time Healthcare Systems</b>	11:15 AM-12:00 PM
Zafar Chaudry, M.D.	Room 6, Level 1
CIOs continue to face an unprecedented number of challenges that strain resources and stretch the capabilities of their organizations. Business drivers for technology decisions are forcing CIOs to change the fundamentals of their role. We'll outline the major skills CIOs ...	
<b>02E: The Top Digital Retailing Business and Technology Trends</b>	11:15 AM-12:00 PM
Miriam Burt	Arena 1A
We'll examine the top business and technology trends that leading multichannel retailers face as the industry readies itself for the next stage of its transformation: The digitalization of retailing. These trends exhibit key interdependencies that must be understood to maximize ...	
<b>CR1: Roundtable: Business Moments — The New Speed of Business, A CIO exclusive roundtable</b>	11:15 AM-12:15 PM
Kristian Steenstrup	R102, Level 1
CIOs will discuss what business moments are, and how they need to set up IT to leverage business moments, including the need for bimodal IT organization, agile infrastructure and different IT funding models to deal with business moments. ...	
<b>R3: Roundtable: When the CIO (or CTO) Is the REAL Enterprise Architect</b>	11:15 AM-12:15 PM
Marcus Bloesch	R101, Level 1
Leading EA practitioners deliver signature-ready recommendations that drive businesswide value, not value to the IT department alone. Gartner surveys show CIOs are looking to drive business value and support business outcomes. They will need to do that through outcome-oriented EA. ...	
<b>12:00 PM Monday, November 17</b>	
<b>Banking Lunch</b>	12:00 PM-01:30 PM
<b>Education Networking Lunch</b>	12:00 PM-01:30 PM

	Room 7, Level 1
<b>Lunch</b>	12:00 PM-01:30 PM
	Foyer A & B
Join us for a hot buffet lunch and network with colleagues and peers in your industry. If you have any specific dietary requirements please contact: apac.registration@gartner.com ...	
<b>Orientation Presentation</b>	12:00 PM-12:30 PM
Sarah P. Clark	Central Information
<b>12:45 PM Monday, November 17</b>	
<b>SPS31 :F5: Global Viewpoints on the Rise of Apps, Cloud and Security.</b>	12:45 PM-01:15 PM
	Central Room B
Learn from F5's global customer base about changes and trends external to the Banking and Finance industry that continue to alter the way in which customers interact with BFSI organisations; challenging the concepts of architecture, security, identity and availability. ...	
<b>SS1:Executive Programs Spotlight Session With Stephen Prentice</b>	12:45 PM-01:15 PM
Stephen Prentice	Spotlight Center, Executive Programs Members Lounge
CIOs need to decide how they will position the IT organization in relation to emerging digital business technologies, such as the Internet of Things, 3D printing, wearable technology, robotics and cognitive systems. Join Gartner Fellow, Stephen Prentice as he ...	
<b>01:30 PM Monday, November 17</b>	
<b>03A:Top 10 Strategic Technology Trends for Digital Government</b>	01:30 PM-02:15 PM
Rick Howard	Arena 1B
The transition to digital government requires public-sector executives to balance the need to control overall costs with investments in innovation. We'll present the Top 10 strategic technologies CIOs and IT leaders can use to take advantage of digital data in ...	
<b>03B:Using Banking APIs to Power Into the Digital Industrial Economy</b>	01:30 PM-02:15 PM
Kristin R. Moyer	Central Room B
The API economy is here, but banks have largely sat on the sidelines due to security and regulatory compliance concerns. Just as E-commerce overcame these concerns, so too will APIs. APIs will enable completely new forms of digital bank value ...	
<b>03C:The Information Utility: An Enabler of Utility Sector Digitalization</b>	01:30 PM-02:15 PM
Randy Rhodes	Room 8, Level 1
The utility business is undergoing tremendous transformation, driven by sustainability concerns and the emergence of "prosumers." From a legacy model developed with little if any reliance on information from consumers, utilities are becoming digital enterprises leveraging information from multiple ...	
<b>03D:Prepare Your Campus to Compete in a Digital Education Ecosystem</b>	01:30 PM-02:15 PM
Terri-Lynn B. Thayer	Room 6, Level 1
As we move from the business efficiency focus of the IT industrialization era to the consumer focus of the digital world, you must prepare campus systems (e.g., the student information system) to meet these new challenges. While some changes will ...	
<b>03E:Build a Solid Relationship With Marketing to Drive Digital Leadership in Consumer Goods</b>	01:30 PM-02:15 PM
Don Scheibenreif	Arena 1A
With technology's impact on almost every aspect of marketing, the relationship between IT and marketing is increasingly crucial – yet one of the least-developed relationships in a company. We'll discuss best practices for building and maintaining a powerful, results-driven relationship, ...	
<b>CNC1:Contract Negotiation Clinic: Microsoft</b>	01:30 PM-02:30 PM
Guriq Sedha	Room 4, Level 1
Whether doing a new Enterprise Agreement or simply renewing your Select Agreement, you must embrace Microsoft licensing and try to understand how you can leverage your purchases in a negotiation. The sheer volume of Microsoft products and offerings means it ...	
<b>CR2:Roundtable: Improving the CIO Value Proposition Through Demand Generation, A CIO exclusive roundtable</b>	01:30 PM-02:30 PM
Andy Rowsell-Jones	R102, Level 1
CIOs have spent the past decade improving how they manage diverse, confusing and contradictory demands from their stakeholders. In the digital age, demand management is still critical, but it's only the starting point for CIOs to get a seat at ...	
<b>CW3:Workshop: Every Budget Is an IT Budget — What This Means for IT Management, A CIO</b>	01:30 PM-03:00 PM

<b>exclusive workshop</b>	
John P. Roberts	Room 2, Level 1
Transformation to the digital economy is changing how IT is managed. IT is ubiquitous. The success of every enterprise, department, function and employee will increasingly depend on IT. Everyone must have a role in determining how IT resources are used ...	
<b>CW4:Workshop: Digital Maturity Assessment — B2B Environments, A CIO exclusive workshop</b>	01:30 PM-03:00 PM
Shafqat Azim	Room 5, Level 1
Using a digital maturity assessment tool, we'll help participants better understand the maturity of their digital vision and ways to qualitatively and quantitatively measure their progress. We'll also share examples of "best in class" digital enterprises so participants can get ...	
<b>R4:Roundtable: The Role of the CIO as Change Agent</b>	01:30 PM-02:30 PM
Bruce Robertson	R101, Level 1
Disruption caused by digitalization and new digital business opportunities is thrusting CIOs into the role of change agent. Participants will discuss how their peers are adapting to become, or champion, a change agent, as well as how to successfully partner ...	
<b>W3:Workshop: How to Update or Develop an Effective EIM Strategy</b>	01:30 PM-03:00 PM
Andrew White	Room 3, Level 1
We explain how you can develop an effective enterprise information management (EIM) strategy that supports business innovation, effectiveness and efficiency in support of digitalization. Emphasis will be placed on how to keep the EIM strategy current and useful. ...	
<b>02:15 PM Monday, November 17</b>	
<b>Refreshment Break</b>	02:15 PM-03:00 PM
	Foyer A & B
<b>02:30 PM Monday, November 17</b>	
<b>Orientation Presentation</b>	02:30 PM-03:00 PM
Tatiana Wells	Central Information
<b>03:00 PM Monday, November 17</b>	
<b>Orientation Presentation</b>	03:00 PM-03:30 PM
Pascal Winckel	Central Information
<b>04A:Adaptive Sourcing in Government: To the Cloud and Beyond</b>	03:00 PM-03:45 PM
Glenn Archer	Arena 1B
Digital governments will harvest huge economies from standardization and scale, moving from applications serving hundreds of users in small unique programs to those serving hundreds of millions of users. We'll explore the evolution to and status of government shared services ...	
<b>04B:Balancing Legacy, Customer-centricity and Digitalization: An Impossible Task or Achievable?</b>	03:00 PM-03:45 PM
Juergen Weiss	Central Room B
Insurers struggle to manage older systems and processes while facing drastic innovation in areas such as customer centricity and digitalization. We'll review the key industry trends around these topics, and provide recommendations on how insurers should take an aggressive approach ...	
<b>04C:Mobility and Collaboration in Utilities</b>	03:00 PM-03:45 PM
Leif Eriksen	Arena 1A
A nexus of digital forces is transforming the energy and utility industry, and organizations are realizing the benefits of these technologies in areas such as productivity, safety, reliability and workforce agility. However, adoption of mobile solutions is being hampered ...	
<b>04D:What Healthcare CIOs Can Learn From EHR Implementations</b>	03:00 PM-03:45 PM
Zafar Chaudry, M.D.	Room 6, Level 1
A significant number of EHR implementations have been completed globally, and EHRs remain a Top 10 technology priority for 2014. We'll focus on the lessons learned from successful implementations, the benefits sought, and the observed change and adoption experiences. We'll ...	
<b>04E:Consumers Will Drive Digitalization to Reshape the Retail Industry</b>	03:00 PM-03:45 PM
Miriam Burt	Room 8, Level 1
The consumerization of retail is driving digitalization of the industry, which will result in the creation of new business designs from the blurring of the physical and digital worlds. This will reshape the retail industry, reinvent business models and create ...	
<b>CR3:Roundtable: Selling Digital Business to the Board of Directors, A CIO exclusive roundtable</b>	03:00 PM-04:00 PM

Ken McGee	R102, Level 1
CIOs will lead many important discussions with fellow executives related to Digital Business. Corporate boards are concerned with how Digital Business will impact the strategy, business portfolio and reputation of the businesses for which they are entrusted. The ability of ...	
<b>R5:Roundtable: Investigating Alternatives to Microsoft Office</b>	03:00 PM-04:00 PM
Michael A. Silver	R101, Level 1
Organizations continue to question whether they need to spend money on Microsoft Office or if there is a cheaper alternative. Participants will discuss the pros and cons of Microsoft Office and alternatives. ...	
<b>04:00 PM Monday, November 17</b>	
<b>Orientation Presentation</b>	04:00 PM-04:30 PM
Tatiana Wells	Central Information
<b>K0:Panel: Will a Digital Future Mean a Different Organization Structure?</b>	04:00 PM-04:45 PM
Kristian Steenstrup,Shaun Nesbitt,Ross McKinnon,Chris Turnbull	Arena 1B
This panel will discuss the impacts of digital on the IT organization. As businesses take on the opportunities of digitalisation they will need to have the right skills in their IT organisations to respond to new technologies and new business ...	
<b>05:00 PM Monday, November 17</b>	
<b>Industry Reception</b>	05:00 PM-06:00 PM
	Eastern Terrace
Join us for the Industry Reception on Monday evening in the Eastern Terrace. Take the opportunity to continue your industry focused networking with attendees from Financial Services, Energy & Utilities, Healthcare, Education, Retail and Manufacturing Industries, over some refreshments ...	
<b>EXP1:Gartner Executive Programs Peer Networking For Women CIOs and Senior Executives (limited to women only)</b>	05:00 PM-06:00 PM
Linda Price,Poh-Ling Lee	Platinum Zone, Executive Programs Members Lounge
Join your fellow women executives for the exclusive opportunity to network during Symposium. Hosted by Poh-ling Lee, Executive Partner, Gartner Executive Programs and guest Linda Price, Group Vice President, Gartner Executive Programs ...	
<b>GNR:Government Networking Reception (By Invitation Only).</b>	05:00 PM-06:00 PM
	Southern Terrace
Network with colleagues and peers within the government and enjoy some refreshments and canapés in the Southern Terrace ...	
<b>07:00 AM Tuesday, November 18</b>	
<b>Refreshments</b>	07:00 AM-09:00 AM
	Foyer A & B
A light breakfast of pastries and coffee will be available in Foyer A&B before sessions start each morning. ...	
<b>Registration</b>	07:00 AM-06:00 PM
	Central Room A
<b>DByte2:Your Tuesday's "Daily Byte" Newsletter is Available - View Now!</b>	07:00 AM-07:00 AM
Daily Byte is your go-to place for highlights for the day ahead along with some useful information to help you make the most of your time each day at Symposium/ITxpo. ...	
<b>07:30 AM Tuesday, November 18</b>	
<b>Orientation Presentation</b>	07:30 AM-08:00 AM
Anthony Pohl	Central Information
<b>08:00 AM Tuesday, November 18</b>	
<b>Orientation Presentation</b>	08:00 AM-08:30 AM
Tatiana Wells	Central Information
<b>09:00 AM Tuesday, November 18</b>	
<b>K1a:Gartner Symposium/ITxpo 2014 Welcome Address</b>	09:00 AM-09:15 AM
Gene Hall	Arena2
<b>09:15 AM Tuesday, November 18</b>	
<b>K1b:Gartner Analyst Opening Keynote</b>	09:15 AM-10:15 AM

