


DAILY AGENDA OVERVIEW





MONDAY, 30 OCTOBER 2017

10:00 - 10:45	Industry Day Opening Guest Keynote - Tan Le, Founder and CEO, Emotiv			
10:45 - 11:00	Refreshment Break			
11:00 - 11:45	ENERGY AND UTILITIES Top 10 Trends Shaping Energy and Utility Sector in 2017 Zarko Sumic	HEALTHCARE The Future of Digital Care Delivery Mike Jones	FINANCIAL SERVICES To Innovate or Not to Innovate — Best Practices of Innovation Leaders in Financial Services Juergen Weiss	GOVERNMENT The Future of Digital Government: Platforms and Ecosystems Dean Lacheca Rick Holgate
	MANUFACTURING, UTILITIES Digital Transformation in an Asset Intensive Company Kristian Steenstrup	ASK THE ANALYST Digital Trust and the Customer Experience Miriam Burt		
11:45 - 12:45	Industry Networking Lunches - Join other attendees for lunch and take advantage of the opportunity to network			
12:45 - 13:30	RETAIL Fighting for the Customer — Going Nine Rounds With Amazon Miriam Burt	EDUCATION The AI-Driven Academy — the Future Is Now Jan-Martin Lowendahl	ASK THE ANALYST Nurturing Innovation within Government Dean Lacheca	ASK THE ANALYST Customer Experience Strategy Olive Huang
	PANEL Digital Leaders in Government	PANEL Digital Leaders in Financial Services	PANEL Digital Leaders in Energy & Utilities	
12:45 - 13:45	ROUNDTABLE Leveraging Digital Technology Innovation to Drive More Customer-Centric Healthcare			
14:30 - 15:00	TO THE POINT "Innovate or Die" — Utility CIO as the Innovation Leader Zarko Sumic	TO THE POINT The Top Business and Technology Trends in Government Dean Lacheca	TO THE POINT National/Regional Strategies for eHealth: Status of National Health Program Technology Initiatives Mike Jones	TO THE POINT The Future of Products — Navigating the Digital Manufacturing Transformation Kristian Steenstrup
	TO THE POINT How Insurtechs Are Driving Innovation in the Insurance Industry Juergen Weiss			
14:30 - 15:15	ASK THE ANALYST Which way(s) to the Cloud for Government? Rick Holgate			
14:30 - 15:30	ROUNDTABLE The next 'big thing' in tech for Utilities.			
15:15 - 15:45	TO THE POINT Financial Services 2030 Pete Redshaw	TO THE POINT Top Business and Tech Trends Impacting Higher Education Jan-Martin Lowendahl	TO THE POINT Win-Win Situation: Enhance the Customer Experience With Self-Funding Technology Miriam Burt	CXO STORY "How Data Science is driving a digital transformation at Woodside" with Tom Ridsdill-Smith, CDO, Woodside Energy Tom Ridsdill-Smith
	ROUNDTABLE Developing Retail Customer Experience Metrics for Your Enterprise Needs Sally Parker			

MONDAY, 30 OCTOBER 2017

15:30 - 16:15	ASK THE ANALYST Using Immersive Technology in Retail Brain Blau	ASK THE ANALYST Cost Optimization Using Cloud Computing Michael Warrilow		
16:00 - 16:30	TO THE POINT Platforms and Ecosystems — Laying Out Foundation for Digital Utility Business Zarko Sumic	TO THE POINT Government Is Not a Business and Citizens are Not Your Customers Rick Holgate	TO THE POINT Unleash the Value of Information Through Analytics Laura Craft	TO THE POINT Data Wars: The Battle Over Your Equipment Moves to the Data Level Kristian Støenstrup
16:00 - 16:45	FINANCIAL SERVICES Eye on Innovation Awards Juergen Weiss, Pete Redshaw			
16:45 - 17:30	 Industry Day Closing Guest Keynote - Matt Watkinson, Author			
17:30 - 18:30	 Industry Networking Receptions			
	 Join your fellow women executives for the exclusive networking opportunity Hosted by Elizabeth Holden , MVP, Gartner Executive Programs			

TUESDAY, 31 OCTOBER 2017

9:00 - 10:00	 Gartner Opening Keynote: Creating Digital Value at Scale - Michele C. Caminos, Leigh McMullen, Valentin T. Sribar			
10:00 - 10:30	 Refreshment Break			
10:05 - 10:25	MAGIC QUADRANT Intrusion Detection and Prevention Systems Craig Lawson	BREAKOUT Offshore/Nearshore Options for Outsourcing, Shared Services and Captives in 2017 Jim Longwood		
10:15 - 11:15	ROUNDTABLE Data Analytics in Government — What Are We Measuring? Michelle Van Wijk			
10:30 - 11:15	BREAKOUT 3 Steps to Transform your Business by Leveraging IoT & Cost Optimization Peter Havart-Simkin	BREAKOUT Develop a Pragmatic Security Vision and Strategy for Your Digital Platforms Rob McMillan	BREAKOUT Modern Meetings: From Monotony to Mayhem to Mastery Adam Preset	BREAKOUT Platform Business Needs New Capabilities From Bimodal Infrastructure Evan Zeng
	SIGNATURE SERIES The 2018 CIO Agenda: Mastering the new job of the CIO Andy Rowse-Jones	BREAKOUT Beyond the Hype: Key Trends in Data Science Nick Ingelbrecht	BREAKOUT Fusion Teams: Driving "Fast and Right" Collaboration for Digital (CEB, now Gartner) Brian Gagnon	
10:30 - 11:30	CONTRACT NEGOTIATION CLINIC Contract Negotiation Clinic: Oracle Roberto Sacco			
10:30 - 12:00	EXCLUSIVE CIO WORKSHOP The Growth Mindset Approach to Developing Leaders Elise Olding			
11:45 - 13:15	WORKSHOP High Performing Teams (For Aspiring CIOs) Marcus Darbyshire Claire Jorgensen			
12:15 - 14:00	 Networking Lunch - Join other attendees for lunch and take advantage of the opportunity to network and catch up on the day's activities so far.			
12:30 - 13:45	 Exclusive CIO Lunch: How to thrive in a world of too much? Tony Crabbe			

TUESDAY, 31 OCTOBER 2017

14:00 - 14:45	BREAKOUT The Pliable Network vs. the Pointless Pyramid — Why and How Organization Structures Will Transform in the Digital Age Brian Prentice	BREAKOUT Prepare for the Next Generation of Customers, Today Olive Huang	ASK THE ANALYST Develop a Pragmatic Security Vision and Strategy for Your Digital Platforms Rob McMillan	SIGNATURE SERIES The Top 10 Strategic Technology Trends for 2018 Brian Burke
	BREAKOUT From Push to Passion: Towards a Purpose-Centric Approach to Leadership Elise Olding	BREAKOUT Real-Life Examples of Digital Platforms Don Scheibenreif	分析师问答专场 Gartner Symposium 开模式主题演讲中国问题专场 (本场问答的语言为中文普通话) Evan Zeng	
14:00 - 15:00	CONTRACT NEGOTIATION CLINIC A Hands-on approach to Microsoft Licensing Roberto Sacco			
14:00 - 15:30	EXCLUSIVE CIO WORKSHOP How Can Aspiring CIOs Leverage the 2018 CIO Agenda to Develop Skills, Knowledge and Experiences Needed to Be a CIO? Andy Rowsell-Jones Jan-Martin Lowendahl			
15:45 - 16:15	 Refreshment Break			
16:15 - 17:00	BREAKOUT Ride the Major Trends in Artificial Intelligence Nick Ingelbrecht	CIO STORY CIO Story: RMIT University Professor Vivian Mitsogianni Paul Oppenheimer	BREAKOUT Mastering the Art of the Political Discussion for CIOs Tina Nunno	BREAKOUT CIO Futures: The IT Organization in 2030 Jenny Beresford
	BREAKOUT Digital Platform Roadmap Brian Burke	BREAKOUT Capitalizing on Your Business Ecosystems with Digital Platforms Marcus Blosch	ASK THE ANALYST Ask the Analyst: What Every CIO Should Know About Integration Platform as a Service (IPaaS) Eric Thoo	BREAKOUT Megavendors on the Cloud Spectrum: How CIOs Must Understand Vendors Overall Cloud Strategies Michael Warrilow
	BREAKOUT What to Do and Not to Do With AI, Smart Machine Technology, and Cognitive Computing Tom Austin Nick Ingelbrecht			
16:15 - 17:15	ROUNDTABLE Blockchain in Financial Services — Separating Myth From Reality Mike Lafford			
17:00 - 18:45	 ITxpo Evening Reception - Join us for the evening's networking reception on the ITxpo showfloor to relax and unwind after the day's sessions. Refreshments will be served.			
18:15 - 21:30	Gartner Executive Programs Member Special Evening Event Halloween - Hosted by Elizabeth Holden , MVP, Gartner Executive Programs			