Peter Sondergaard, Jeffrey Mann, Bard Papegaaij	Arena2
A trio of Gartner's leading analysts will present a vision of digital leadership for 2015. You'll gain a new perspective on the technology industry, its impact on business and society, and the future of the IT profession. Building on Gartner's ...	
<b>10:15 AM Tuesday, November 18</b>	
<b>ITxpo Hours</b>	10:15 AM-06:45 PM ITxpo
<b>Refreshment Break &amp; Networking in ITxpo</b>	10:15 AM-10:45 AM ITxpo
Join us in ITxpo for morning tea, meet our solution providers and network with colleagues & peers. ...	
<b>SS2: Meet the Author: Gamify</b>	10:15 AM-10:45 AM
Brian Burke	Spotlight Center, Executive Programs Members Lounge
Gamification has emerged as a significant trend in recent years. Gamification uses game mechanics and experience design to motivate people to achieve their goals— it's a powerful tool to digitally engage employees, customers and the public to change behaviors, develop ...	
<b>SS3: Meet the Author: Mark Jeffries</b>	10:15 AM-10:45 AM
Mark Jeffries	Platinum Zone, Executive Programs Members Lounge
Join us for an exclusive opportunity to meet CIO Keynote speaker Mark Jeffries and receive a signed copy of ""The Art of Business Seduction: A 30-Day Plan to Get Noticed, Get Promoted and Get Ahead"" ...	
<b>10:20 AM Tuesday, November 18</b>	
<b>HC1: Hype Cycle: Enterprise Resource Planning</b>	10:20 AM-10:40 AM
Denise Ganly	ITxpo Theater 1
We review Gartner's latest Hype Cycle for enterprise resource planning (ERP) systems. ...	
<b>HC2: Hype Cycle: Operational Technology</b>	10:20 AM-10:40 AM
Craig Lawson	ITxpo Theater 2
We review Gartner's latest Hype Cycle for operational technology. ...	
<b>MQ1: Magic Quadrant: Cloud-Enabled Hosting, Asia-Pacific</b>	10:20 AM-10:40 AM
DD Mishra	ITxpo Theater 3
We review Gartner's latest Magic Quadrant for the cloud-enabled hosting market in the Asia-Pacific region. ...	
<b>10:30 AM Tuesday, November 18</b>	
<b>GRZ1: Gartner for Technical Professionals: In-depth research for your technical teams</b>	10:30 AM-10:45 AM
Suvas Lobo	Gartner Research Zone, ITxpo
Gartner for Technical Professionals (GTP) provides in-depth, technical research for your project teams to help them deliver outstanding results on your IT strategy. This session demonstrates the value your teams can get out of GTP, view a few of the ...	
<b>10:45 AM Tuesday, November 18</b>	
<b>11A: CIO Agenda 2015</b>	10:45 AM-11:30 AM
Graham P. Waller	Arena2
Based on the 2015 Gartner CIO Survey, we'll look at how leading CIOs are preparing to succeed in 2015, the new and different behaviors needed for CIOs and their businesses to succeed in a more digital world, and what will ...	
<b>11B: Learn From Inspiring Digital Business Innovations</b>	10:45 AM-11:30 AM
Kristian Steenstrup	Arena 1B
We'll present a series of inspiring digital business model innovations, and how businesses can learn from them. ...	
<b>11C: Our ERP Journey – From the Monolithic to the Transformative</b>	10:45 AM-11:30 AM
Grantly Mailes	Central Room C
<b>11D: The Real Economic Keys to BYOD</b>	10:45 AM-11:30 AM
David A. Willis	Arena 1A
The tide of personally owned devices has broken over every organization. We'll present the results of a new round of research on the total cost of provisioning and supporting user-owned devices, investigate if there are savings to be had, and show ...	
<b>11E: Information 2020: Uncertainty Drives Opportunity</b>	10:45 AM-11:30 AM
Ian A. Bertram	Room D, ITxpo

The digital business is fueled by innovative uses of information. Information management is moving from internal support to driving a sellable asset. Three main shifts need to be considered by information and analytical leaders: working with new constituents asks for ...	
<b>11F: Move to Adaptive Sourcing to Support Business Growth and Digital Transformation</b>	10:45 AM-11:30 AM
Claudio Da Rold	Room E, ITxpo
Adaptive sourcing is the new Gartner-recommended approach for IT services and sourcing strategies. As demonstrated by several early case studies, adaptive sourcing's layers support rapid business innovation, process differentiation and performance optimization, as well as securing a flexible and low-cost ...	
<b>11G: The Future of EA in the Digital Business of 2025</b>	10:45 AM-11:30 AM
Marcus Bloesch	Central Room B
EA is evolving into a competitive weapon at leading organizations, but that evolution has been a struggle for many. We'll look at market evidence and trends to explore as they relate to the role of EA in the future. ...	
<b>CNC2: Contract Negotiation Clinic: SaaS</b>	10:45 AM-11:45 AM
Lori Samolsky	Room 4, Level 1
We'll explain how clients can effectively negotiate software-as-a-service (SaaS) contracts, by exploring trends in SaaS contracting, hidden costs and the opportunities and risks within SaaS agreements. ...	
<b>CW5: Workshop: Digital Maturity Assessment — Public Sector Environments, A CIO exclusive workshop</b>	10:45 AM-12:15 PM
Shafqat Azim	Room 5, Level 1
Using a digital maturity assessment tool, we'll help participants better understand the maturity of their digital vision and ways to qualitatively and quantitatively measure their progress. We'll also share examples of "best in class" digital enterprises so participants can get ...	
<b>R6: Roundtable: Private Cloud — Turning Abstraction to Advantage</b>	10:45 AM-11:45 AM
Michael Warrilow	R101, Level 1
Ninety percent of large enterprises plan to build private clouds, and about a third have already started. We'll look at how to get started, best practices, how to be successful, where to focus, how to build, and the people, process ...	
<b>R7: Roundtable: Should You Replace Your Student Information System?</b>	10:45 AM-11:45 AM
Terri-Lynn B. Thayer	R102, Level 1
Most campuses are running on Student Information Systems that pre-date the Nexus of Forces era. The consumerization of IT and the disruption of the education ecosystem have left CIOs and campus leaders needing more. Highlighting trends in the SIS market ...	
<b>W4: Workshop: The Portfolio Balance Challenge</b>	10:45 AM-12:15 PM
Donna Fitzgerald	Room 2, Level 1
The case for portfolio balancing is to ensure that IT investments are effective, targeted and linked to strategic goals, by identifying the mix within the investment portfolio that best balances the need for operational cost efficiencies, business innovation and agility. ...	
<b>W5: Workshop: Build On "Civic Moments" to Transform Government Services with Cloud, Analytics, Mobile and Social Technologies</b>	10:45 AM-12:15 PM
Rick Howard, Glenn Archer	Room 3, Level 1
We'll present the concept of the "digital civic moment" and how these scenarios can be used to engage and inspire government executives and program managers. Participants will learn how to design compelling civic moments by combining the Nexus of Forces ...	
<b>11:45 AM Tuesday, November 18</b>	
<b>SPS2 :ServiceNow: The Things We Know</b>	11:45 AM-12:30 PM
Heath Skerman	Arena 1B
What is great customer service, and how do you deliver great customer service online? This presentation covers key lessons learned from the Department of Education, Training and Employment's journey to deliver services to its staff, through online channels. ...	
<b>SPS3 :Riverbed: 500,000 WesTrac Corporate Files Ransomed, How Network Visibility Was The Key</b>	11:45 AM-12:30 PM
Dale Wright	Room D, ITxpo
Tour de France, Russia and the tor network are all factors in the day WesTrac was held to ransom for over 500,000 files. Learn how WesTrac was infected with the crypto virus and our lessons learnt on the road ...	
<b>SPS4 :Rimini Street Australia: How Veolia Transformed IT Spend from Costly Ongoing Operations to High-Impact Digital Business Solutions</b>	11:45 AM-12:30 PM
Brett Stapleton	Room E, ITxpo
More and more companies are leveraging independent software maintenance services to reduce their annual SAP and Oracle operational	

costs. Independent (or 'Third Party') maintenance represents the best opportunity for CIO's to significantly reduce annual 'opex' costs while avoiding any ...	
<b>SPS5 :IBM: Tackling Mobile Security with a Layered Defense</b>	11:45 AM-12:30 PM
Steven Scheurmann,Chuck Brown	Central Room B
Mobile technology has introduced significant risks, and the threats reach far beyond lost and stolen devices. While bring-your-own-device (BYOD) programs are increasingly popular, organisations must secure the mobile interactions of contract workers and business partners.In this session we'll discuss best ...	
<b>SPS6 :Symantec: 4 Strategies to Mitigate Information Risk from Cloud, Shadow IT and Cryptolocker</b>	11:45 AM-12:30 PM
Mark Shaw	Central Room C
Whether you're securing information in the cloud, managing a surge in 'Shadow IT' or dealing with the fall out from Cryptolocker or another cyber incident – information is at the heart of your business. In this session we'll explore 4 ...	
12:00 PM Tuesday, November 18	
<b>CR4:Roundtable: Measuring Satisfaction With IT Services, A CIO exclusive roundtable</b>	12:00 PM-01:00 PM
John P. Roberts	R102, Level 1
Participants will discuss best practices for measuring IT user satisfaction and interpreting results, considering some common questions including "What does it mean?" "What is good?" and "Now what?" ...	
<b>R8:Roundtable: How Are You Leveraging Technology to Improve the Patient Experience?</b>	12:00 PM-01:00 PM
Zafar Chaudry, M.D.	R101, Level 1
We'll facilitate a discussion among healthcare-industry participants focused on approaches and strategies they are using to change the relationship and engagement with patients. ...	
12:30 PM Tuesday, November 18	
<b>Live Feed: CIO Luncheon Keynote with Mark Jeffries</b>	12:30 PM-02:00 PM
	Executive Programs Lounge
Communications expert Mark Jeffries' message is a simple yet vital one: Communication excellence leads to increased connections, trust and success. The best news of all: We don't have to do much to tilt the scales of perception in our favor ...	
<b>Lunch &amp; Networking in ITxpo</b>	12:30 PM-02:00 PM
	ITxpo
A hot buffet lunch will be served in ITxpo. Browse the solution providers and network with colleagues and peers. If you have any specific dietary requirements please contact: apac.registration@gartner.com ...	
<b>CL1:CIO Luncheon Keynote: The Art of Business InfluenceCommunication Techniques to Build Trust, Success &amp; Connections</b>	12:30 PM-02:00 PM
Mark Jeffries	Arena2
Communications expert Mark Jeffries' message is a simple yet vital one: Communication excellence leads to increased connections, trust and success. The best news of all: We don't have to do much to tilt the scales of perception in our favor ...	
<b>VIP1:VIP Networking Lunch hosted by Jiangsu Province (by invitation only)</b>	12:30 PM-01:30 PM
JiangSuSourcing is committed to developing into the "Alibaba" in service outsourcing industries and enhance global visibility of China service provider capabilities to buyers from all over the world. JiangSuSourcing will focus on enabling both buyers and providers of services to ...	
<b>VIP2:VIP Networking Lunch hosted by Riverbed (by invitation only)</b>	12:30 PM-01:30 PM
Enjoy lunch, network with the team and your peers, and join in the discussion on how Hybrid Enterprises are making the transition to hosting services in the cloud, the impact of distance of cloud on end user performance and more ...	
12:40 PM Tuesday, November 18	
<b>ET02 :Rally Software: Agility as a Competitive Advantage - Software and Services Solutions to Drive Business Agility</b>	12:40 PM-12:55 PM
Nat Tanner	Emerging Technology Theater
To survive and thrive in today's highly disruptive business environment, you need speed. Rally will provide insight into the questions around 'why agile' and the approach we take to support organisational adoption. ...	
12:50 PM Tuesday, November 18	
<b>MQ2:Magic Quadrant: BI Platforms and Advanced Analytics</b>	12:50 PM-01:10 PM
Ian A. Bertram	ITxpo Theater 1



We review Gartner's latest Magic Quadrant for the BI Platforms and Advanced Analytics markets. ...	
<b>MQ3:Magic Quadrant: SAP Applications Management Services Providers, Worldwide</b>	12:50 PM-01:10 PM
Denise Ganly	ITxpo Theater 2
We review Gartner's latest Magic Quadrant for the worldwide SAP applications management services providers market. ...	
<b>MQ4:Magic Quadrant: Data Center Network</b>	12:50 PM-01:10 PM
Joe Skorupa	ITxpo Theater 3
We review the latest Gartner Magic Quadrant for the data center network market. ...	
<b>01.00 PM Tuesday, November 18</b>	
<b>ET03 :Software Education: Agile Teams Meet Governance Teams, the Beginning of a Beautiful Friendship or the Beginning of the End?</b>	01:00 PM-01:15 PM
James King	Emerging Technology Theater
Agile approaches are based on self-organising teams who make their own decisions. We welcome changing requirements, even late along with evolving solutions, rather than locked-in commitments. Project offices and governance teams support long term planning, consistency and assurance that organisations ...	
<b>GR22:Gartner Peer Connect — The IT Industry's Most Influential Network</b>	01:00 PM-01:15 PM
Ryo Miyauchi	Gartner Research Zone, ITxpo
Exclusively for end-user IT and business leaders — experience this community of more than 20,000 Gartner clients. Get tips on how to tap into the Peer Connect online forums to gain insights and share real-world knowledge and skills with your ...	
<b>LL1:AirWatch's End User Computing Learning Lab (Lunch Provided)</b>	01:00 PM-02:00 PM
	ITxpo
AirWatch by VMware is excited to expand this year's Learning Lab to cover the full scope of End User Computing. AirWatch will provide a hands-on experience exploring Native Apps, Windows Apps and Securing Content up to "protected" level. Gain first ...	
<b>01.20 PM Tuesday, November 18</b>	
<b>ET04 :WalkMe: Self-Service – Turning a Myth into Reality</b>	01:20 PM-01:35 PM
Udi Jacoby	Emerging Technology Theater
One of the biggest challenges when we deploy new solutions is training and on-boarding the users quickly and effectively. WalkMe's Interactive Guidance and Engagement Platform made this challenge obsolete. This session will discuss the main aspects required to enable self-service ...	
<b>01.30 PM Tuesday, November 18</b>	
<b>CW6:Workshop: Assessing the Full Impact of New Trends, A CIO exclusive workshop</b>	01:30 PM-03:00 PM
Stephen Prentice	Room 2, Level 1
We'll lead a discussion among participants of the three-level impact assessment framework to emerging trends and technologies to uncover new value, additional impact and new risks and opportunities. ...	
<b>CW7:Workshop: CIO Agenda 2015 — What Does It Mean For Your Business?, A CIO exclusive workshop (Survey Respondents Only)</b>	01:30 PM-03:00 PM
Graham P. Waller,Poh-Ling Lee	Room 5, Level 1
Discuss the Gartner CIO Survey 2015 findings amongst peers to identify immediate actions applicable to your industry and organization. Exchange ideas and share lessons learnt in leveraging the survey results to inform your organization's digital business and IT strategies. This ...	
<b>GRZ3:Power-Using the Gartner ITScore and ITBudget Tool (ITKMD)</b>	01:30 PM-01:45 PM
Ryo Miyauchi,Alex Pring	Gartner Research Zone, ITxpo
IT investments vary significantly among industries. Looking at how your organization's IT investments align with other organizations can provide valuable insight into your IT spending and staffing levels. This session presents an overview of Gartner IT Key Metrics Data (ITKMD) ...	
<b>W6:Workshop: Business Capability Modeling</b>	01:30 PM-03:00 PM
Marcus Bloesch	Room 3, Level 1
Business capability modeling is now widely used to create diagnostic deliverables that can drive business and IT change. Unlike other business models focused on current state and existing operations, business capability models provides a strategy-focused anchor of your business future. ...	
<b>W7:Workshop: How to Use Adaptive Sourcing to Make Innovation Sustainable</b>	01:30 PM-03:00 PM

Claudio Da Rold	Room 4, Level 1
We'll help participants create a plan to execute a digital innovation project based on the principles of adaptive sourcing strategies within an enterprise organization. We'll explore how an organization moves to an adaptive sourcing strategy, how to start using dynamic ...	
01:40 PM Tuesday, November 18	
<b>ET05 :Sciforma: Project &amp; Portfolio Management ECO System</b>	01:40 PM-01:55 PM
Maurya Rieder	Emerging Technology Theater
What goes in to a successful PPM? What do you need to think about? What questions do you need to ask?Attend this session to have an open discussion about what a PPM Ecosystem looks like. ...	
02:00 PM Tuesday, November 18	
<b>12A:The Digital Business Scenario: Building a Digital Business Future</b>	02:00 PM-02:45 PM
Andy Rowsell-Jones	Arena 1B
We'll engage the audience in the story of digital business: What it is, why it is important, its impact on leadership and culture, how to build it, and the technologies that propel it. We'll lay out concrete day-in-the-life scenarios to ...	
<b>12B:Winning the Digital Arms Race</b>	02:00 PM-02:45 PM
Leigh McMullen	Central Room C
IT has perfected the industrializing process, but this next phase of digital will be more akin to equipping explorers and pioneers than building a factory. This "digital arms race" will be run not only with your competition but with yourself ...	
<b>12C:Application Architecture for Digital Business</b>	02:00 PM-02:45 PM
Darryl Carlton	Central Room B
Traditional, monolithic application architectures don't serve essential business requirements in the digital age. We'll describe new architectural models that have emerged in response to the Nexus of Forces. ...	
<b>12D:What Are the Biggest Obstacles to Enterprise Mobility? (And How To Overcome Them)</b>	02:00 PM-02:45 PM
Nick Jones,Adrian Leow	Arena 1A
Mobile solutions are not IT business as usual. What are the top obstacles to delivering enterprise mobile apps? More important, how can they be overcome? ...	
<b>12E:The Cloud I&amp;O Scenario</b>	02:00 PM-02:45 PM
Michael Warrilow	Room D, ITxpo
55% of CIOs surveyed by Gartner indicated that more than half of their applications would be SaaS or public cloud IaaS by 2020. Much of the remainder will be in private cloud . To manage and govern across public, private ...	
<b>12F:The Future of Managing Identity</b>	02:00 PM-02:45 PM
Tom Scholtz	Room E, ITxpo
The Nexus of Forces will be the catalyst of even greater change for identity and access management (IAM) over the next several years. There will be challenges, but change also brings new opportunities for making IAM more effective and more ...	
<b>CR5:Roundtable: Operational Technology — Successful Assimilation in a Digital Enterprise, A CIO exclusive roundtable</b>	02:00 PM-03:00 PM
Kristian Steenstrup	R102, Level 1
For many CIOs embarking on a digitalization transformation, a significant obstacle will be the inclusion of operational technologies, particularly for enterprises with substantial physical, mechanical and electrical assets. These are all embedded with operational technologies and managed by engineering and ...	
<b>R9:Roundtable: Getting the Most From PPM Applications</b>	02:00 PM-03:00 PM
Donna Fitzgerald	R101, Level 1
Join fellow attendees in this close-knit session, where ideas and best practices involving PPM tools are shared. ...	
02:15 PM Tuesday, November 18	
<b>KCW3:Workshop: The Second Machines Age</b>	02:15 PM-03:15 PM
Andrew McAfee	Spotlight Center, Executive Programs Members Lounge
An exclusive workshop discussion with Andrew McAfee on The Second Machine Age. ...	
02:30 PM Tuesday, November 18	
<b>KCW2:The Art of Business Influence Communication techniques to build trust, success &amp; connections workshop, a CIO exclusive session.</b>	02:30 PM-04:00 PM

Mark Jeffries	Room 6, Level 1
An interactive workshop with Mark Jefferies to unpack his 'toolbox' on how to build trust, success and connections. In this practical session Mark will share the concepts shared in the lunch session and provide you with instantly usable techniques, ...	
03:00 PM Tuesday, November 18	
<b>GRT:Government Leadership in the Information Age</b>	03:00 PM-04:00 PM
John Kost	Room 1, Level 1
More government leaders are becoming aware of and excited about how IT can and should drive changes in the way government customers and stakeholders are served. But, many government leaders, including CIOs, are tethered to old thinking about how ...	
<b>SPS10 :Infosys: C is for Calm, Cool and Collected: AMP's Cloud Transformation</b>	03:00 PM-03:45 PM
Sharmini Sivathas,Rohit Pathak	Room E, ITxpo
Some organisations hurtle into the deep end of the Cloud, nearly drowning. Others still haven't dipped a toe in. Neither approach appealed to Australasia's largest wealth manager. Halfway into its ambitious three-year transformation, learn how AMP•Developed its Cloud strategy•Harvested early ...	
<b>SPS11 :Actifio: Driving Data Consistency across Westpac to Improve Agile Development Cycles</b>	03:00 PM-03:45 PM
Anton Aalders,Cameron Jardine	Central Room B
Westpac recently forged a customer-centric path by unifying its digital touchpoints. However, back-end data management challenges threatened to slow key Agile development processes that underpin Westpac's digital future. Learn how Westpac is applying Copy Data Virtualization technology to improve data ...	
<b>SPS7 :AirWatch: End User Computing: Forget BYOD, it's now Bring Your Own Processes</b>	03:00 PM-03:45 PM
Rob Roe	Arena 1A
The Consumerisation of IT is now becoming the Consumerisation of Processes. Cloud solutions like dropbox, twitter, Facebook and the emerging enterprise equivalents are becoming the norm. In addition, the market is moving from Mobile Device Management to End User Computing. ...	
<b>SPS8 :Interactive Intelligence: Strategic Principles for Evolving Customer Engagement Management</b>	03:00 PM-03:45 PM
Brad Starr,Marise Hannaford,Pierre Legrand,Claudia Vidal	Arena 1B
Changing customer behaviours, digital experiences and strategic imperatives - How organisational leaders connect these dots to deliver on the promise of being customer centric. This Customer Panel Discussion focusses on ways leading ANZ companies are transforming their IT functions to ...	
<b>SPS9 :Dell Software: Case Study: Department of Treasury - End to End Identity Governance in 10 Months – Possible?</b>	03:00 PM-03:45 PM
Ricardo Alberto	Room D, ITxpo
Federal Department of Treasury has replaced a series of in house applications with Dell's COTS Dell One Identity Manager product in under 10 months. It's realising the benefits of more consistent people data and a more efficient staff administration process. ...	
03:15 PM Tuesday, November 18	
<b>IW1 :Good Technology: Security Workshop: Enabling Mobility While Maintaining Corporate Governance</b>	03:15 PM-04:15 PM
Dr. Nicko van Someren	First Floor, Room 5
An "Always Connected" workforce and the pace at which mobile devices are entering the enterprise have created opportunities and challenges for corporate governance and data security. Hear from industry experts and Good Technology's CTO, how you can leverage the latest ...	
<b>R10:Roundtable: Healthcare CIOs Must Prepare for Real-World Telemedicine and Not Ignore Its Capabilities</b>	03:15 PM-04:15 PM
Zafar Chaudry, M.D.	R101, Level 1
Telemedicine is becoming a significant tool for managing, supporting and delivering healthcare for patients. We'll lead a discussion of telemedicine business drivers, trends, directions and how to overcome barriers, as well as discuss how to create a robust business case, ...	
<b>R11:Roundtable: Planning for Public-Sector EA Success</b>	03:15 PM-04:15 PM
Brian Burke	R102, Level 1
03:45 PM Tuesday, November 18	
<b>Refreshment Break &amp; Networking in ITxpo</b>	03:45 PM-04:15 PM
	ITxpo

Join us in ITxpo for afternoon tea, meet our solution providers and network with colleagues & peers. ...	
<b>SS4:Executive Programs Spotlight Session With Leigh McMullen</b>	03:45 PM-04:15 PM
Leigh McMullen	Spotlight Center, Executive Programs Members Lounge
Innovate Like a Startup: The CIO's Front Office Toolkit Engaging with the front office on a sustained basis demands a different kind of IT. This new IT needs to focus on top-line business value creation, rather than on time, cost, ...	
03:50 PM Tuesday, November 18	
<b>T01 :BlackBerry: Giving Control Back to the CIO: How to Harness Security and Risk to Enable Innovation</b>	03:50 PM-04:10 PM
	ITxpo Theater 1
Join BlackBerry for insights into how organisations are giving control back to the CIO, driving innovation and productivity with safe, easy access to corporate data, managing employee IDs, billing and collaboration. ...	
<b>T03 :Laserfiche International Ltd: Revolutionizing Information Management with Laserfiche ECM</b>	03:50 PM-04:10 PM
Denise Choi	ITxpo Theater 3
Learn how Laserfiche enterprise content management (ECM) is revolutionizing the way information is managed, shared and presented at organizations like SeaLink Travel Group, Avis Fleet Services and more at this inspiring presentation. ...	
04:00 PM Tuesday, November 18	
<b>GRZ4:The Gartner Magic Quadrant and Recent Enhancements</b>	04:00 PM-04:15 PM
Ryo Miyauchi,Alex Pring	Gartner Research Zone, ITxpo
The Gartner Magic Quadrant is the go-to resource for clients needing objective perspective on technology and service markets. With a new look that provides customized market views, historical perspective and other features, this essential tool is more useful than ever. ...	
04:15 PM Tuesday, November 18	
<b>K2:Guest Keynote: The Second Machine Age</b>	04:15 PM-05:15 PM
Andrew McAfee	Arena2
We are living in a time of brilliant technologies: cars that drive themselves; Jeopardy!-champion supercomputers; cheap, flexible, and useful robots; algorithms that make better decisions than humans; and countless others. They are bringing us into a second machine age, the ...	
05:15 PM Tuesday, November 18	
<b>ITxpo Reception</b>	05:15 PM-06:45 PM
	ITxpo
Join us in ITxpo for a 'Foods of the World' Reception. Participate in special entertainment provided by solution providers and enjoy array of flavours of the world from Italy, Australia, Asia & Mexico. ...	
05:25 PM Tuesday, November 18	
<b>MQ5:Magic Quadrant: Data Integration Tools and Data Quality Tools</b>	05:25 PM-05:45 PM
Eric Thoo	ITxpo Theater 1
We review Gartner's latest Magic Quadrants for data integration tools as well as data quality tools. ...	
<b>MQ6:Magic Quadrant: Identity Governance and Administration</b>	05:25 PM-05:45 PM
Tom Scholtz	ITxpo Theater 2
We review Gartner's latest Magic Quadrant for the identity governance and administration tools market. ...	
<b>MQ7:Magic Quadrant: Electronic File Synchronization and Sharing</b>	05:25 PM-05:45 PM
Adrian Leow	ITxpo Theater 3
We review the latest Gartner Magic Quadrant for the electronic file synchronization and sharing (EFSS) market. ...	
05:30 PM Tuesday, November 18	
<b>LL2:AirWatch's End User Computing Learning Lab</b>	05:30 PM-06:30 PM
	ITxpo
AirWatch by VMware is excited to expand this year's Learning Lab to cover the full scope of End User Computing. AirWatch will provide a hands-on experience exploring Native Apps, Windows Apps and Securing Content up to "protected" level. Gain first ...	
05:55 PM Tuesday, November 18	
<b>MQ10:Magic Quadrant: Enterprise Mobility Management</b>	05:55 PM-06:15 PM
David A. Willis	ITxpo Theater 3

We review the latest Gartner Magic Quadrant for the enterprise mobility management market. ...	
<b>MQ8:Magic Quadrant: Client Management</b>	05:55 PM-06:15 PM
Michael A. Silver	ITxpo Theater 1
We review the latest Gartner Magic Quadrants across the client management market. ...	
<b>MQ9:Magic Quadrant: Enterprise Content Management</b>	05:55 PM-06:15 PM
Gavin Tay	ITxpo Theater 2
06:30 PM Tuesday, November 18	
<b>EXPSE:Executive Programs CIO Networking Event</b>	06:30 PM-10:00 PM
	Jupiter's Gold Coast Pavilion's
Hosted by the Executive Programs service delivery team and Gartner CIO Research Analysts. Venture to New Orleans for the tastes, sounds and atmosphere of Bourbon Street. Visit the local Jazz Club, or have a quiet conversation, stay for a few ...	
06:45 PM Tuesday, November 18	
<b>VIP5:VIP Networking Dinner hosted by CSC (by invitation only)</b>	06:45 PM-08:45 PM
07:00 AM Wednesday, November 19	
<b>DByte3:Your Wednesday's "Daily Byte" Newsletter is Available - View Now!</b>	07:00 AM-07:00 AM
Daily Byte is your go-to place for highlights for the day ahead along with some useful information to help you make the most of your time each day at Symposium/ITxpo. ....	
07:30 AM Wednesday, November 19	
<b>Refreshments</b>	07:30 AM-08:30 AM
	Foyer A & B
A light breakfast of pastries and coffee will be available in Foyer A&B before sessions start each morning. ...	
<b>Registration</b>	07:30 AM-07:00 PM
	Central Room A
08:30 AM Wednesday, November 19	
<b>21B:Espresso Session: The Imminent Revolution in Information Security</b>	08:30 AM-09:00 AM
Tom Scholtz	Central Room B
Everything you thought you knew about information security is about to change. Digital business invalidates a lot of conventional security wisdoms. Traditional security principles such as "people are the weakest link," "least privilege" and "control-based security," which are the foundational ...	
<b>21C:Espresso Session: How Gamification Takes Motivation to the Next Level</b>	08:30 AM-09:00 AM
Brian Burke	Arena 1A
Digital engagement is yesterday's news. To be successful, you need to get beyond engagement. You need to motivate people to take action – and that's the promise of gamification. But many organizations are getting it wrong. In this session, learn ...	
<b>21D:Espresso Session: The Digital Age Demands Different Leadership</b>	08:30 AM-09:00 AM
Leigh McMullen	Central Room C
What do NASA design, an emergency room and a Special Operations combat team have in common? All of them use the same kind of leadership — situational leadership — where the person with the most expertise to deal with a ...	
<b>21E:Espresso Session: The Next Digital Disruption Will Be the Human Brain: Is Your Organization Ready for Neurobusiness?</b>	08:30 AM-09:00 AM
Bard Papegaaij	Room D, ITxpo
Neurobusiness is the capability of applying insights from brain and behavioral sciences to improve business outcomes. Armed with insight about the workings of the human brain, a new generation of brain-aware leaders will shape employee engagement, creativity and motivation to ...	
<b>21F:Espresso Session: Internet of Things: When Things Become Customers</b>	08:30 AM-09:00 AM
Don Scheibenreif	Room E, ITxpo
What if your electric vehicle found the nearest charging station, reserved a spot and then paid for it? What if your industrial machine canceled a service visit because it deemed that it was unnecessary? What if your laundry machine determined ...	
<b>CW8:Workshop: Think Like a Venture Capitalist to Fuel Innovation, A CIO exclusive workshop</b>	08:30 AM-10:00 AM