WEDNESDAY, 1 NOVEMBER 2017

9:00 - 9:45	BREAKOUT If "Enterprise Blockchain" Is the Answer, What Exactly Is the Question? Rajesh Kandaswamy	ASK THE ANALYST From Smart Grid to Smart Machines, Machine Learning and AI Zarko Sumic	SIGNATURE SERIES The CEO Perspective 2017: How CIOs Should Respond Kristian Steenstrup	BREAKOUT Practice Makes Perfect - Five Situational Leadership Types Suzanne Adnams
	BREAKOUT The CIO of Everything: Orchestrating in an Internet-of-Things World Jenny Beresford	WORKSHOP Women CIO Leadership Workshop: Taking Ownership — Making Digital Leadership Your Great Work Nerida Jane Budd , Michelle Van Wijk		

WEDNESDAY, 1 NOVEMBER 2017

9:00 - 10:00	ROUNDTABLE			
	Leading and Influencing Digital Transformation in Oil and Gas Michael Power			
9:45 - 10:15	Refreshment Break - Join us for refreshments in a brief break between sessions.			
10:15 - 11:00	BREAKOUT	BREAKOUT	BREAKOUT	BREAKOUT
	Putting Data and Analytics at the Heart of Your Digital Platform Andrew White	Immersive Augmented Reality and Virtual Reality — The Future of Work Is Interactive Brian Blau	How to Use Infrastructure as a Service to Optimize Costs David Groombridge	Building an Enterprise Cloud Strategy That Works Evan Zeng
11:15 - 12:45	BREAKOUT	CXO STORY	ASK THE ANALYST	WORKSHOP
	Get, Give and Grow — Three Simple Questions to Drive More Employee Engagement Bard Papegaal	Izwan Ibrahim, Chief Operating Officer, Petronas, Malaysia	Telling the Financial Story of Digital Business Kurt Potter	Writing IT Risk and Cybersecurity Service Descriptions With Business-Centric Value Statements Rob McMillan
	分析师问答专场 客户体验管理的策略 (本场问答的语言为中文普通话) Olive Huang			
12:00 - 13:45	Networking Lunch - Join other attendees for lunch and take advantage of the opportunity to network and catch up on the day's activities so far.			
12:15 - 13:30	Exclusive CIO Lunch: Colin James			
13:45 - 15:15	WORKSHOP The Art of the One-Page Strategy Heather Collela			
13:45 - 14:30	BREAKOUT	SIGNATURE SERIES	MAVERICK	BREAKOUT
	Fire Yourself as CIO and Hire Yourself as a Digital Business Leader Graham Waller	Gartner's Top Predictions: Pace Yourself for Sanity's Sake Brian Prentice	Fixing IT's Diversity Problem Requires A Focus on Inclusion Bob Hafner	Black Ops Innovation Leigh McMullen
	CXO STORY	ASK THE ANALYST		
	Barry Fitzgerald, CEO, Roy Hill	Putting Data and Analytics at the Heart of Your Digital Platform Andrew White		
13:45 - 15:15	WORKSHOP The Art of the One-Page Strategy Andy Rowsell-Jones			
14:45 - 15:30	MAVERICK	ASK THE ANALYST		
	California vs. China: Why It's "Game Over" for Technology Dominance in the 21st Century Gavin Tay	Resolving the "Last Mile" Problem of AI Leigh McMullen		
15:30 - 16:00	Refreshment Break - Join us for refreshments in a brief break between sessions.			
16:00 - 16:45	BREAKOUT	BREAKOUT	BREAKOUT	
	Methods for Monetizing Your (and Others') Information Assets Douglas Laney	New Business and Economic Models as an Antidote to Digital Disruption Dale Kutnick	From APIs to Digital Platforms: API Economy Lessons for Building an Ecosystem Deacon D.K Wan	
	MAVERICK	BREAKOUT	ASK THE ANALYST	
	Finding Critical Skills: Millennials Need Not Apply Bob Hafner	Placing Big Bets: The Corporate Strategist's View of Scaling Digital Business (CEB, now Gartner) Brian Gagnon	Engaging With Unconventional Partners to Help You Go Digital or to the Internet of Things Jim Longwood	

WEDNESDAY, 1 NOVEMBER 2017

16:00 - 17:00	ROUNDTABLE Redesigning the Mining Organization for IT/OT Integration Brian Ferreira
17:00 - 17:45	Mastermind Keynote: Genevieve Bell, Professor, Engineering & Computer Science, Australian National University & Senior Fellow, New Technology Group, INTEL
17:45 - 19:45	ITxpo Special Event

THURSDAY, 2 NOVEMBER 2017

9:00 - 9:45	Mastermind Keynote: The Sky is NOT the Limit with Colonel Chris Hadfield, Astronaut			
10:45 - 11:15	Refreshment Break - Join us for refreshments in a brief break between sessions.			
11:15 - 12:00	BREAKOUT Six Steps to Change Leadership — The Escape Model Elise Olding	BREAKOUT Top Emerging Business and Societal Trends You Need to Follow Today Don Scheibenreif	BREAKOUT Best Practices for I&O Cost Optimization Michelle Caminos	BREAKOUT Everything You Need to Know About Data Ownership, Rights and Sovereignty Douglas Laney
	WORKSHOP Business Model Leadership - The CIO's Greatest Value Contribution Brian Ferreira, Loren Fisher			
12:15 - 13:00	BREAKOUT Use Design Thinking to Integrate Customer Experience Into Your Digital Platforms Gene Phifer	BREAKOUT Using AI Conversational Platforms for Customer Experience — Better, Faster and Cheaper Brian Manusama	BREAKOUT Preparing the Board for Digital Business Initiatives Dale Kutnick	BREAKOUT The Total Cost of Digital Strategies Ken McGee
	BREAKOUT Reshape Integration for Bringing Order to Data and Application Chaos in Digital Eric Thoo			
13:00 - 14:00	Networking Lunch - Join other attendees for lunch and take advantage of the opportunity to network and catch up on the day's activities so far.			
14:00 - 14:45	BREAKOUT Building Your Digital Ecosystem Jan Martin Lowendahl	BREAKOUT Amplify Your Persuasion Superpowers Leigh McMullen	BREAKOUT Building the Digital Platform From the Remnants of Your Application Portfolio Deacon D.K Wan	BREAKOUT Crack the Code of Venture — Scaling Your Digital Business Graham P. Waller
	BREAKOUT Doing the Simple Things Well Means the Hard Things Are Easier in Information Security Craig Lawson			
12:30 - 13:45	Closing Keynote			

3 ways to register

Web: gartner.com/au/symposium
Email: apac.registration@gartner.com
Phone: +61 2 8569 7622



Gartner Symposium/ITxpo 2017 Agenda

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

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

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

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

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

Guide to Industry Day

Below you'll find a list of industries based on the badge stripe colors that align to each industry.