Ken McGee	Room 2, Level 1
We'll introduce CIOs to the venture-capitalist model of finding and funding great ideas. Through internal incubators, organizations can harness the creativity and passion of their employees, or expand to external sources for even greater diversity. We'll include a hands-on, competitive ...	
<b>CW9:Workshop: Delivering Bimodal IT — Broker Like a Partner, Execute Like a Provider, A CIO exclusive workshop</b>	08:30 AM-10:00 AM
Claudio Da Rold	Room 5, Level 1
To capture digital opportunities, CIOs require operating two modes of enterprise IT: conventional and "nonlinear". In this interactive workshop we will explore the techniques CIOs can use to retool their people, processes and relationships to become a trusted IT broker ...	
<b>W8:Workshop: Creating a Digital Customer Experience Vision</b>	08:30 AM-10:00 AM
Olive Huang	Room 3, Level 1
Organizations are seeking new ways to engage customers, drive new sales and increase customer satisfaction by providing a useful and engaging customer experience. But they face multiple challenges ranging from vendor mergers and acquisitions, new geographies, technologies, and more. We'll ...	
<b>09:00 AM Wednesday, November 19</b>	
<b>CNC3:Contract Negotiation Clinic: Network Sourcing</b>	09:00 AM-10:00 AM
Bjame Munch	Room 4, Level 1
Enterprises spend up to 10% of their IT budget on networking and communications, and the contracts for these services are large and complex. We'll help clients improve their network contracts. ...	
<b>R12:Roundtable: Benefits and Successes from Adopting a Pace-Layered Application Strategy</b>	09:00 AM-10:00 AM
Darryl Carlton	R102, Level 1
During the past three years, many organizations have embraced a pace-layered application strategy. They have seen specific benefits and the research has evolved as a result of their input. We'll provide IT leaders the opportunity to share their successes and ...	
<b>R14:Roundtable: What Securing the Internet of Things Means for Digital Business</b>	09:00 AM-10:00 AM
Craig Lawson	R101, Level 1
The Internet of Things (IoT) promises to revolutionize the relationships businesses and public-sector agencies have with everyone — customers, suppliers, partners, competitors and constituents. In the haste to leverage what the IoT can do for us, we risk making the ...	
<b>09:15 AM Wednesday, November 19</b>	
<b>22A:The Top 10 Strategic Technology Trends for 2015</b>	09:15 AM-10:00 AM
Nick Jones	Arena2
Strategic technology trends are those best-positioned to drive significant enterprise impact during the next three years. These are trends that IT cannot afford to ignore. We present Gartner's annual list of the Top 10 trends companies should be reviewing and ...	
<b>22B:Blueprint for the Internet of Things: What to Do Now</b>	09:15 AM-10:00 AM
Stephen Prentice	Arena 1A
We'll show CIOs howto move forward with the Internet of Things, providing a roadmap for the overall journey. We'll bust the hype about technologies and approaches popularly backed in the industry, and show what to do to get started with ...	
<b>22C:Architecting the Digital Business: Planning for the Third Era of Enterprise IT</b>	09:15 AM-10:00 AM
Brian Burke	Central Room B
As we move out of the relative stability of the IT Industrialization era and into the disruptive era of digitalization, EAs need to understand the impacts of the coming wave of technological advances, including smart machines, 3D printing, the Internet ...	
<b>22D:Creating the End-User Workspace of the Future</b>	09:15 AM-10:00 AM
Michael A. Silver	Arena 1B
The era of digital business is radically changing how and where users work, as mobility, consumerization, virtual teaming, the Cloud become the norm. As a result of these disruptions, IT must develop a "workplace of the future" that enables individual ...	
<b>22E:From Using Business Analytics to Being an Analytic Business</b>	09:15 AM-10:00 AM
Lisa Kart	Central Room C
CIOs have invested more than \$60 billion in analytics during the past decade, but did it pay off? The reality is IT struggles to fulfill the business's requirements in a timely manner, and oversight is lost on the multitude of ...	
<b>22F:The IT Operations Scenario: Preparing for the Digital Enterprise</b>	09:15 AM-10:00 AM

Ian Head	Room D, ITxpo
With 60% or more of the IT budget falling under the I&O organization, CIOs must figure out how to bring behind-the-scenes IT operations activities to the front of business leaders's minds, by showing they understand how to evolve the group ...	
<b>22G:Software Contracting in the New World of Digitalization, Mobile Devices and Smart Devices</b>	09:15 AM-10:00 AM
Lori Samolsky	Room E, ITxpo
Digitalization trends are affecting software licenses more than ever. We'll highlight key trends and their impact so you can proactively evaluate and negotiate the best terms and conditions to counterbalance the negative cost impacts. ...	
<b>10:00 AM Wednesday, November 19</b>	
<b>ITxpo Hours</b>	10:00 AM-08:00 PM ITxpo
<b>Refreshment Break &amp; Networking in ITxpo</b>	10:00 AM-10:30 AM ITxpo
Join us in ITxpo for morning tea, meet our solution providers and network with colleagues & peers. ...	
<b>SS5:Executive Programs Spotlight Session With Ken McGee</b>	10:00 AM-10:30 AM
Ken McGee	Spotlight Center, Executive Programs Members Lounge
Digital business changes the game, moving technology from a supporting player to a leading player in innovation, revenue and market growth. Ken will highlight six steps for CIOs / business leaders to build a successful digital enterprise and change the ...	
<b>SS7:Meet the Author: Dr Jason Fox</b>	10:00 AM-10:30 AM
Dr Jason Fox	Platinum Zone, Executive Programs Members Lounge
Join us for an exclusive opportunity to meet CIO Keynote speaker Dr Jason Fox and receive a signed copy of "The Game Changer: How to Use the Science of Motivation With the Power of Game Design to Shift Behaviour, ...	
<b>10:05 AM Wednesday, November 19</b>	
<b>T04 :NetApp: Cookie Cutter vs Custom Build: Why Customer Intimacy is Important in Cloud</b>	10:05 AM-10:25 AM
John Hanna,Steve Manley	ITxpo Theater 1
Join Steve Manley, Managing Director of NetApp ANZ as he moderates this Q&A session with John Hanna, Director of Business Solutions Group from leading cloud services provider, Interactive. Steve and John will discuss the importance of customer intimacy in effective ...	
<b>T05 :Verint: Transform Customer Engagements to Drive Better Business Outcomes</b>	10:05 AM-10:25 AM
	ITxpo Theater 2
Today's customers have high expectations, but how well is your organisation meeting them?Can you provide fast, easy service that's highly personalised and delivered consistently across whatever combination of channels your customers choose? Can your staff explain products and services effectively ...	
<b>T06 :Delphix: How to do More Than Just "Manage" Copy Data</b>	10:05 AM-10:25 AM
Michael Lohmann	ITxpo Theater 3
Discover how to transform IT with rapid acceleration of projects and substantial decreases in the cost of infrastructure. Come by to learn how over 100 of the Fortune 500 virtualizes data in their enterprise applications, governs data across application lifecycles, ...	
<b>10:10 AM Wednesday, November 19</b>	
<b>ET06 :QuintessenceLabs: Key Management - Foundational Infrastructure for any Data Security Initiative</b>	10:10 AM-10:25 AM
Greg Singh	Emerging Technology Theater
This session explores considerations for key management and key quality as part of any data encryption initiative, ensuring data security delivers the expected protection but also significant cost savings and benefits in operational efficiencies. ...	
<b>10:15 AM Wednesday, November 19</b>	
<b>GRZ5:Gartner for Technical Professionals: In-depth research for your technical teams</b>	10:15 AM-10:30 AM
Suvas Lobo	Gartner Research Zone, ITxpo
Gartner for Technical Professionals (GTP) provides in-depth, technical research for your project teams to help them deliver outstanding results on your IT strategy. This session demonstrates the value your teams can get out of GTP, view a few of the ...	
<b>LL4:AirWatch's End User Computing Learning Lab</b>	10:15 AM-11:15 AM
	ITxpo
AirWatch by VMware is excited to expand this year's Learning Lab to cover the full scope of End User Computing. AirWatch will provide a	

hands-on experience exploring Native Apps, Windows Apps and Securing Content up to "protected" level. Gain first ...	
10:30 AM Wednesday, November 19	
<b>CNC4:Contract Negotiation Clinic: Eight Steps to Customize Your Processes to Be IBM-Negotiation-Ready</b>	10:30 AM-11:30 AM
Guriq Sedha	Room 4, Level 1
We'll help participants prepare for IBM software negotiations, providing eight must-follow steps to optimize your IBM software deal and protect your investments. ...	
<b>CR6:Roundtable: The Impact of the Digital Business on the Organization Value Chain, A CIO exclusive roundtable</b>	10:30 AM-11:30 AM
Leigh McMullen	R102, Level 1
Participants will discuss the emerging value chain in the digital era, where everyone is buyer and everyone is a seller. We'll share examples of innovative digital businesses and how they have transformed their organization value chains to thrive and survive ...	
<b>CW10:Workshop: Leadership in a Networked World, A CIO exclusive workshop</b>	10:30 AM-12:00 PM
Bard Papegaaij	Room 2, Level 1
Our modern, highly digitalized world requires new organizational structures that form, evolve, and dissolve rapidly in response to threats and opportunities rising continuously out of hyperconnected ecosystems. We'll look at practical ways to create small self-configuring teams and large self-managing ...	
<b>IW2 :BlackBerry: Preparing for the Future: Enabling the Workforce Today, Securing End-Points Tomorrow</b>	10:30 AM-11:30 AM
Jeff Holleran,Thad White	First Floor, Room 5
Join BlackBerry's enterprise mobility experts for a session on new tools and technologies to enable productivity and collaboration. Explore how to provide easy and safe access to corporate data, manage a range of employee IDs, new ways to collaborate – ...	
<b>R13:Roundtable: Building a Comprehensive Cloud Strategy</b>	10:30 AM-11:30 AM
Marcus Bloch	R101, Level 1
The "cloud" means different things to different people inside and outside the IT department, leading to confusion and fragmented initiatives. Organizations must consider the impact of cloud across the entire IT spectrum and develop a comprehensive strategy to deal with ...	
<b>SPS13 :Citrix: Don't just Survive, Ride the Tech Wave!</b>	10:30 AM-11:15 AM
Matt Hyne	Arena 1A
Today, we simply expect IT to work – intuitively, naturally and easily. This user-driven, self-service approach to technology is fundamentally changing how people, IT and businesses operate, collaborate and innovate, forever. Citrix not only deliver on today's technology and business ...	
<b>SPS14 :Laserfiche International Ltd: Case Study: Automating Workflows in the Workplace</b>	10:30 AM-11:15 AM
Brendon Kelly	Arena 1B
Learn how Ausreo, a leading manufacturer and supplier in Australia's building and construction industry, uses Laserfiche's enterprise content management (ECM) solution to automate workflows and increase project efficiency across multiple departments. By deploying the Laserfiche software, Ausreo has seen immediate ...	
<b>SPS15 :Nutanix: Web-Scale Brings ROI to the Enterprise</b>	10:30 AM-11:15 AM
Wayne Neich	Room D, ITxpo
The benefits of web-scale infrastructure are now within reach at any scale and for all workloads. Every aspect of the IT infrastructure lifecycle, from purchase, deployment to management, is made simpler. Learn about Web-scale and how it enabled ...	
<b>SPS16 :Pure Storage: The Flash Revolution - The Future of Storage</b>	10:30 AM-11:15 AM
	Room E, ITxpo
Details to come ...	
<b>SPS17 :Good Technology: Customer Perspectives: Mobilising Business, Mitigating Risk, Getting Real Work Done</b>	10:30 AM-11:15 AM
David Balazsy,John Marshall,Peter Bickerton	Central Room B
Therapeutic Goods Administration and Bank of New Zealand have completely transformed their work processes by harnessing the power of mobility achieving measurable gains in productivity using enterprise mobile management solutions and secure mobility platforms. Hear how they implemented their ...	
<b>SPS18 :NTT Communications: Practical Ways To Benefit From Hybrid Cloud?</b>	10:30 AM-11:15 AM



Len Padilla	Central Room C
Early adopters seem to agree that Hybrid Cloud is the IT platform for the future. Learn how to navigate challenges such as barriers of a single cloud solution and concern about vendor lock-in with Hybrid Cloud expert Len Padilla, NTT ...	
<b>W9:Workshop: How to Maximize I&amp;O's Impact on Innovation and Agility</b>	10:30 AM-12:00 PM
Ian Head,John P. Roberts	Room 3, Level 1
As we come out of the global recession, the CIO's priorities are centered around innovation and agility. However, more than 60% of the IT budget is spent on I&O. Traditionally most of this money is spent on basic 'keep the ...	
11:30 AM Wednesday, November 19	
<b>23A:The Top Business Technology Decisions C-Level Executives Must Make In 2015</b>	11:30 AM-12:15 PM
Ken McGee	Arena 1B
Individually tailored recommendations for each senior executive on the most important decisions and actions they must take during 2015 to create a well-coordinated, enterprisewide digital business strategy. ...	
<b>23B:Bimodal IT: How to Have It All Without Making a Mess</b>	11:30 AM-12:15 PM
Andy Rowsell-Jones	Arena 1A
IT organizations must combine a conventional approach to delivering and enabling change with an approach that enables the enterprise to deal with greater uncertainty, be more exploratory, and be more responsive and agile. We use a series of case studies ...	
<b>23C:Postmodern ERP: A Vital Foundation for Digital Business</b>	11:30 AM-12:15 PM
Denise Ganly	Central Room B
The demands of digital business mean organizations must innovate with new business models and be ready to act immediately on "business moments." Yet most traditional ERP deployments will prevent this, because they are rigid and slow, and they value integration ...	
<b>23D:Next-Generation Networking: It Starts (and Ends) With the Applications</b>	11:30 AM-12:15 PM
Bjarne Munch	Room D, ITxpo
Networking architectures have evolved over years largely independent of the applications running on them. As we look forward, their is a significant opportunity to streamline network architectures. ...	
<b>23E:The Roles and Synergies of Portal Platforms and Web Content Management</b>	11:30 AM-12:15 PM
Gavin Tay	Room E, ITxpo
Organizations pursuing online initiatives often struggle with whether to use portal technology or web content management as their foundation. We'll explore the current state and future trajectories of these markets to guide organizations to the most fruitful approach. ...	
<b>23F:The BPM Shift: Obliterate What You Know About BPM for Digital Business</b>	11:30 AM-12:15 PM
Bruce Robertson	Central Room C
To excel at digital business, you need to obliterate traditional views of end-to-end processes, governance and ownership. Myths will be shattered. There is no longer a front and back office, as all of your enterprise is now the front office. ...	
11:45 AM Wednesday, November 19	
<b>R15:Roundtable: Deploying VDI — Successes, Failures and Lessons Learned</b>	11:45 AM-12:45 PM
Michael A. Silver	R101, Level 1
CIOs and IT managers gather to discuss their experiences in virtual desktop deployment. What worked, what didn't and what were the lessons learned? If they knew now what they knew then, would they still adopt the technology? Leaders considering deployment ...	
<b>R16:Roundtable: Can Shared Services Help Deliver Innovation in the Public Sector?</b>	11:45 AM-12:45 PM
Glenn Archer	R102, Level 1
We'll lead a discussion of the role that shared services should adopt in promoting innovation to the client base, given that IT should not lead the business and will be constrained by costs. We'll encourage participants to think of themselves ...	
12:15 PM Wednesday, November 19	
<b>Gartner for Technical Professionals Networking Lunch - By Invitation Only</b>	12:15 PM-01:45 PM
Bill Pray,Suvas Lobo	Room 8, Level 1
Please join a select group of your peers at a networking luncheon to learn how Gartner for Technical Professionals research services will enable your team to deliver quality results on your initiatives.Gartner for Technical Professionals provides research for technologists to ...	
<b>Live Feed: CIO Luncheon Keynote with Dr Jason Fox</b>	12:15 PM-01:30 PM
	Spotlight Center, Executive Programs Members Lounge
Making Clever Happen – turning ideas into traction. Whatever we call it, this presentation is designed with one thing in mind: helping your	

people actually implement and progress the ideas generated at your event. As an opener it'll get your ...	
<b>Lunch &amp; Networking in ITxpo</b>	12:15 PM-01:45 PM ITxpo
A hot buffet lunch will be served in ITxpo. Browse the solution providers and network with colleagues and peers. If you have any specific dietary requirements please contact: apac.registration@gartner.com ...	
<b>CL2:CIO Luncheon Keynote: Making Clever Happen</b>	12:15 PM-01:30 PM Arena2
Dr Jason Fox	
Making Clever Happen – turning ideas into traction. Whatever we call it, this presentation is designed with one thing in mind: helping your people actually implement and progress the ideas generated at your event. As an opener it'll get your ...	
<b>LL3:AirWatch's End User Computing Learning Lab (Lunch Provided)</b>	12:15 PM-01:15 PM
AirWatch by VMware is excited to expand this year's Learning Lab to cover the full scope of End User Computing. AirWatch will provide a hands-on experience exploring Native Apps, Windows Apps and Securing Content up to "protected" level. Gain first ...	
<b>VIP3:VIP Networking Lunch hosted by PGI (by invitation only)</b>	12:15 PM-01:15 PM
Your presence is kindly requested to join PGI for a private Executive Networking lunch being held at Gartner Symposium/ITxpo on Wednesday 19 November 2014, at 12:15pm.Hosted by Mark Beaumont, CIO - PGI Asia-Pacific Japan, the lunch will be focussing ...	
<b>VIP4:VIP Networking Lunch hosted by Pegasystems (by invitation only)</b>	12:15 PM-01:15 PM
We would like to extend an invitation to join a select group of your industry peers at an exclusive roundtable, Enabling Government Agencies to Rapidly Modernise, with guest speaker David Johnson, CIO at IP Australia on Wednesday 19th November from ...	
<b>12:25 PM Wednesday, November 19</b>	
<b>ET07 :HGST: Software Defined Storage – The Best Option for Future Data Growth</b>	12:25 PM-12:40 PM Emerging Technology Theater
Anthony Davis	
This presentation will explain why Nexenta's Software Defined Storage solutions together with HGST enterprise-class, SSDs provide extremely high performance and flexible storage systems that deliver significant benefits to customers. ...	
<b>12:30 PM Wednesday, November 19</b>	
<b>MQ11:Magic Quadrant: Mobile Application Development Platforms</b>	12:30 PM-12:50 PM ITxpo Theater 1
Adrian Leow	
We review the latest Gartner Magic Quadrant for the mobile application development platforms market. ...	
<b>MQ12:Magic Quadrant: Secure Web Gateways</b>	12:30 PM-12:50 PM ITxpo Theater 2
Craig Lawson	
We review the latest Gartner Magic Quadrant for the secure web gateway market. ...	
<b>MQ13:Magic Quadrant: Master Data Management</b>	12:30 PM-12:50 PM ITxpo Theater 3
Andrew White	
We review the latest Gartner Magic Quadrant for the master data management (MDM) markets. ...	
<b>12:45 PM Wednesday, November 19</b>	
<b>ET08 :eMite: Emerging Technology Theater Session</b>	12:45 PM-01:00 PM Emerging Technology Theater
Details to come... ...	
<b>GRZ6:The Gartner Magic Quadrant and Recent Enhancements</b>	12:45 PM-01:00 PM Gartner Research Zone, ITxpo
Ryo Miyauchi,Alex Pring	
The Gartner Magic Quadrant is the go-to resource for clients needing objective perspective on technology and service markets. With a new look that provides customized market views, historical perspective and other features, this essential tool is more useful than ever. ...	
<b>01:10 PM Wednesday, November 19</b>	
<b>MQ14:Magic Quadrant: Data Center Outsourcing and Infrastructure Utility Services, Asia-Pacific</b>	01:10 PM-01:30 PM ITxpo Theater 1
DD Mishra	
We review the latest Magic Quadrant for data center outsourcing and infrastructure utility services in the Asia-Pacific market. ...	
<b>MQ15:Magic Quadrant: Enterprise Architecture Tools</b>	01:10 PM-01:30 PM ITxpo Theater 2
Brian Burke	
We review the latest Gartner Magic Quadrant for the enterprise architecture tools market. ...	

<b>MQ16:Magic Quadrant: Integrated Systems</b>	01:10 PM-01:30 PM
Errol Rasit	ITxpo Theater 3
We review the latest Gartner Magic Quadrant for the integrated systems market. ...	
01:15 PM Wednesday, November 19	
<b>CR7:Roundtable: The Keep-It-Simple Approach to Presenting IT Value, A CIO exclusive roundtable</b>	01:15 PM-02:15 PM
Ken McGee	R101, Level 1
Participants will discuss best practices when it comes to demonstrating IT's value to an executive audience (e.g., CEO, BU leaders, BoD, etc.), including Gartner's guidance on five slides that get right to the point. ...	
<b>GRZ7:Gartner Peer Connect — The IT Industry's Most Influential Network</b>	01:15 PM-01:30 PM
Ryo Miyauchi	Gartner Research Zone, ITxpo
Exclusively for end-user IT and business leaders — experience this community of more than 20,000 Gartner clients. Get tips on how to tap into the Peer Connect online forums to gain insights and share real-world knowledge and skills with your ...	
<b>R17:Roundtable: Things About Legacy Modernization That Insurance CIOs Need to Know</b>	01:15 PM-02:15 PM
Juergen Weiss	R102, Level 1
We'll lead a discussion among insurance IT executives related to research findings about critical aspects for success and failure of legacy modernization projects in insurance firms. ....	
01:25 PM Wednesday, November 19	
<b>ET10 :ContentKeeper Technologies: Emerging Technology Theater Session</b>	01:25 PM-01:40 PM
	Emerging Technology Theater
Description ...	
01:30 PM Wednesday, November 19	
<b>CNC5:Contract Negotiation Clinic: Application Outsourcing</b>	01:30 PM-02:30 PM
Jim Longwood	Room 4, Level 1
We provide participants with tips and tricks to maximize the benefits of their outsourced application services. ...	
<b>CNC7r:Contract Negotiation Clinic: Infrastructure as a Service</b>	01:30 PM-02:30 PM
DD Mishra	Room 5, Level 1
Many clients are negotiating IaaS deals and finding them very different from negotiating traditional outsourcing deals. They find IaaS providers unable to negotiate key terms and conditions and SLAs as they historically have for outsourcing deals. Pricing basis have changed; ...	
<b>CW11:Workshop: Innovating Innovation — Building a Continuous Innovation Pipeline, A CIO exclusive workshop</b>	01:30 PM-03:00 PM
John MacDorman	Room 2, Level 1
Leading-edge competitors, or "alpha organizations," aggressively use disruptive innovation to shake up the competitive landscape, seize advantage and keep the market guessing. They go outside of traditional innovation management practices to foster a continuous pipeline of disruptive products and services. ...	
<b>W10:Workshop: Beyond Standardization: Maximizing Business Outcomes With Just Enough Process Variation</b>	01:30 PM-03:00 PM
Bruce Robertson	Room 3, Level 1
Standardizing business processes has been the goal, but is that goal the right one? More and more, we see organizations wanting to enable significant variation in their processes and work item handling, and looking for ways to accomplish this. ...	
01:45 PM Wednesday, November 19	
<b>24A:The Mobile Scenario</b>	01:45 PM-02:30 PM
Nick Jones	Arena 1B
Mobility will remain at the forefront of digital business innovation as apps, devices and networks evolve rapidly through 2019, and the battles among vendors such as Microsoft, Apple and Samsung intensify. Mobility leaders will also find new business roles exploiting ...	
<b>24B:Creating a Culture That is Ready for Anything</b>	01:45 PM-02:30 PM
Leigh McMullen	Room D, ITxpo
CIOs need to actively shape the culture of their IT organizations to become change agents and to prosper in the digital world. Branding is a critical symbol of change that requires different leadership, goals and roles. To create the organizations ...	

<b>24C:Beyond Tools: Collaborating in the Digital Workplace</b>	01:45 PM-02:30 PM
Jeffrey Mann	Room E, ITxpo
Organizations shifting collaboration to mobile environments and the cloud as part of a digital-workplace initiative will benefit from more contextual collaboration services, a new "inbox" model less focused on E-mail, and intelligent applications that harness near-time social networking insights from ...	
<b>24D:The Role of PMO in an Agile Organization</b>	01:45 PM-02:30 PM
Donna Fitzgerald	Arena 1A
As the relationship between the business and IT changes as a result of digital business, the PMO role will become more critical but also more challenging. Greater adoption of agile development and a move toward a bimodal culture is forcing ...	
<b>24E:Case Study: Customer Centred Analytics - Building a New Model of Banking</b>	01:45 PM-02:30 PM
Patrick Maes	Central Room B
<b>24F:Future-Proof Your Application Strategies for the Coming Age of Smart Machines</b>	01:45 PM-02:30 PM
Brian Prentice	Central Room C
Applications in the coming era of smart machines and the Internet of Things will be radically different from even today's cutting-edge mobile apps. The user experience will be different, making today's user interfaces as dated as the command line is ...	
02:15 PM Wednesday, November 19	
<b>GRT2:Government Leadership in the Information Age (Repeat)</b>	02:15 PM-03:00 PM
John Kost	Room 8, Level 1
More government leaders are becoming aware of and excited about how IT can and should drive changes in the way government customers and stakeholders are served. But, many government leaders, including CIOs, are tethered to old thinking about how ...	
02:30 PM Wednesday, November 19	
<b>CR8:Roundtable: A Practical Guide to Stakeholder Management, A CIO exclusive roundtable</b>	02:30 PM-03:30 PM
Andy Rowsell-Jones	R101, Level 1
Digital business is exploding the numbers and types of stakeholders CIOs need to interact with. We'll explore the practical and ethical steps that can be taken to improve stakeholder management, win buy-in and influence outcomes. Stakeholder management is the darker ...	
<b>KCW1:Workshop: Making Clever Happen, a CIO exclusive workshop</b>	02:30 PM-04:00 PM
Dr Jason Fox	Room 7, Level 1
The world of motivation is fraught with folklore, fluff, and heavily outdated management principles that may work fine for factories – but are absolutely useless for progressing information technology. In this dynamic session, Dr Jason Fox will share fresh insight ...	
<b>R18:Roundtable: Cloud Content — Sync and Share or Sink and Shred?</b>	02:30 PM-03:30 PM
Gavin Tay	R102, Level 1
BYOD has inevitably brought about the proliferation of tablets and smartphones as well as consumer-driven cloud content channels within organisations. As ECM vendors aggressively introduce mobile functionality to bring about this pervasiveness, how will the existing content channels play out ...	
02:45 PM Wednesday, November 19	
<b>LL5:AirWatch's End User Computing Learning Lab</b>	02:45 PM-03:45 PM
	ITxpo
AirWatch by VMware is excited to expand this year's Learning Lab to cover the full scope of End User Computing. AirWatch will provide a hands-on experience exploring Native Apps, Windows Apps and Securing Content up to "protected" level. Gain first ...	
<b>SPS19 :BlackBerry: Serious Mobility for Serious Business: Mitigating Risk in Enterprise Mobility</b>	02:45 PM-03:30 PM
John Sims	Arena 1A
Join BlackBerry's Global President of Enterprise Solutions who will lead a session about the relationship between Mobility, Security and Risk. The session will include some findings from a recent study highlighting a lack of confidence among leaders when it ...	
<b>SPS20 :Xtraction Solutions: Case Study: NAB, Datacom &amp; Echo Ent – How Data is Now in Our Control in Our Organisations!!</b>	02:45 PM-03:30 PM
Andy Matus,Kel Telford,Peter Malin	Arena 1B
Learn from your Peers as each company shares their unique challenges, approach and benefits realised by partnering with Xtraction Solutions and Service Management products provided by BMC, CA & Servicenow. Xtraction - An Australian Software Company that has developed "Ready ...	