Manufacturing	Government	Utilities	Cross-Industry
Banking & Investment Services	Healthcare	Education	Retail
			Insurance

REG Pre-registration Required

Sessions Exclusively for CIO Attendees

Sessions Limited to End-Users Only

MONDAY, 30 OCTOBER

07:00 – 18:00	Registration and Information			Central Pavilion, Ground Floor
07:15 – 17:30	Executive Programs Member Lounge (Exclusive to Executive Programs Members and Majestic Program Attendees)			Executive Programs Lounge, First Floor
07:00 – 10:00	Arrival Refreshments			Foyer B, Ground Floor
07:30 – 08:00	O1. Orientation			Room 5, First Floor
08:00 – 08:30	O2. Orientation			Room 5, First Floor
08:30 – 09:00	O3. Orientation			Room 5, First Floor
09:15 – 09:45	O4. Executive Programs at Symposium: Orientation and Highlights			Spotlight Center, Executive Programs Members Lounge
10:00 – 10:45	IDK1. Industry Opening Guest Keynote: The Neurogeneration: A New Era in Brain Augmentation & Enhancement Tan Le, EMOTIV			Arena 1B, Ground Floor
11:00 – 11:45	ID1. The Future of Digital Government: Platforms and Ecosystems Dean Lacheca and Rick Holgate, Gartner	ID2. To Innovate or Not to Innovate — Best Practices of Innovation Leaders in Financial Services Juergen Weiss, Gartner	ID3. Top 10 Trends Shaping Energy and Utility Sector in 2017 Zarko Sumic, Gartner	ID4. Digital Transformation in an Asset Intensive Company Kristian Steenstrup, Gartner
	Arena 1B, Ground Floor	Arena 1A, Ground Floor	Central Room C, Ground Floor	Room 6, First Floor
11:45 – 12:45	ID5. The Future of Digital Care Delivery Mike Jones, Gartner	ASK1. Ask the Analyst: Digital Trust and the Customer Experience Miriam Burt, Gartner	ASK2. Ask the Analyst: AI Impact in Education Jan-Martin Lowendahl, Gartner	
	Arena 1B, Ground Floor	REG Room 1, First Floor	REG Room 2, First Floor	
12:45 – 13:30	MU1. Meetup: Digital Transformation in Banking REG Meeting Pod 1, First Floor	MU2. Meetup: Driving Digital Transformation in Federal Government REG Meeting Pod 2, First Floor		
12:45 – 13:30	ID6. Panel: Digital Leaders in Government Stewie Mitchinson, Department of Transport; Matt O'Mara, New Plymouth District Council	ID7. Panel: Digital Leaders in Financial Services Aniruddha Paul, ING Australia; Sami Yalavac, Bupa	ID8. Panel: Digital Leaders in Energy & Utilities Luke Barlow, Australian Energy Market Operator; Barbara-Anne Diensted, Energy Queensland; Dawnine McDonald, Water Corporation Digital Transformation Group; Peter O'Donoghue, South East Water; Graham P. Waller, Gartner	ID9. Fighting for the Customer — Going Nine Rounds With Amazon Miriam Burt, Gartner
	Arena 1B, Ground Floor	Arena 1A, Ground Floor	Central Room C, Ground Floor	Room 6, First Floor
12:45 – 13:45	ID10. Top Business and Tech Trends Impacting Higher Education Jan-Martin Lowendahl, Gartner	ASK3. Ask the Analyst: Bimodal Foundations Reini Gulzar, Gartner	ASK4. Ask the Analyst: Nurturing Innovation Within Government Dean Lacheca, Gartner	
		REG Room 1, First Floor	REG Room 2, First Floor	
13:45 – 14:15	MU3. Meetup: Driving Digital Transformation in State Government REG Meeting Pod 1, First Floor	MU4. Meetup: Growing from Business-Savvy Technology Leader to Technology-savvy Business Leader REG Meeting Pod 2, First Floor		
14:30 – 15:00	R1. Roundtable: Leveraging Digital Technology Innovation to Drive More Customer-Centric Healthcare Nerida Jane Budd, Gartner	ISPS1. F5: Digital Transformation: It's Time to Think Outside the Bank Rob Malkin, F5	ISPS2. DXC Technology: Digital Citizenship and Smarter Agencies, Learnings from International and Local Achievements James Downie, IHFA; Guy Lefewer, DXC Technology	ISPS3. BackOffice Associates: Best Practices on Ensuring that Data Supports the Modernisation of Systems in the Utilities Industry Ernie G. Imperial, Mercalco; Rox Ahlstrom, BackOffice Associates
	Arena 1B, Ground Floor	Arena 1A, Ground Floor	Central Room C, Ground Floor	Room 5, First Floor
14:30 – 15:15	ISPS5. CSG and 8x8 Unleash the Power of Cloud Communications Paula Gill, 8x8; Tasso Mangos, CSG	TTP1. To the Point: The Top Business and Technology Trends in Government Dean Lacheca, Gartner	TTP2. To the Point: How Insurtechs Are Driving Innovation in the Insurance Industry Juergen Weiss, Gartner	TTP3. To the Point: "Innovate or Die" — Utility QO as the Innovation Leader Zarko Sumic, Gartner
	Arena 1B, Ground Floor	Arena 1A, Ground Floor	Central Room C, Ground Floor	Room 6, First Floor
14:30 – 15:15	TTP5. To the Point: National/Regional Strategies for eHealth: Status of National Health Program Technology Initiatives Mike Jones, Gartner	ASK5. Ask the Analyst: Customer Experience Strategy Oliver Huang, Gartner	ASK6. Ask the Analyst: Which Way(s) to the Cloud for Government? Rick Holgate, Gartner	
		REG Room 1, First Floor	REG Room 2, First Floor	
15:15 – 15:45	R2. Roundtable: The Next 'Big Thing' In Tech for Utilities Marcus Darbyshire, Gartner	TTP6. Please Refer to Events Navigator for further Details Arena 1B, Ground Floor	TTP7. To the Point: Financial Services 2030 Pete Redshaw, Gartner	TTP8. CxO Story: How Data Science is Driving a Digital Transformation at Woodside Tom Ridsdill-Smith, Woodside Energy
			Room 5, First Floor	Arena 1A, Ground Floor
15:15 – 16:15	TTP9. To the Point: Win-Win Situation — Enhance the Customer Experience With Self-Funding Technology Miriam Burt, Gartner	R3. Roundtable: Developing Retail Customer Experience Metrics for Your Enterprise Needs Sally Parker, Gartner	TTP10. To the Point: Government Is Not a Business and Citizens are Not Your Customers Rick Holgate, Gartner	TTP11. To the Point: Platforms and Ecosystems — Laying Out Foundation for Digital Utility Business Zarko Sumic, Gartner
	Room 6, First Floor	REG Room 10, First Floor	Arena 1B, Ground Floor	Central Room C, Ground Floor
15:30 – 16:15	ASK7. Ask the Analyst: Using Immersive Technology in Retail Brian Blau, Gartner	MU5. CIO Meetup: Corporate Culture — Asset or Liability in Times of Transformation? REG Meeting Pod 1, First Floor	ASK8. Ask the Analyst: Cost Optimization Using Cloud Computing Michael Warrilow, Gartner	MU6. Meetup: Achieving Both Agility & Governance in BI & Analytics REG Meeting Pod 2, First Floor
			REG Room 2, First Floor	
16:00 – 16:30	TTP12. To the Point: Data Wars — The Battle Over Your Equipment Moves to the Data Level Kristian Steenstrup, Gartner	TTP13. To the Point: Unleash the Value of Information Through Analytics Laura Craft, Gartner		
	Room 5, First Floor	Arena 1A, Ground Floor		
16:00 – 16:45	ID11. Eye on Innovation Awards Juergen Weiss and Pete Redshaw, Gartner			
16:45 – 17:30	IDK2. Industry Keynote: The Ten Principles Behind Great Customer Experiences Matt Watkinson, Author			Arena 1B, Ground Floor
17:30 – 18:30	Industry Networking Reception: Cross Industry			Central Room C, Ground Floor
	Industry Networking Reception: Energy & Utilities			Room 7, First Floor
	Industry Networking Reception: Financial Services			Room 8, First Floor
	Industry Networking Reception: Government			Southern Terrace, Ground Floor
	Gartner Executive Programs Peer Networking For Women CIOs and Senior Executives (Limited to Women Only) Elizabeth Holden, Gartner			Executive Programs Lounge, First Floor

TUESDAY, 31 OCTOBER

06:30 – 07:30	FIT1. Fitness Session: BoxFit Meeting Point In Pratten Park 150m south of the Kurrawa Surf Club		FIT2. Fitness Session: Run Club (5km) Meeting Point In Pratten Park 150m south of the Kurrawa Surf Club	
	FIT3. Fitness Session: Sunrise Yoga Meeting Point In Pratten Park 150m south of the Kurrawa Surf Club			
07:00 – 18:00	Registration and Information Central Pavilion, Ground Floor			
07:00 – 09:00	Arrival Refreshments Foyer B, Ground Floor			
07:15 – 17:00	Executive Programs Member Lounge (Exclusive to Executive Programs Members and Majestic Program Attendees)			Executive Programs Lounge
08:00 – 08:30	O5. Orientation Room 5, First Floor			
09:00 – 10:00	Gartner Analyst Opening Keynote: Creating Digital Value at Scale Leigh McMullen, Michele C. Caminos and Valentin T. Stribar, Gartner Arena 2, Ground Floor			
10:00 – 18:30	ITxpo Opening Hours ITxpo, Ground Floor			
10:00 – 10:30	Refreshment Break ITxpo, Ground Floor			
10:05 – 10:25	TH1. Offshore/Nearshore Options for Outsourcing, Shared Services and Captives in 2017 Jim Longwood, Gartner Stage 1, ITxpo, Ground Floor	TH2. Magic Quadrant: Enterprise Integration Platform as a Service Eric Thoo, Gartner Stage 2, ITxpo, Ground Floor	TH3. Magic Quadrant: Mobile App Development Platforms Gene Phifer, Gartner Stage 3, ITxpo, Ground Floor	TH4. Hype Cycle: Making Sense of Blockchain Business and Technology Hype Cycles Rajesh Kandaswamy, Gartner Stage 4, ITxpo, Ground Floor
10:15 – 11:15	R4. Roundtable: Blockchain in Financial Services — Separating Myth From Reality Mike Lafford, Gartner REG Room 12, First Floor	O1A. 3 Steps to Transform your Business by Leveraging IoT & Cost Optimization Peter Havari-Sitrkin, Gartner Hall 4, ITxpo, Ground Floor	O1B. Beyond the Hype: Key Trends in Data Science Nick Ingelbrecht, Gartner Arena 1A, Ground Floor	O1C. Develop a Pragmatic Security Vision and Strategy for Your Digital Platforms Rob McMillan, Gartner Arena 1B, Ground Floor
10:30 – 11:15	O1E. Fusion Teams: Driving “Fast and Right” Collaboration for Digital (OEB, now Gartner) Bryan Gagnon, Gartner Room 6, First Floor	O1F. Modern Meetings: From Monotony to Mayhem to Mastery Adam Presot, Gartner Central Room C, ITxpo, Ground Floor	SIG1. The 2018 CIO Agenda: Mastering the new job of the CIO Andy Rowsell-Jones, Gartner Arena 2, Ground Floor	
10:30 – 11:30	CNC1. Contract Negotiation Clinic: Oracle Roberto Sacco, Gartner REG Room 2, First Floor	W1. CIO Workshop: The Growth Mindset Approach to Developing Leaders Else Olding, Gartner REG Room 3, First Floor		
10:30 – 12:00	SPS1. DXC Technology: Becoming a 21st Century Organization: A Client Perspective Yogesh Anand, Inland Revenue Department NZ, Steve Jacob, Western Sydney University, Antony Stinziani, Geoscience Australia, Rodney Hobbs, DXC Technology Arena 1A, Ground Floor	SPS2. Qlik: Three Game-Changing Trends in BI and Analytics Hjalmar Gislason, Qlik Arena 1B, Ground Floor	SPS3. Salesforce: Coca Cola’s Tech Transformation Through the Lens of the CEO Ulrik Nehammer, Salesforce.com, Inc. Arena 2, Ground Floor	SPS4. Mobiliron: Hiding in Plain Sight: The New Cloud Security Day Matt Bennett, Mobiliron Central Room C, ITxpo, Ground Floor
11:30 – 12:15	SPS5. Rimini Street: Customer Panel: How CIOs Shift IT Funds to Innovation by Ditching Old Models Room 6, First Floor	SPS6. Applan Software: Sprinting the Endless Journey Room 6, First Floor	REG Meeting Pod 1, First Floor	REG Meeting Pod 2, First Floor
11:30 – 12:30	VURT. Dell EMC: How to Take Enterprise Apps to the Cloud Today Mike Evans, Virtustream REG Room 10, First Floor	VUR2. NetApp: Creating a Data-Driven IT Delivery Model Matt Hurford, NetApp REG Room 12, First Floor	W2. Aspiring CIO Workshop: High Performing Teams Clare Jorgensen and Marcus Darbyshire, Gartner REG Room 2, First Floor	
11:45 – 13:15	Lunch & Networking In ITxpo ITxpo, Ground Floor			
12:15 – 14:00	Exclusive CIO Lunch: How to Thrive in a World of Too Much? Tony Crabbe, Business Psychologist Hall 4, ITxpo, Ground Floor			
12:15 – 12:35	ITX1. NTT Com ICT Solutions: Create the Infrastructure you Need to Compete in a Digital World Tarquin Bellinger, NTT Com ICT Solutions Stage 1, ITxpo, Ground Floor	ITX2. Service Quality: Refer to Events Navigator for further details Stage 2, ITxpo, Ground Floor	ITX3. SnapLogic: Self-Service Integration in the Age of Digital Transformation Rich Dill, SnapLogic Stage 3, ITxpo, Ground Floor	ITX4. Planet Testing: Ministry of Social Development’s Transformation: Speed, Savings and CX Anurag Madan, Ministry of Social Development NZ, Alex Edwards, Planet Testing Stage 4, ITxpo, Ground Floor
12:45 – 13:05	ITX5. Box: Building the Disruptive Enterprise Victoria Bendjaci, Box Stage 1, ITxpo, Ground Floor	ITX6. Hyland: Removing Roadblocks to Digital Transformation – 6 Steps to Success Terri Jones MA, JD, CDIA+, ECOMP, Hyland Stage 2, ITxpo, Ground Floor	ITX7. Slack: In the Digital Age, It is Culture and Culture is IT Arturo Arrarte, Slack Stage 3, ITxpo, Ground Floor	ITX8. Google Cloud: Democratizing AI with Google Cloud AI Dan Aharon, Google Stage 4, ITxpo, Ground Floor
13:15 – 13:35	ITX9. Red Hat: Enabling Accelerated Digital Transformation with a Fully Integrated DevOps Platform Andrew Hatfield, Red Hat Stage 1, ITxpo, Ground Floor	ITX10. Dell EMC: Powering Mission-Critical Applications with Virtustream Enterprise Cloud Mike Evans, Virtustream Stage 2, ITxpo, Ground Floor	ITX11. Salesforce: Meet Salesforce Einstein, AI-powered CRM for Everyone Andrew Friso, Salesforce Stage 3, ITxpo, Ground Floor	ITX12. Clearcost Software: Delivering Real Transparency over the IT Investment – A Proven Path Steve Middleklopp, ClearCost Consulting Stage 4, ITxpo, Ground Floor