<b>SPS21 :SOTI: Mobile Business Enablement in a Connected Era</b>	02:45 PM-03:30 PM
Gareth Phillips	Room D, ITxpo
CIOs are at a crossroads, seeking strategies enabling digital business management to bring together people, processes, devices and things. As unified endpoint management evolves, how does IT deliver the digital promise while limiting operational impact? Demonstrating real cases, this ...	
<b>SPS22 :CA Technologies: The Geeks Were Right - 5 Essential Truths to Drive Digital Business</b>	02:45 PM-03:30 PM
Daniel McDermott	Room E, ITxpo
Today more than ever, customer experience is fuelled by technology as customers are more likely to experience your brand and interact with your business through a software application than a person. Yet only 30% of Australian organisations believe they are ...	
<b>SPS23 :VMware: How "Software Defined Everything" Changes IT's Role in the Business</b>	02:45 PM-03:30 PM
Nick Smith	Central Room B
You've heard the quote "software is eating the world"? This has never been truer. VMware's at the forefront of this trend. From Server to End User and Application, the way the business request, modify and manage services from ...	
<b>SPS24 :imei: Leighton Contractors &amp; Sportingbet: Transforming Business Performance with Mobility</b>	02:45 PM-03:30 PM
Rob James,Diane Fernley-Jones,Tim Fussell	Central Room C
How are the industry leaders using Enterprise Mobility to transform their business processes and drive customer experience? For Leighton Contractors, mobility brought enhanced safety standards, improved policy adherence and drove productivity between the office and site. As players in the ...	
<b>03:15 PM Wednesday, November 19</b>	
<b>CNC6:Contract Negotiation Clinic: Oracle</b>	03:15 PM-04:15 PM
Lori Samolsky	Room 4, Level 1
Oracle has more than 400,000 customers and is consistently rated among the most difficult vendors with which to do business. We'll provide participants with best practices for negotiating their Oracle contracts. ...	
<b>CW12:Workshop: Building Your Personal Brand — Unleashing Your Value, A CIO exclusive workshop</b>	03:15 PM-04:45 PM
Leigh McMullen	Room 2, Level 1
To capitalize on the opportunities that the digital industrial economy presents, CIOs may have to realize that the brand that they (and IT) have built will need to change. ...	
<b>W11:Workshop: BYOD Best Practices</b>	03:15 PM-04:45 PM
David A. Willis	Room 3, Level 1
We'll take participants through an exercise wherein they will share policies, practices and results from their BYOD initiatives. With analyst guidance, IT leaders will identify areas in which their current practices need to change. ...	
<b>W14:Workshop: Got Security Metrics But Nobody Listens? Transform Them</b>	03:15 PM-04:45 PM
Rob McMillan	Room 5, Level 1
Security teams struggle to demonstrate success because security metrics are poorly defined and disconnected from business results. CISOs will learn how to transform their existing security metrics to make the connection. ...	
<b>03:30 PM Wednesday, November 19</b>	
<b>Refreshment Break &amp; Networking in ITxpo</b>	03:30 PM-04:00 PM
	ITxpo
Join us in ITxpo for afternoon tea, meet our solution providers and network with colleagues & peers. ...	
<b>ITK:IT Key Metrics 2014 – Australia / New Zealand Study Results</b>	03:30 PM-04:00 PM
Mike Lafford	Spotlight Center, Executive Programs Members Lounge
In this session we will talk through the highlights of the recently concluded IT key Metrics study for Australia / New Zealand Understand how you compare to your local peers, Does industry vertical and organization size really make any difference?How ...	
<b>03:35 PM Wednesday, November 19</b>	
<b>T07 :Concur Technologies: The perfect business trip is here! Is it part of your digital strategy?</b>	03:35 PM-03:55 PM
Christopher Sullivan	ITxpo Theater 1
Travelling for work is work enough. Simplify the travel and expense management process for the entire organisation. Lead innovation to help your organisation be more productive, make better decisions and focus on what matters most. Learn why it ...	
<b>T08 :IBM: Enabling Business Apps &amp; Content on Mobile Devices</b>	03:35 PM-03:55 PM

Darryl Miles,Chuck Brown	ITxpo Theater 2
Employees are demanding more than just email, calendar and contacts on their mobile devices. To be productive, they need business apps and tools to access work content, anytime and anywhere, from their smartphone, tablet, and laptop. Learn how to provide ...	
<b>T09 : Rimini Street Australia: Independent Software Support - How It Works</b>	03:35 PM-03:55 PM
Andrew Powell	ITxpo Theater 3
One way Oracle and SAP customers can free up budget to fund critical IT priorities such as cloud, big data, social and mobility is to reduce their maintenance costs. Rimini Street, the leading independent support provider, has helped hundreds of ...	
03:45 PM Wednesday, November 19	
<b>GRZ8:Power-Using the Gartner ITScore and ITBudget Tool (ITKMD)</b>	03:45 PM-04:00 PM
Ryo Miyauchi,Alex Pring	Gartner Research Zone, ITxpo
IT investments vary significantly among industries. Looking at how your organization's IT investments align with other organizations can provide valuable insight into your IT spending and staffing levels. This session presents an overview of Gartner IT Key Metrics Data (ITKMD) ...	
<b>R19:Roundtable: Successful and Secure BYOD Programs</b>	03:45 PM-04:45 PM
Craig Lawson	R101, Level 1
Enterprise mobile security is at the top of many enterprise IT agendas. Mobile devices and mobile applications residing on smartphones and tablets must be secured. We'll facilitate a discussion of planned and successful efforts and ideas among industry peers, to ...	
<b>R20:Roundtable: Buy or Build Your Next Data Center</b>	03:45 PM-04:45 PM
Michael Warrilow	R102, Level 1
The question IT leaders are getting is no longer how large is your next data center going to be, but rather, should you be building one at all? This roundtable will be a discussion of the benefits and pitfalls ...	
04:00 PM Wednesday, November 19	
<b>25A:Top 10 Strategic Predictions: Digital Business Is Driving "Big Change"</b>	04:00 PM-04:45 PM
Brian Prentice	Arena2
As the future becomes more uncertain for everything from politics to technology, it's more critical than ever to act appropriately. New competitive relationships are created overnight, challenging our assumptions about how to respond to the use of technology to compete. ...	
<b>25B:Talent Outlook: Harnessing Big Trends to Win the Quest for Talent</b>	04:00 PM-04:45 PM
John MacDorman	Central Room B
Gartner's 2014 CEO survey identified growth as the top strategic priority, and talent and skills as the chief constraints. The implication is clear: When it comes to the quest for talent, nothing businesses have done in the past will suffice ...	
<b>25C:The Practicalities of a Bimodal Organization</b>	04:00 PM-04:45 PM
Darryl Carlton	Arena 1B
We'll look at how agile development supports bimodal when it comes to funding, governance, development and maintenance (i.e., full life cycle). We'll cover the issues of agile development working alongside non-agile development and reducing dependency risk. ...	
<b>25D:Case Study: How the Provocative Use of Technology Can Deliver Transformative Value (hint: its not really about technology...)</b>	04:00 PM-04:45 PM
Vito Forte	Room E, ITxpo
<b>25E:People-Centric Security: Case Studies and Best Practices</b>	04:00 PM-04:45 PM
Tom Scholtz	Central Room C
People-centric security (PCS) is a strategic response to the challenges of the Nexus of Forces. It emphasizes individual accountability and trust and de-emphasizes restrictive, preventative security controls. A number of organizations are gaining experience with implementing PCS concepts. We'll ...	
<b>25F:Strategic Infrastructure and Operations Trends for the Digital Business ... and the Top Threats that Could Disrupt Them</b>	04:00 PM-04:45 PM
Joe Skorupa,Michele C. Caminos	Arena 1A
Many organizations are struggling with how to transition to the cloud, protect their data and manage their network infrastructure. In this session, we will: • Evaluate ...	
<b>25G:Boosting Workforce Agility With a Digital Workplace</b>	04:00 PM-04:45 PM
Jeffrey Mann	Room D, ITxpo

Business and IT leaders are uniquely positioned to promote workforce effectiveness by strategically responding to a series of interconnected societal trends, such as digital lifestyles, changing work models, data intensity and a willingness to share and collaborate. We'll describe the ...	
05:00 PM Wednesday, November 19	
<b>K3:Guest Keynote: The Art of Innovation</b>	05:00 PM-06:00 PM
Guy Kawasaki	Arena2
This speech inspires people to take chances, innovate, and change the world. Guy lays out the strategic steps to create new products and services by calling upon his experience with Apple as well as his study of dozens of world-class ...	
06:00 PM Wednesday, November 19	
<b>Special Event: Beatlemania</b>	06:00 PM-08:00 PM
	ITxpo
Come Together to celebrate 50 years of the Beatles. Join us for an evening of entertainment, networking and Beatlemania on ITXpo Showfloor! Enjoy an unforgettable evening on our magical mystery reception with Beatles inspired music, food and drinks. With a ...	
07:00 AM Thursday, November 20	
<b>DByte4:Your Thursday's "Daily Byte" Newsletter is Available - View Now!</b>	07:00 AM-07:00 AM
Daily Byte is your go-to place for highlights for the day ahead along with some useful information to help you make the most of your time each day at Symposium/ITxpo. ...	
07:30 AM Thursday, November 20	
<b>Refreshments</b>	07:30 AM-08:30 AM
	Foyer A & B
A light breakfast of pastries and coffee will be available in Foyer A&B before sessions start each morning. ...	
<b>Registration</b>	07:30 AM-04:00 PM
	Central Room A
08:30 AM Thursday, November 20	
<b>CNC7:Contract Negotiation Clinic: Infrastructure as a Service</b>	08:30 AM-09:30 AM
DD Mishra	Room 4, Level 1
Many clients are negotiating IaaS deals and finding them very different from negotiating traditional outsourcing deals. They find IaaS providers unable to negotiate key terms and conditions and SLAs as they historically have for outsourcing deals. Pricing basis have changed; ...	
<b>CR11:Roundtable: Business Moments — The New Speed of Business, A CIO exclusive roundtable</b>	08:30 AM-09:30 AM
Kristian Steenstrup	R101, Level 1
CIOs will discuss what business moments are, and how they need to set up IT to leverage business moments, including the need for bimodal IT organization, agile infrastructure and different IT funding models to deal with business moments. ...	
<b>CW13:Workshop: Winning Conversations, A CIO exclusive workshop</b>	08:30 AM-10:00 AM
Bard Papegaaij	Room 2, Level 1
Conversations are windows of opportunity for influencing other people. In fact, most of our influence happens during conversations, formal and informal. So it pays to improve our conversational skills. In this highly interactive session, we show some basic conversational skills ...	
<b>K4:Guest Keynote: Achieving the Impossible</b>	08:30 AM-09:30 AM
Lewis Pugh	Arena2
Lewis is the only person to have completed a long distance swim in every ocean of the world. To date he has pioneered more swims around famous landmarks than any other swimmer in history. Each of these seemingly impossible feats ...	
<b>R22:Roundtable: Is Your Business Ready for Cloud Unified Communications?</b>	08:30 AM-09:30 AM
Bjarne Munch	R102, Level 1
Participants will explore the maturity, strengths and weaknesses of cloud-based unified communications (UC). Cloud UC has traditionally been a small and midsize business play, but has now expanded to the large-enterprise sector. We'll also discuss the key vendors and service ...	
<b>W13:Workshop: The API Revolution Drives Toward Digital Business and "Big Change"</b>	08:30 AM-10:00 AM
Darryl Carlton	Room 3, Level 1
The most common question in nascent API programs is 'which APIs do I need to publish?'. That question cannot be answered without	

knowing which applications will consume the APIs. Digital business and the nexus of forces present an unprecedented variety ...	
09:45 AM Thursday, November 20	
<b>32A: Smart Machine Disruption Will Dominate This Decade</b>	09:45 AM-10:30 AM
Stephen Prentice	Arena 1A
For the past 60 years, artificial intelligence (AI) has primarily delivered disappointment. Because of advances in algorithms, hardware, networks and big data, smart machines are proving ready to disrupt conventional approaches to much of what the IT organization does. Come ...	
<b>32B: Break Through IT Cost-Cutting Barriers to Optimize Business Performance</b>	09:45 AM-10:30 AM
John P. Roberts	Arena2
Transformation to the digital economy is changing how IT is managed. IT is ubiquitous. The success of every enterprise, department, function and employee will increasingly depend on IT. Everyone must have a role in determining how IT resources are used ...	
<b>32C: Business Architecture Fuels Digital Business Strategy</b>	09:45 AM-10:30 AM
Marcus Bloch	Arena 1B
Digital business is about introducing new business designs that deliver new value by integrating people, business and things as peer entities further blurring the line between physical and digital worlds. Leading organizations are leveraging business architecture practices inform business strategy ...	
<b>32D: Business Process Improvement Scenarios and Types of Change Responses: Connecting the Right Dots!</b>	09:45 AM-10:30 AM
Bruce Robertson	Central Room B
Business process improvement (BPI) scenarios can be defined by the scope of the initiative, the expected business outcome and the maturity of the organization. Accordingly, each scenario will require a different type of change response, showing different characteristics on organization, ...	
<b>32E: Proactive Data Management in the Cloud — Get in Front of the Business!</b>	09:45 AM-10:30 AM
Eric Thoo	Central Room C
The adoption of cloud services will impact roles and requirements for data management competencies. CIOs and IT leaders will need to proactively engage business leaders on cloud-related ideas and data concerns. While technology tools help, a business-focused mindset is key ...	
<b>32F: The Enterprise Networking Scenario: How SDN Changes Everything</b>	09:45 AM-10:30 AM
Joe Skorupa	Room D, ITxpo
SDN is a key technology for solving long-standing network operations bottlenecks, but its impact should go well beyond network agility and result in fundamental changes to how enterprises architect, procure and manage their infrastructure. Open SDN technologies can lower the ...	
<b>32G: Use MSI and CSB Roles to Run IT as a Service Broker to Deliver Integrated Hybrid IT Services</b>	09:45 AM-10:30 AM
Jim Longwood	Room E, ITxpo
As clients move to a hybrid IT ecosystem of traditional and cloud services delivered internally and from a range of external service providers, they are confronted with hype about the need for cloud service brokerage (CSB) and multisourcing service integration ...	
<b>R23: Roundtable: How Do You Redesign Your Digital Retail Organization Around Customer Processes?</b>	09:45 AM-10:45 AM
Miriam Burt	R101, Level 1
We'll lead a discussion among retail-industry participants of how they can take a customer-process approach to redesign organizational structures and metrics to deliver a single customer experience across all the channels in which their firm operates. ...	
<b>R24: Roundtable: Web-Scale IT and DevOps — Where Do We Get Started?</b>	09:45 AM-10:45 AM
Ian Head	R102, Level 1
10:15 AM Thursday, November 20	
<b>CNC8: Contract Negotiation Clinic: SAP</b>	10:15 AM-11:15 AM
Lori Samolsky	Room 4, Level 1
We'll provide critical steps to follow to ensure you ask SAP the right questions and properly analyze proposals. We'll ensure you know what to negotiate and how to negotiate, and give advice and recommendations on how to protect your SAP ...	
<b>CW1: Workshop: The Language of Change, A CIO exclusive workshop</b>	10:15 AM-11:45 AM
Bard Papegaaij	Room 2, Level 1