13:45 – 14:00	ET1. Bluewater Control: Managing a Mobile Workforce, Lessons from the Real World Paul Kennedy, Petbarn Stage 1, ITxpo, Ground Floor	ET2. Business Analysts: Design Thinking – Why is this important for a CIO? Tim Coventry, Business Analysts Stage 2, ITxpo, Ground Floor	ET3. Information Management Systems (IMS): Case Study on the NT Government’s Justice Information Exchange Project Elizabeth Shenton, NT Attorney Generals Department, George Bassill, IMS Stage 3, ITxpo, Ground Floor	ET4. Adactin Group: Perfecting the Art of Test Automation in Agile Matthew Crichton, Australian Settlements Limited, Navneesh Garg, Adactin Group Stage 4, ITxpo, Ground Floor
14:00 – 14:45	O2A. Prepare for the Next Generation of Customers, Today Olive Huang, Gartner Central Room C, ITxpo, Ground Floor	O2B. Real-Life Examples of Digital Platforms Don Scheibeneif, Gartner Room 6, First Floor	O2C. Six Steps to Change Leadership — The Escape Model Else Olding, Gartner Arena 1A, Ground Floor	O2D. The Pliable Network vs. the Pointless Pyramid — Why and How Organization Structures Will Transform in the Digital Age Brian Prantico, Gartner Arena 1B, Ground Floor
14:00 – 14:45	O2E. The CIOs Guide to the Top 10 Digital Disruptors in Asia/Pacific CK Lu, Gartner Room 5, First Floor	SIG2. The Top 10 Strategic Technology Trends for 2018 Brian Burke, Gartner Arena 2, Ground Floor		
14:00 – 14:45	ASK9. Ask the Analyst: Develop a Pragmatic Security Vision and Strategy for Your Digital Platforms Rob McMillan, Gartner REG Room 1, First Floor			
14:00 – 15:00	CNC2. Contract Negotiation Clinic: A Hands-on Approach to Microsoft Licensing Roberto Sacco, Gartner REG Room 2, First Floor			
14:00 – 15:30	W3. CIO Workshop: How Can CIOs Leverage the 2018 CIO Agenda to Create the New Job of the CIO? Andy Rowsell-Jones and Jan-Martin Lowendahl, Gartner REG Room 3, First Floor			
15:00 – 15:45	SPS7. Pegasystems: Putting the Customer at the Heart of your Business a Fireside Chat with Commonwealth Bank of Australia and Pega Alex Burton and Andrew McMullen, Commonwealth Bank of Australia Arena 1A, Ground Floor	SPS8. Amazon Web Services: It’s Always Day 1 – Amazon’s Tips for Sustained Innovation Dorothy Nicholls, Amazon Web Services Arena 1B, Ground Floor	SPS9. Google Cloud: Five Things to Look for in an Enterprise Cloud Provider Oyvind Rost, Google Arena 2, Ground Floor	SPS10. Veeam Software: Addressing the Hybrid Cloud Challenge for Enterprise: How to Ensure Availability Every Step of the Way Nathan Steiner, Veeam Central Room C, ITxpo, Ground Floor
15:00 – 15:45	SPS11. CSG: Unleash the Power of Cloud Communications Paula Gill, &B; Tasso Mangos, CSG Room 5, First Floor			
15:00 – 15:45	SPS13. Applio: Qantas’ Journey to Technology Business Management Larry Morrissey, Qantas; Pete Wilson, Applio Hall 4, ITxpo, Ground Floor			
15:00 – 16:00	ASK10. Ask the Analyst: Virtual Care/Telehealth — Where Is This Successful at Scale, and What Are the Ingredients for Success? Mike Jones, Gartner REG Room 1, First Floor			
15:00 – 16:00	MU9. Meetup: Extracting Business Value from IoT and Sensors REG Meeting Pod 1, First Floor	MU10. Meetup: Cybersecurity – Increasing Awareness and Communication from Employee to Board Level REG Meeting Pod 2, First Floor	VUR3. Lenovo: Refer to Events Navigator for further details REG Room 10, First Floor	
15:45 – 16:15	Refreshment Break ITxpo, Ground Floor			
15:50 – 16:10	ITX13. NetApp: Transition to As-A-Service: A Tough Endeavour... Or Is It? Matt Hurford, NetApp Stage 1, ITxpo, Ground Floor	ITX14. Splunk: Digital Transformation and the Art of the Possible with Splunk Neil Gow, Splunk Stage 2, ITxpo, Ground Floor	ITX15. Zendesk: Customer Showcase: Transforming your Digital Customer Engagement and Employee Experience Stage 3, ITxpo, Ground Floor	ITX16. AT&T: Beyond the Hype – A Global Case Study on Next Generation Networks Jon White, Fischer & Paykel Appliances; Jason Yu, AT&T Stage 4, ITxpo, Ground Floor
16:15 – 17:00	O3A. Capitalizing on Your Business Ecosystems with Digital Platforms Marcus Bloch, Gartner Central Room C, ITxpo, Ground Floor	O3B. CIO Futures: The IT Organization in 2030 Jenny Beresford, Gartner Hall 4, ITxpo, Ground Floor	O3C. CIO Story Session: Making in Mixed Reality: Disrupting Design Practice in the RMIT Architecture Design Studio Paul Oppenheimer and Professor Vivian Mitsogianni, RMIT Arena 1B, Ground Floor	O3D. Digital Platform Roadmap Brian Burke, Gartner Room 6, First Floor
16:15 – 17:00	O3E. Mastering the Art of the Political Discussion for CIOs Tina Nunno, Gartner Arena 2, Ground Floor			
16:15 – 17:00	O3F. Megavendors on the Cloud Spectrum: How CIOs Must Understand Vendors Overall Cloud Strategies Michael Warlow, Gartner Room 5, First Floor			
16:15 – 17:00	O3G. What to Do and Not to Do With AI, Smart Machine Technology, and Cognitive Computing Nick Ingelbrecht and Tom Austin, Gartner Arena 1A, Ground Floor			
16:15 – 17:00	RS. Roundtable: Data Analytics in Government — What Are We Measuring? Magriet Roos, Gartner REG Room 12, First Floor	MU11. CIO Meetup: The Role of Australia in the Digital Revolution REG Meeting Pod 1, First Floor	MU12. Meetup: Best Practices in Implementing a Business Relationship Management Practice REG Meeting Pod 2, First Floor	
16:15 – 17:45	ASK11. Ask the Analyst: What Every CIO Should Know About Integration Platform as a Service (iPaaS) Eric Thoo, Gartner REG Room 1, First Floor			
17:00 – 18:30	W4. CIO Workshop: Use Gartner’s Five-Step Methodology to Develop a Sourcing and Procurement Roadmap and Action Plan Ian Forrester and Mike Lafford, Gartner REG Room 2, First Floor			
17:00 – 18:30	ITxpo Evening Reception ITxpo, Ground Floor			
18:15 – 21:30	Executive Programs Member Special Evening Event 1 Halloween The Star			

WEDNESDAY, 1 NOVEMBER

06:30 – 07:30	FT4. Fitness Session: Boot camp with Commando Steve sponsored by DXC Technology REG Meeting Point in Pratten Park 150m south of the Kurrawa Surf Club	FT5. Fitness Session: Run Club (5km) Meeting Point in Pratten Park 150m south of the Kurrawa Surf Club
08:00 – 19:00	FT6. Fitness Session: Sunrise Yoga Registration and Information	Meeting Point in Pratten Park 150m south of the Kurrawa Surf Club Central Pavilion, Ground Floor
08:00 – 17:45	Executive Programs Member Lounge (Exclusive to Executive Programs Members and Majestic Program Attendees)	Executive Programs Lounge
08:00 – 09:00	Arrival Refreshments	Foyer B, Ground Floor
08:30 – 19:45	ITXpo Opening Hours ITXpo, Ground Floor	
09:00 – 09:45	04A. CxO Story Session: Simplifying the Way Customers do Business with the Government Damon Poes, AV/Chief Executive Officer, SercoNSW Arena 1B, Ground Floor	04B. How to Optimize Your Data Management Investment Through People, Process, and Technology Initiatives Mark A. Beyer, Gartner Arena 1A, Ground Floor
	04C. If "Enterprise Blockchain" is the Answer, What Exactly is the Question? Rajesh Kandaswamy, Gartner Room 5, First Floor	04D. Practice Makes Perfect – Five Situational Leadership Types Suzanne Adams, Gartner Central Room C, ITXpo, Ground Floor
	04E. The CIO of Everything: Orchestrating in an Internet-of-Things World Jenny Beresford, Gartner Hall 4, ITXpo, Ground Floor	04F. Mastering the Art of "No" for CIOs Tina Nunno, Gartner Room 6, Level 1
	SIG3. The CEO Perspective 2017: How CIOs Should Respond Kristian Steenstrup, Gartner Arena 2, Ground Floor	
	ASK12. Ask the Analyst: From Smart Grid to Smart Machines, Machine Learning and AI Zarko Sumic, Gartner REG Room 1, First Floor	
09:00 – 10:00	R6. Roundtable: Leading and Influencing Digital Transformation in Oil and Gas Michael Power, Gartner REG Room 10, First Floor	
09:00 – 10:30	W5. Women CIO Leadership Workshop: Taking Ownership – Making Digital Leadership Your Great Work Magriet Roos and Nerida Jane Budd, Gartner REG Room 2, First Floor	
09:45 – 10:15	Refreshment Break ITXpo, Ground Floor	
09:45 – 10:05	ITX17. Lenovo: Refer to Events Navigator for further details Stage 1, ITXpo, Ground Floor	ITX18. Service Quality: Refer to Events Navigator for further details Stage 2, ITXpo, Ground Floor
10:15 – 11:00	05A. Building an Enterprise Cloud Strategy That Works Evan Zeng, Gartner Arena 1A, Ground Floor	05B. CxO Story Session: Collaboration and Pace in ICT Delivery Izwan Hashim Ibrahim, Petronas ICT Arena 1B, Ground Floor
	05C. Get, Give and Grow – Three Simple Questions to Drive More Employee Engagement Bard Papageorgiou, Gartner Arena 2, Ground Floor	05D. How to Use Infrastructure as a Service to Optimize Costs David Groombridge, Gartner Central Room C, ITXpo, Ground Floor
	05E. Immersive Augmented Reality and Virtual Reality – The Future of Work is Interactive Brian Blau, Gartner Room 5, First Floor	05F. Putting Data and Analytics at the Heart of Your Digital Platform Andrew White, Gartner Hall 4, ITXpo, Ground Floor
	ASK13. Ask the Analyst: Telling the Financial Story of Digital Business Kurt Potter, Gartner REG Room 1, First Floor	
10:15 – 11:45	W6. CIO Workshop: Writing IT Risk and Cybersecurity Service Descriptions With Business-Centric Value Statements Rob McMillan, Gartner REG Room 3, First Floor	
11:15 – 12:00	SPS14. ForgeRock: It's Not About Your Business, It's All About Identity Allan Foster, ForgeRock Arena 1A, Ground Floor	SPS15. Red Hat: The Impact of Open Source Technology on the Business: Control Your Present, Design Your Future Warren Schilpanand, Red Hat Arena 2, Ground Floor
	SPS16. IBM: Driving Business Reinvention in the Disruptive Era. Do You Have What it Takes? Nick Theksten, Terry, Max Keisen and James Gurnley, Level35; Erik Elzerman, IBM Arena 2, Ground Floor	SPS17. Avana: Productivity Plateau: What's Holding you Back? Rob James, Qantas; Jeff Whitley, Sunsuper; Sarah Adams Gedge, Avana Central Room C, ITXpo, Ground Floor
	SPS18. NetApp: The Data-Driven Enterprise: Cashing in on Digital Transformation Matt Hurford, NetApp Room 5, First Floor	SPS19. VMware: Stop! In the Name of Cloud: Embracing the Edge Chris Wolf, VMware Room 6, First Floor
11:15 – 12:15	VUR5. DXC Technology: Who Dares Wins in the Digital Age Richard Gough, Icom; Jarrod Bassan, Michael Billimore and Phil Matheson, DXC Technology REG Room 10, First Floor	VUR6. Salesforce: Democratisation of AI: Unlocking the Potential of Customer/Centricity at Scale Andrew Brandman, Salesforce REG Room 12, First Floor
11:15 – 12:45	W7. Aspiring CIO Workshop: High Performing Teams (Repeat) Marcus Darbyshire and Steve Argiriou, Gartner REG Room 2, First Floor	
11:15 – 12:00	MU13. CIO Meetup: Strategic Cost Optimization REG Meeting Pod 1, First Floor	MU14. Meetup: The Reality of Shifting Economic Power from East to West REG Meeting Pod 2, First Floor
12:00 – 13:45	Lunch & Networking in ITXpo Exclusive CIO Lunch: Managing The Change Game Brilliantly – The Secret to Making Change Easier Colin James Hall 4, ITXpo, Ground Floor	
12:00 – 12:20	ITX21. Shure: Case Study: Improving User Experience & Productivity in Collaboration Spaces Hayden Leiper, Shure Inc. Stage 1, ITXpo, Ground Floor	ITX22. F5: Are DevOps Practices Incompatible with Application Security and Compliance? Michael Christie, F5 Stage 2, ITXpo, Ground Floor
	ITX23. Pegasystems: Digital Transformation: Changing the Tyres Whilst the Car is Moving Chris O'Connor, Pegasystems Stage 3, ITXpo, Ground Floor	ITX24. Rimini Street: Why Open Universities Australia Switched to Independent Support Rob Pickering, Open Universities Australia; Andrew Powell, Rimini Street Stage 4, ITXpo, Ground Floor
12:05 – 12:45	LL1. LogMeIn: How Enterprise Password Management Fits within your IAM Plans Michael Hardee, LogMeIn REG Central Room C, ITXpo, Ground Floor	