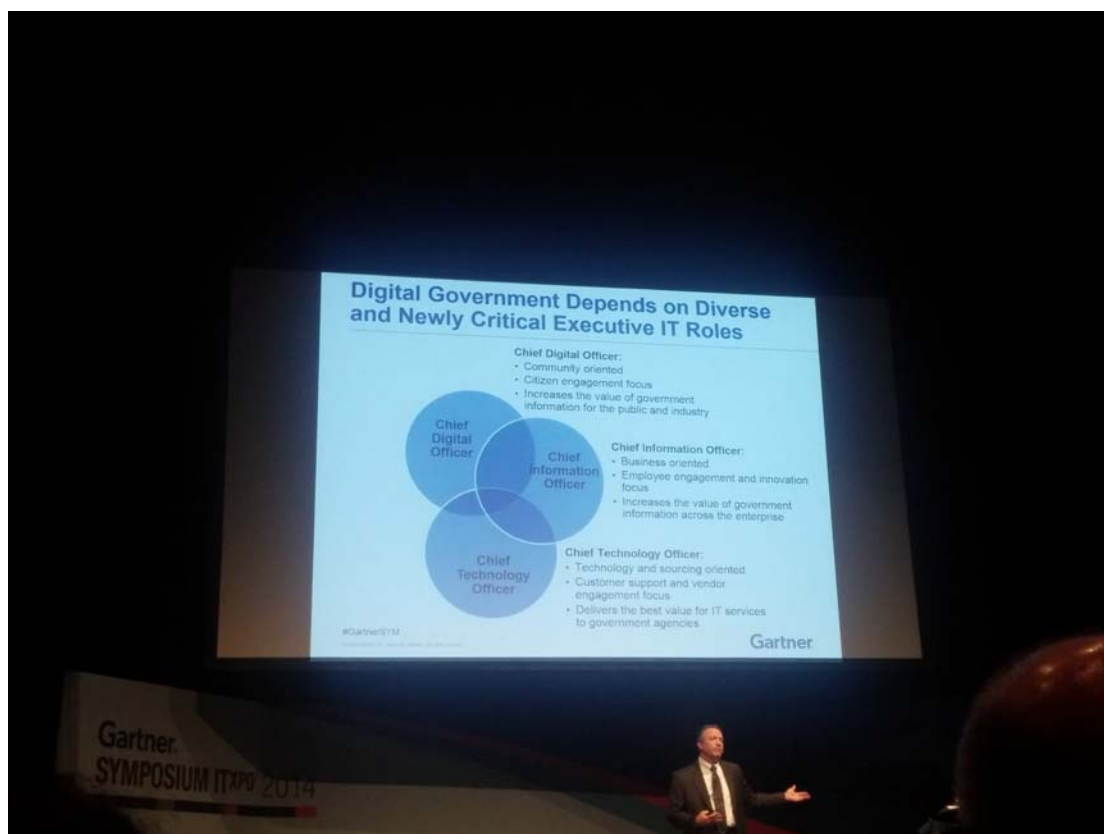
Change initiatives often fail for no clear reason: Everyone seems committed to the change and a lot of steps are taken, yet the expected change fails to happen, or fails to produce the promised benefits. We'll discuss reasons change is ...	
<b>CW15:Workshop: Strategic Benefits Realization — Putting the Wood Behind the Arrow, A CIO exclusive workshop</b>	10:15 AM-11:45 AM
Ken McGee	Room 3, Level 1
IT is one of the enterprise's most powerful mechanisms for coherent execution of strategy. The IT project portfolio represents the sum of an enterprise's plans for change. When it is explicitly treated as such, the strategic value of IT comes ...	
<b>10:30 AM Thursday, November 20</b>	
<b>ITxpo Hours</b>	10:30 AM-01:00 PM ITxpo
<b>Lewis Pugh Book Signing</b>	10:30 AM-11:00 AM Gartner Research Zone, ITxpo
<b>Refreshment Break &amp; Networking in ITxpo</b>	10:30 AM-11:00 AM ITxpo
Join us in ITxpo for morning tea, meet our solution providers and network with colleagues & peers. ...	
<b>SS6:2015 CIO Survey findings – what does it mean for you?</b>	10:30 AM-11:00 AM
Graham P. Waller,Poh-Ling Lee	Spotlight Center, Executive Programs Members Lounge
This spotlight presents an opportunity for EXP members to explore the details of the 2015 CIO Survey findings and discuss the recommendations revealed in the CIO agenda report ...	
<b>10:35 AM Thursday, November 20</b>	
<b>T11 :Good Technology: Turning Enterprise Mobility Into Productivity: Safer, Faster, Easier</b>	10:35 AM-10:55 AM
Paul Domoney	ITxpo Theater 2
Harnessing the potential of BYOD for businesses is about instant access to information needed on devices employees love with a great user experience- all while safeguarding data and protecting user privacy. Measurable productivity can be achieved through enterprise mobility platforms ...	
<b>T12 :NTT Communications: Use Public Cloud to Solve a Business Problem, Not Create One</b>	10:35 AM-10:55 AM
Bill Wright	ITxpo Theater 3
Moving to public cloud can address your cost pressures, bridge multiple geographies, and open up your products to a broader market. But – lack of robust security, solid SLAs, or a competent approach to compliance can expose your business ...	
<b>11:00 AM Thursday, November 20</b>	
<b>R14:Roundtable: What Securing the Internet of Things Means for Digital Business</b>	11:00 AM-12:00 PM
Craig Lawson	R102, Level 1
The Internet of Things (IoT) promises to revolutionize the relationships businesses and public-sector agencies have with everyone — customers, suppliers, partners, competitors and constituents. In the haste to leverage what the IoT can do for us, we risk making the ...	
<b>R25:Roundtable: Crowdsourcing Your Management of Utilities Operational Risk</b>	11:00 AM-12:00 PM
Leif Eriksen	R101, Level 1
Within utilities, traditional approaches to managing operational risk are delivering diminishing returns as the pace of business accelerates. Hierarchical organizational structures and information management practices leave organizations exposed to rapidly escalating chains of events and public-relations nightmares as information moves ...	
<b>SPS27 :Silverback: Beyond Enterprise Mobility Management - How to Deliver the Smarter Workspace</b>	11:00 AM-11:45 AM
John Georgopoulos	Room D, ITxpo
Enterprise mobility is increasingly complex, but managing and using it shouldn't be. Multiple point solutions and proprietary infrastructure is not in the customer's interest. Discover how you can turn multiple pains into your single pane of glass for all your ...	
<b>SPS29 :Dimension Data: Moving to the Cloud at a Large Scale</b>	11:00 AM-11:45 AM
David Hanrahan	Central Room B
For business, the core elements of cloud business models have always been attractive: pay-as-you-use instead of install-and-own, and inherently greater flexibility in IT - a strong incentive in a world that continues to struggle with economic uncertainty and more restricted ...	
<b>11:45 AM Thursday, November 20</b>	
<b>Lunch &amp; Networking in ITxpo</b>	11:45 AM-01:00 PM

	ITxpo
A hot buffet lunch will be served in ITxpo. Browse the solution providers and network with colleagues and peers. If you have any specific dietary requirements please contact: apac.registration@gartner.com ...	
<b>VIP6:VIP Networking Lunch hosted by IBM (by invitation only)</b>	11:45 AM-12:45 PM
In 2013, IBM® launched IBM MobileFirst, a portfolio of solutions and services that enable clients to radically streamline and accelerate mobile adoption. IBM MobileFirst allows clients to deliver enterprise mobile applications that create deeper customer engagement, improve employee productivity, and ...	
12:00 PM Thursday, November 20	
<b>LL6:AirWatch's End User Computing Learning Lab (Lunch Provided)</b>	12:00 PM-01:00 PM
AirWatch by VMware is excited to expand this year's Learning Lab to cover the full scope of End User Computing. AirWatch will provide a hands-on experience exploring Native Apps, Windows Apps and Securing Content up to "protected" level. Gain first ...	ITxpo
12:10 PM Thursday, November 20	
<b>ET11 :Mobilyser: The Future of TEM Reporting Using Smart Phone Technology</b>	12:10 PM-12:25 PM
Robbie Adams	Emerging Technology Theater
The speaker will address strengthening a company's position as a market leader by providing its clients (and staff) will problem solving digital mobile solutions. This session will provide its audience with insight into reporting accuracy, time efficiency, money saving and ...	
12:15 PM Thursday, November 20	
<b>Gartner for Technical Professionals: In-depth research for your technical teams</b>	12:15 PM-12:30 PM
Suvas Lobo	
<b>MQ17:Magic Quadrant: Web Content Management</b>	12:15 PM-12:35 PM
Gavin Tay	ITxpo Theater 1
12:45 PM Thursday, November 20	
<b>GRZ11:The Gartner Magic Quadrant and Recent Enhancements</b>	12:45 PM-01:00 PM
Ryo Miyauchi,Alex Pring	Gartner Research Zone, ITxpo
The Gartner Magic Quadrant is the go-to resource for clients needing objective perspective on technology and service markets. With a new look that provides customized market views, historical perspective and other features, this essential tool is more useful than ever. ...	
01:00 PM Thursday, November 20	
<b>34B:An Asset-Intensive Digital Business: Systems of Differentiation</b>	01:00 PM-01:45 PM
Kristian Steenstrup	Arena 1B
Much of the talk about digital business has so far focused on consumer moments, products and personal devices. Asset-intensive businesses will also be transformed, but in different ways. We'll focus on what digitalization means to asset-intensive businesses like oil & ...	
<b>34C:Improve Employee Engagement With Google's and Amazon's UX Methodologies</b>	01:00 PM-01:45 PM
Brian Prentice	Arena 1A
Leading Internet companies like Google, Amazon, Netflix and Facebook don't design their UX in a traditional way. Learn how how these B2C methods can be applied to create a more engaging UX for your employees. ...	
<b>34D:Windows, Office and the Future of Client Platforms</b>	01:00 PM-01:45 PM
Michael A. Silver	Central Room B
Windows and Office have long dominated the enterprise PC industry. Both products are undergoing fundamental shifts in focus, design, functionality and licensing, which in turn will dramatically impact IT planning and deployment around the bulk of their end-user base. ...	
<b>34E:Embracing Project and Program Risk in a Complex World</b>	01:00 PM-01:45 PM
Donna Fitzgerald	Room D, ITxpo
Conventional project and program risk management approaches are fine — if you're living in the 1970s. The level of complexity on projects and programs within today's IT requires looking at things differently. We'll explain the changing nature of risk and ...	
<b>34F:Case Study: Differentiated Delivery: How Australia Post Does it Successfully</b>	01:00 PM-01:45 PM
Ayten Ozenc	Central Room C
<b>R27:Roundtable: Improving Unstructured Processes</b>	01:00 PM-02:00 PM
Bruce Robertson	R101, Level 1

Non-routine, collaborative, knowledge-worker-centric work will dominate how work is done in your organization — exceptions are the norm. Participants will explore approaches for improving the outcomes of unstructured work. ...	
<b>R28:Roundtable: Leverage the Power of Analytics</b>	01:00 PM-02:00 PM
Lisa Kart	R102, Level 1
<b>W15:Workshop: Developing an IT Roadmap for Digitalization in Insurance</b>	01:00 PM-02:30 PM
Juergen Weiss	Room 2, Level 1
Participants will discuss how insurers can develop strategic technology maps and prioritize IT investments/decisions to plan their digital transformation. ...	
<b>W16:Workshop: Pace Layering for Architecting Utility IT Applications for Digital Business</b>	01:00 PM-02:30 PM
Randy Rhodes	Room 3, Level 1
Participants will use pace layering (and associated IT portfolio management approaches) to identify which applications fit in systems of record, in systems of differentiation and in systems of innovation, so that they can be appropriately structured, sourced and managed to ...	
<b>W17:Workshop: Unlock the Power of a Great IT/Marketing Relationship to Prepare for Digital Business</b>	01:00 PM-02:30 PM
Don Scheibenreif	Room 4, Level 1
The world of digital business requires an even more agile and productive partnership between marketing and IT. You and peers from multiple industries will discuss best practices so you can construct your own plan for building and maintaining a powerful, ...	
<b>W18:Workshop: Establishing a Vendor Performance Management Program</b>	01:00 PM-02:30 PM
Jim Longwood,DD Mishra	Room 5, Level 1
Few organizations have a formal vendor performance managemnet program leading to inconsistencies in their results obtained from a variety of vendors and vendor engagemnets. This session will introduce a 10 step vendor performance management approach and provide hands on activities ...	
<b>02:00 PM Thursday, November 20</b>	
<b>35A:How Gamification Motivates People to Do Extraordinary Things</b>	02:00 PM-02:45 PM
Brian Burke	Arena 1B
Digital business forces organizations to re-evaluate how they engage and motivate customers, employees and communities. Gamification is a powerful means of engaging people at an emotional level and motivating them to achieve shared goals. Gamification packages motivation and shifts it ...	
<b>35B:The Emerging Trends Driving Digital Business</b>	02:00 PM-02:45 PM
Stephen Prentice	Arena 1A
We'll review the Gartner Emerging Trends Radar Screen, looking at major disruptors (i.e., the SMART technologies) and demonstrating how these combine and extend the Nexus of Forces to fuel further disruption, create opportunities for competitive advantage, and pose risks and ...	
<b>35C:Is a Cloud Office Suite in Your Future (or Present)?</b>	02:00 PM-02:45 PM
Jeffrey Mann	Central Room B
Many organizations are considering moving to a cloud office suite (e.g., Microsoft Office365, Google Apps for business, IBM Smartcloud and others). Such a move raises many issues for IT, procurement, LOB managers and executive management. We'll provide the answers to ...	
<b>35D:Chief Data Officers: Who They Are, What They Do, and Why This Role Will Keep Growing</b>	02:00 PM-02:45 PM
Andrew White	Central Room C
The chief data officer is a new, important and quickly rising C-level IT-related role. It is disproportionately prevalent in two industries: Financial services and government. We'll explain why this role is so important, and what CIOs should do about it. ...	
<b>35E:The Server and Storage Scenario</b>	02:00 PM-02:45 PM
Matthew J Boon,Errol Rasit	Room E, ITxpo
New server and storage technologies, architectures, implementation techniques and vendors look to disrupt, improve and transform the data center. Infrastructure and Operations leaders must therefore address the challenges of new fast-paced business demands whilst managing and integrating existing slower-moving systems. ...	
<b>35F:The UCC Scenario — Planning in a Highly Disruptive Market</b>	02:00 PM-02:45 PM
Bjarne Munch	Room D, ITxpo
Unified Communications and Collaboration represents the confluence of collaboration, mobile, consumer, telecom and cloud, together they are driving UC on a unique trajectory. New disruptive options offer opportunities that enterprises should consider, including the emergence of "virtual meeting rooms", conferencing ...	