12:30 – 12:50	ITX25. ScienceLogic: Is the CMBD Dead? Service Management Optimization through Automation Erik Radin, ScienceLogic Stage 1, ITXpo, Ground Floor	ITX26. Qlik: Delivering Advanced Analytics with Qlik Tim Morrison, Qlik Stage 2, ITXpo, Ground Floor
	ITX27. Amazon Web Services: Customer Cloud Adoption Challenges and How to Best Mitigate Them Liam Caskie, Amazon Web Services Stage 3, ITXpo, Ground Floor	ITX28. Dynatrace: How AI-Powered Automation is Accelerating the Delivery of Unrivalled Digital Experiences Rafi Katanasho, Dynatrace Stage 4, ITXpo, Ground Floor
12:50 – 13:30	LL2. LogMeIn: How Enterprise Password Management Fits within your IAM Plans Michael Hardee, LogMeIn REG Central Room C, ITXpo, Ground Floor	
13:00 – 13:20	ITX29. ServiceNow: Complex Cloud Management Made Easy with ServiceNow Alex Morgan and Karlo Paruljan, ServiceNow Stage 1, ITXpo, Ground Floor	ITX30. MobileIron: Navigating the New World of Zero Trust Computing Dean Flairt, MobileIron Stage 2, ITXpo, Ground Floor
	ITX31. Elabor8: Changing the CIO Game With a Data Driven Culture Steve Macfarlan, Crowdfunder; Andrew Blain and Gendry Morales, Elabor8 Stage 3, ITXpo, Ground Floor	ITX32. IBM: Enabling SD-WAN: A CIOs Guide Amelia Forbes, IBM Stage 4, ITXpo, Ground Floor
13:30 – 13:45	ET5. Panaya: Refer to Events Navigator for further details Stage 1, ITXpo, Ground Floor	ET6. Zoomdata: Real-World IoT: Tracking Cell Phone Activity Russ Cosentino, zoomdata Stage 2, ITXpo, Ground Floor
	ET7. Venafi: Machine Identity Protection Terrie Anderson, Venafi Stage 3, ITXpo, Ground Floor	ET8. Silver Peak: Advanced SD-WAN: Powering the Cloud-Connected Enterprise Graham Schultz, Silver Peak Stage 4, ITXpo, Ground Floor
13:45 – 14:30	06A. Black Ops Innovation Leigh McMullen, Gartner Arena 1A, Ground Floor	06B. CxO Story Session: CEO Perspective on Innovation & Automation Barry Fitzgerald, Foy Hill Holdings Pty Ltd Arena 1B, Ground Floor
	06C. Fire Yourself as CIO and Hire Yourself as a Digital Business Leader Graham P Walker, Gartner Central Room C, ITXpo, Ground Floor	06D. Maverick: China vs. California – It's "Game Over" for 21st Century Technology Dominance Gavin Tay, Gartner Room 5, First Floor
	06E. Maverick: Fixing IT's Diversity Problem Requires a Focus on Inclusion Bob Halner, Gartner Room 6, First Floor	
13:45 – 14:30	ASK14. Ask the Analyst: Innovation and Startups Juergen Weiss, Gartner REG Room 1, First Floor	
13:45 – 14:45	CNC3. Contract Negotiation Clinic: SAP Roberto Sacco, Gartner REG Room 2, First Floor	
13:45 – 15:15	W8. CIO workshop: The Art of the One-Page Strategy Heather Cololla, Gartner REG Room 3, First Floor	
14:45 – 15:30	SPS20. CA Technologies: Built to Change with the Modern Software Factory Stephen Miles, CA Technologies Arena 1A, Ground Floor	SPS21. Lenovo: Refer to Events Navigator for further details Arena 1B, Ground Floor
	SPS22. Brisbane Catholic Education's "A Day After Tomorrow" Approach to IT Business Management Warren Armitage and Simon Mackey, Brisbane Catholic Education Arena 2, Ground Floor	SPS23. Pure Storage: Digital and Data Economy – Fact, Fiction, and Opportunities Rob Lee, Pure Storage Central Room C, ITXpo, Ground Floor
	SPS24. Snow Software: The Indispensable CIO – Ensure IT's Relevance and Effectiveness in 2020 Matt Fisher, Snow Software Room 5, First Floor	
14:45 – 15:30	SPS26. Okta: You Had Me at Hello – Why Future of Identity is Reliant on Both Security AND Usability? Clarence Cheah, Okta Hall 4, ITXpo, Ground Floor	
	MU15. Meetup: Re-imagining Citizen Engagement in Government REG Meeting Pod 1, First Floor	MU16. CIO Meetup: Speaking the Language of Leadership to Effect Change REG Meeting Pod 2, First Floor
	ASK15. Ask the Analyst: Resolving the "Last Mile" Problem of AI Leigh McMullen, Gartner REG Room 1, First Floor	
14:45 – 15:45	VUR7. Pegasystems: Innovation in an Age of Legacy Technology and Budget Constraints Peter Ford, Pegasystems REG Room 10, First Floor	VUR8. Google Cloud: Security of Data in the Cloud Angelo Joseph, Google REG Room 12, First Floor
15:30 – 16:00	Refreshment Break ITXpo, Ground Floor	
15:30 – 15:50	TH5. Hype Cycle: Cloud Security Craig Lawson, Gartner Stage 1, ITXpo, Ground Floor	TH6. Magic Quadrant: Data Integration Tools and Data Management Solutions for Analytics Mark Beyer, Gartner Stage 2, ITXpo, Ground Floor
	TH7. Magic Quadrant: Customer Engagement Center Brian Manusama, Gartner Stage 3, ITXpo, Ground Floor	TH8. Hype Cycle for AI Tom Austin, Gartner Stage 4, ITXpo, Ground Floor
16:00 – 16:45	07A. CIO Story Session: Increasing the Sphere of Influence of the CIO Ben Hennessy, Lend Lease Arena 1A, Ground Floor	07B. From APIs to Digital Platforms: API Economy Lessons for Building an Ecosystem Deacon D.K Wan, Gartner Arena 1B, Ground Floor
	07C. Methods for Monetizing Your (and Others') Information Assets Douglas Laney, Gartner Room 6, First Floor	07D. New Business and Economic Models as an Antidote to Digital Disruption Dale Kutnick, Gartner Room 7, First Floor
	07E. Placing Big Bets: The Corporate Strategist's View of Scaling Digital Business (CEB, now Gartner) Brian Caproni, Gartner Hall 4, ITXpo, Ground Floor	07F. With the Move to Office 365 or G Suite, What Does That Mean for IBM, Slack, HP Inc, Amazon and Everyone Else? Jeffrey Mann Room 5, First Floor
	MU17. Meetup: Re-imagining Customer Engagement in Financial Services REG Meeting Pod 1, First Floor	
	ASK16. Ask the Analyst: Engaging With Unconventional Partners to Help You Go Digital or to the Internet of Things Jim Longwood, Gartner REG Room 1, First Floor	
16:00 – 17:00	R7. Roundtable: Redesigning the Mining Organization for IT/OT Integration Brian Ferreira, Gartner REG Room 10, First Floor	CNC4. CNC Placeholder REG Room 2, First Floor
17:00 – 17:45	K2. Guest Keynote: The Sky is NOT the Limit Colonel Chris Hadfield, Astronaut Arena 2, Ground Floor	
17:45 – 19:45	ITXpo Special Event: 50 Years of Bond ITXpo, Ground Floor	