<b>35G:Case Study: User Led Innovation- Transforming Traditional Models</b>	02:00 PM-02:45 PM
Clare Quinlivan	Room 6, Level 1
02:15 PM Thursday, November 20	
<b>CR9:Roundtable: CIO Agenda 2015 — What Does It Mean For Your Business?, A CIO exclusive roundtable (Survey Respondents Only)</b>	02:15 PM-03:15 PM
Graham P. Waller,Poh-Ling Lee	R101, Level 1
Discuss the Gartner CIO Survey 2015 findings amongst peers to identify immediate actions applicable to your industry and organization. Exchange ideas and share lessons learnt in leveraging the survey results to inform your organization's digital business and IT strategies. This ...	
<b>R13:Roundtable: Building a Comprehensive Cloud Strategy</b>	02:15 PM-03:15 PM
Marcus Blosch	R102, Level 1
The "cloud" means different things to different people inside and outside the IT department, leading to confusion and fragmented initiatives. Organizations must consider the impact of cloud across the entire IT spectrum and develop a comprehensive strategy to deal with ...	
03:00 PM Thursday, November 20	
<b>K5:Gartner Closing Keynote</b>	03:00 PM-03:30 PM
Andy Rowsell-Jones	Arena2

## 附錄二、相關影像剪輯



照片 1：2014 年 11 月 17 日 10:15-11:00



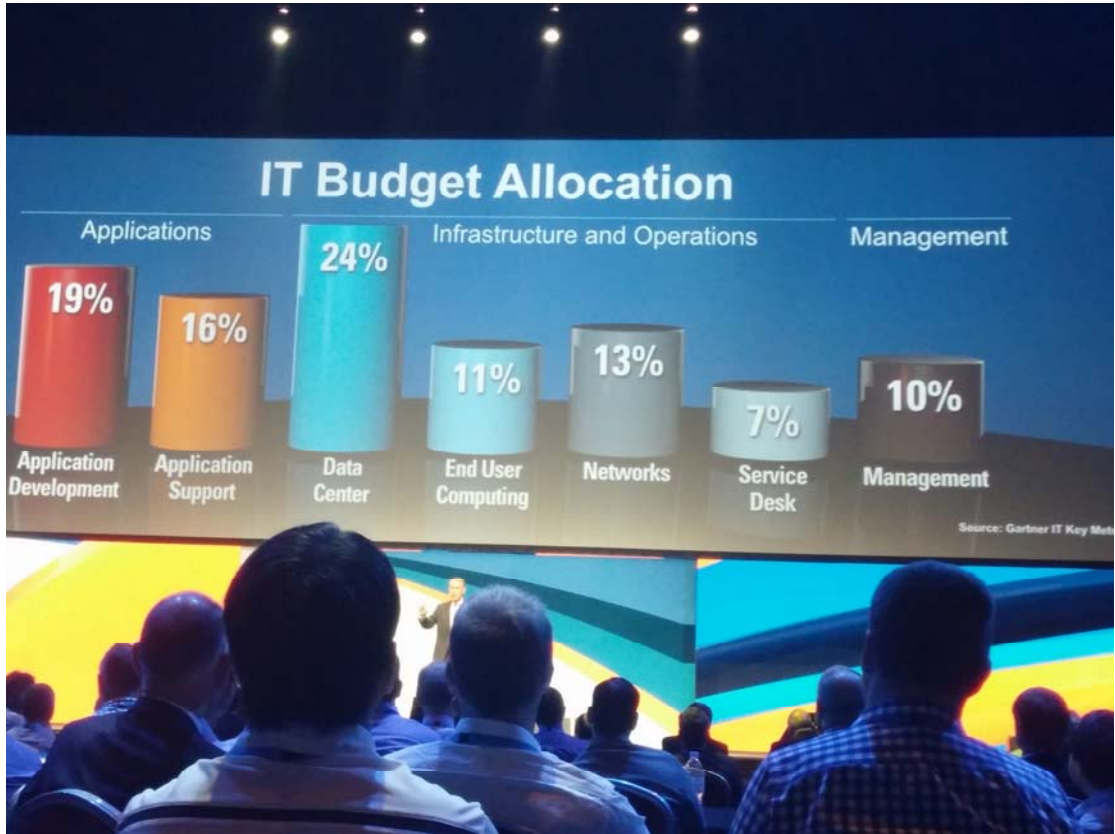
照片 2：2014 年 11 月 17 日 12:45- 13:15（於 Spotlight Center, Executive Programs Members Lounge）



照片 3：2014 年 11 月 18 日 9:15- 10:15 (Gartner Analyst Opening Keynote)



照片 4：2014 年 11 月 18 日 9:15- 10:15 (Gartner Analyst Opening Keynote)



照片 5：2014 年 11 月 18 日 9:15-10:15 (Gartner Analyst Opening Keynote)



照片 6：2014 年 11 月 18 日 9:15-10:15 (Gartner Analyst Opening Keynote)

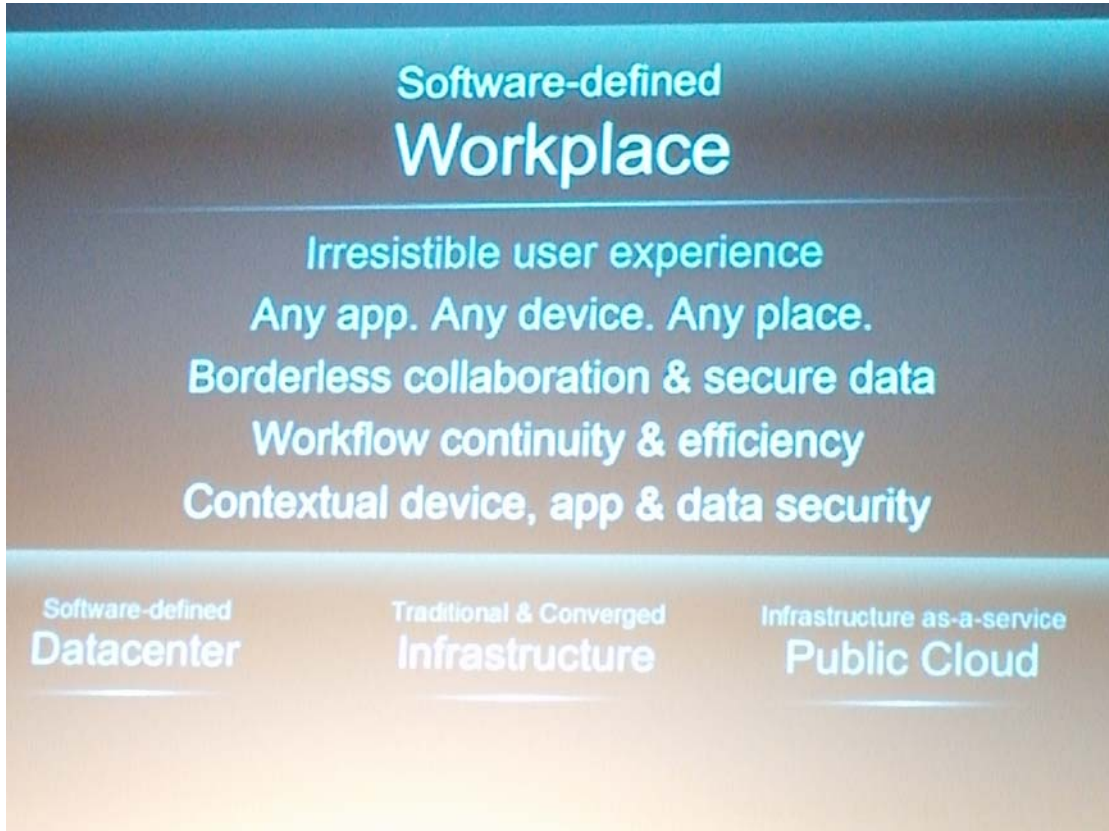


照片 7：2014 年 11 月 18 日 10:45-11:30 (CIO Agenda 2015)

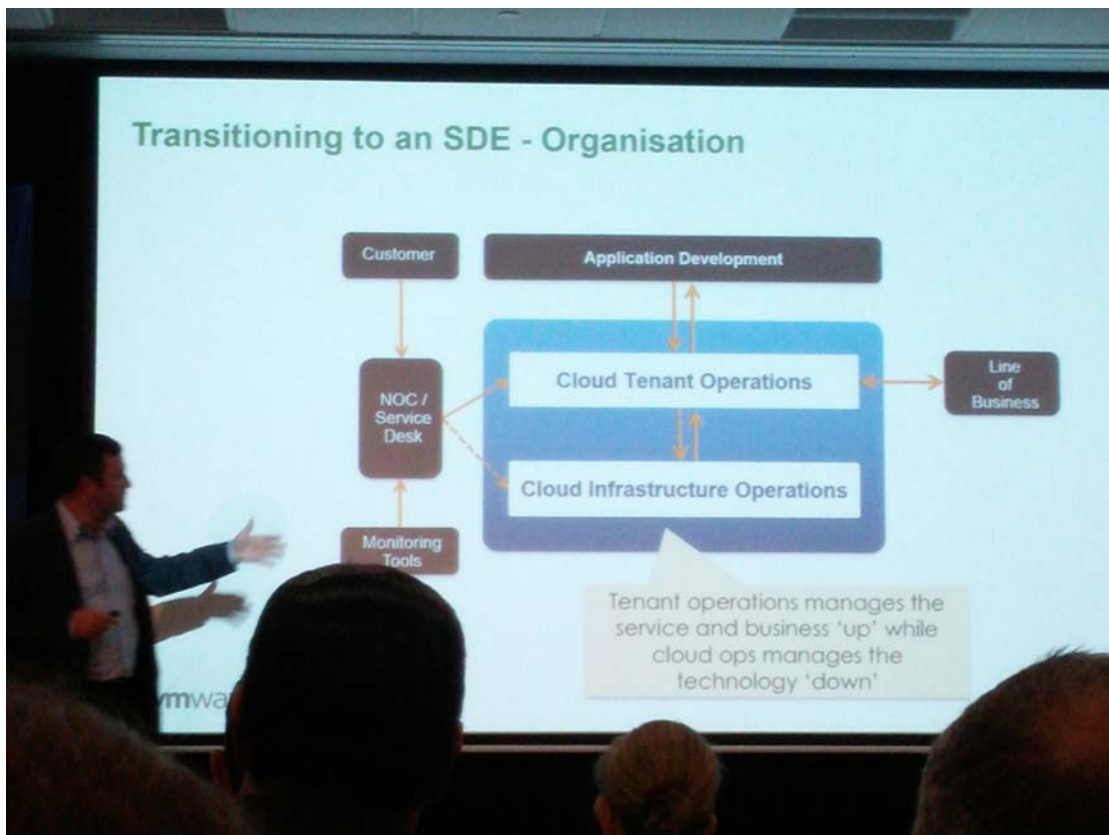


照片 8：2014 年 11 月 19 日





照片 9：2014 年 11 月 19 日



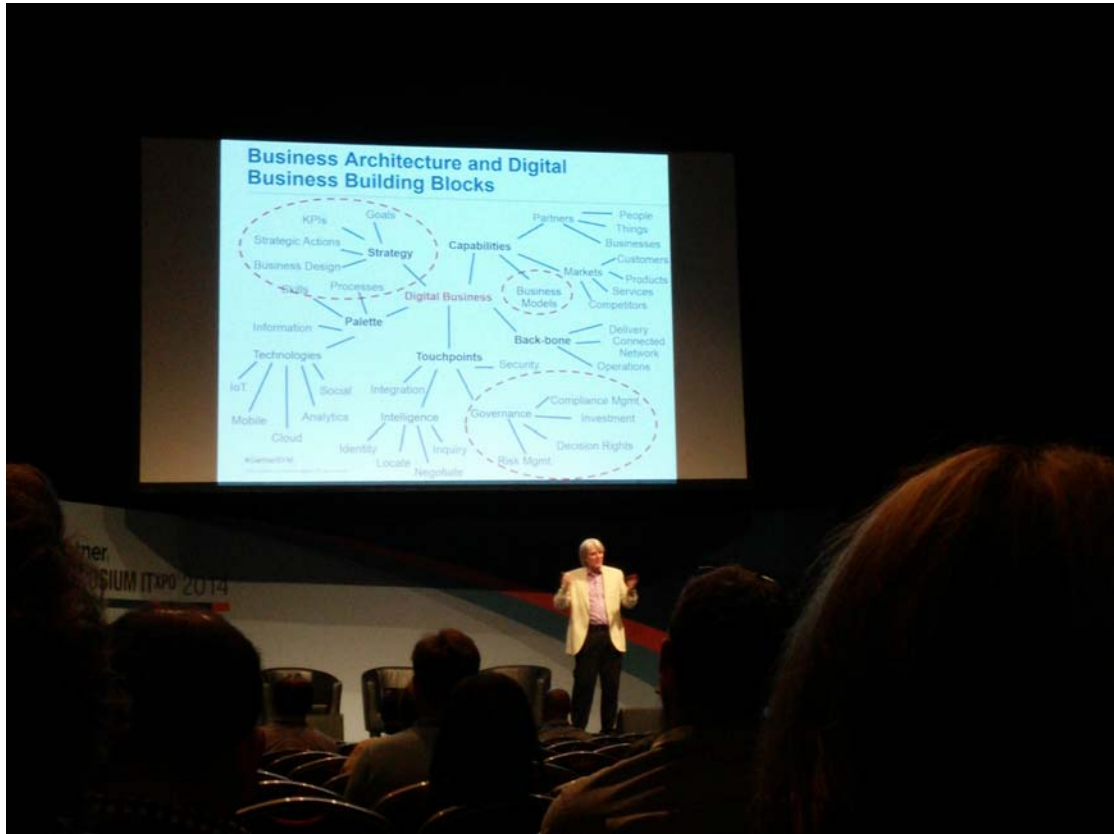
照片 10：2014 年 11 月 19 日



照片 11：2014 年 11 月 20 日



照片 12：2014 年 11 月 20 日



照片 13：2014 年 11 月 20 日