THURSDAY, 2 NOVEMBER

06:30 – 07:30	FIT7. Fitness Session: BoxFit Meeting Point In Pratten Park 150m south of the Kurrawa Surf Club		FIT8. Fitness Session: Run Club (5km) Meeting Point In Pratten Park 150m south of the Kurrawa Surf Club	
	FIT9. Fitness Session: Sunrise Yoga Meeting Point In Pratten Park 150m south of the Kurrawa Surf Club			
08:00 – 15:30	Registration and Information Central Pavilion, Ground Floor			
08:00 – 15:00	Executive Programs Member Lounge (Exclusive to Executive Programs Members and Majestic Program Attendees) Executive Programs Lounge			
08:00 – 09:00	Arrival Refreshments Foyer B, Ground Floor			
08:30 – 15:00	ITxpo Opening Hours ITxpo, Ground Floor			
09:00 – 09:45	K3. Guest Keynote: Building the Quantum Future Professor Michael J. Biercuk Arena 2, Ground Floor			
10:00 – 10:45	SPS27. NTT Com ICT Solutions: NTT ICT and Freedom Furniture (Steinhoff) –SD- WAN Underpinning Digital Transformation Daniel Cerreto, Steinhoff; Tarquin Bellinger and Uma Rattan, NTT Communications Room 7, First Floor	SPS28. BMC Software: Providing Visibility in Multi-Cloud – Case Study Brett Skippen, Telstra; Raphael Chauvel, BMC Software Room 8, First Floor	SPS29. Customer Experience & Technology. A Case Study on Why it has to Work Robert Linsdell, Vertiv Arena 2, Ground Floor	SPS30. C3IoT: Meeting the Disruption of Low Oil and LNG Prices Head on With Digitization of the Gas Value Chain Felicity Underhill, Origin Energy Central Room C, ITxpo, Ground Floor
	SPS31. BlackBerry: Working Outside the Fence – How to Maintain your Security Standards as Business Goes Mobile Jamie Lindsay and Paul Crighton, BlackBerry Room 5, First Floor		SPS32. Equinix: Scale and Interconnect for Success in the Digital Economy Joe Weinman, Digital Strategist; Ravi Ravishanker, Equinix Room 6, First Floor	
	SPS33. Kyocera Document Solutions: 4 Steps to Business Agility with ECM and Automation Marcin Pichur, DocuWare Hall 4, ITxpo, Ground Floor			
	MU19. CIO Meetup: State and Local Government – Cloud Meeting Pod 1, First Floor		MU20. Meetup: Business Intelligence Platforms – What & Why? Meeting Pod 2, First Floor	
10:00 – 11:00	VUR9. Red Hat: Key Considerations for Successful Business Innovation: Your Transformation Road-Map Andreas Spinner, Red Hat Room 10, First Floor		VUR10. Amazon Web Services: Digital Transformation: Amazon Web Services Roundtable Adam Fedden, Amazon Web Services Room 12, First Floor	
10:45 – 11:15	Refreshment Break ITxpo, Ground Floor			
10:45 – 11:05	ITX33. Capsifi: Capability Uplifts – The Key to Intelligent Business Transformation Terry Roach, CAPSICUM Business Architects Stage 1, ITxpo, Ground Floor	ITX34. Akamai Technologies: The Dark Side of Web APIs Nick Pleinets, Akamai Technologies Stage 2, ITxpo, Ground Floor	ITX35. OpenText: Digital Success – Improving Knowledge Sharing to Improve Corporate Performance Joshua Bartlett, OpenText Stage 3, ITxpo, Ground Floor	ITX36. IBM: Enterprise AI: Is Your Infrastructure Ready? Sebastian Thomas, IBM Stage 4, ITxpo, Ground Floor
	08A. Best Practices for I&O Cost Optimization Michele C. Caminos, Gartner Hall 4, ITxpo, Ground Floor	08B. Everything You Need to Know About Data Ownership, Rights and Sovereignty Douglas Laney, Gartner Arena 2, Ground Floor	08C. From Push to Passion: Towards a Purpose-Centric Approach to Leadership Elise Olding, Gartner Central Room C, ITxpo, Ground Floor	08D. Maverick: Finding Critical Skills: Millennials Need Not Apply Bob Hafner, Gartner Room 6, First Floor
11:15 – 12:00	08E. Top Emerging Business and Societal Trends You Need to Follow Today Don Scheibenreif, Gartner Room 5, First Floor			
	ASK17. Ask the Analyst: Using Infrastructure as a Service to Optimize Costs David Groombridge, Gartner Room 1, First Floor	ASK18. Ask the Analyst: Cloud Heat Map for Banking Pete Redshaw, Gartner Room 2, First Floor		
	W9. CIO Workshop: Business Model Leadership – The CIO's Greatest Value Contribution Brian Ferreira and Loren Fisher, Gartner Room 3, First Floor			
12:15 – 13:00	09A. Calculating the Total Cost of Digital Strategies Ken McGee, Gartner Central Room C, ITxpo, Ground Floor	09B. Preparing the Board for Digital Business Initiatives Dale Kutnick, Gartner Room 6, First Floor	09C. Reshape Integration for Bringing Order to Data and Application Chaos in Digital Eric Thoo, Gartner Arena 2, Ground Floor	09D. Use Design Thinking to Integrate Customer Experience Into Your Digital Platforms Gene Phifer, Gartner Room 5, First Floor
	09E. Using AI Conversational Platforms for Customer Experience – Better, Faster and Cheaper Brian Manusama, Gartner Hall 4, ITxpo, Ground Floor			
	MU21. Meetup: Aligning IT to the Business in Financial Services Meeting Pod 1, First Floor		MU22. Meetup: Aligning IT to the Business in Financial Services Meeting Pod 2, First Floor	
	ASK19. Ask the Analyst: Putting Data and Analytics at the Heart of Your Digital Platform Andrew White, Gartner Room 1, First Floor	ASK20. Ask the Analyst: IoT & Retail Miriam Burt, Gartner Room 2, First Floor		
13:00 – 14:00	Lunch & Networking in ITxpo ITxpo, Ground Floor			
13:00 – 13:15	ET9. Adobe Systems: Digital Document Workflows: Critical for any Digital Transformation Strategy Chandra Sinnathamby, Adobe Stage 2, ITxpo, Ground Floor		ET10. AirTrack Software: Refer to Events Navigator for further details Stage 3, ITxpo, Ground Floor	
	ET11. Wandera: Increased Mobility, Increased Vulnerability? Guidance for Mobile Security Leaders Luke Knowles, Wandera Stage 4, ITxpo, Ground Floor			
13:30 – 13:50	TH9. Hype Cycle: Digital Workplace Gavin Tay, Gartner Stage 1, ITxpo, Ground Floor	TH10. Hype Cycle: Internet of Things Peter Havart-Simken, Gartner Stage 2, ITxpo, Ground Floor	TH11. Magic Quadrant for Intrusion Detection and Prevention Systems Craig Lawson, Gartner Stage 3, ITxpo, Ground Floor	TH12. Magic Quadrant: Public Cloud Infrastructure Managed Service Providers Michael Warrilow, Gartner Stage 4, ITxpo, Ground Floor
	10A. Amplify Your Persuasion Superpowers Leigh McMullen, Gartner Room 6, First Floor	10B. Building the Digital Platform From the Remnants of Your Application Portfolio Deacon D.K Wan, Gartner Arena 2, Ground Floor	10C. Building Your Digital Ecosystem Jan-Martin Lowendahl, Gartner Room 5, First Floor	10D. Crack the Code of Venture – Scaling Your Digital Business Graham P. Waller, Gartner Central Room C, ITxpo, Ground Floor
14:00 – 14:45	10E. Doing the Simple Things Well Means the Hard Things Are Easier in Information Security Craig Lawson, Gartner Hall 4, ITxpo, Ground Floor			
	ASK21. Ask the Analyst: Organizational Design Remi Gulzar, Gartner Room 1, First Floor			
15:00 – 15:30	K4. Closing Keynote: Signature – Willful Disruption and Seven Disruptions You Might Not See Coming Jenny Beresford, Bard Papegaaij, Andy Rowsell-Jones, Gartner Arena 2, Ground Floor			

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GROUND FLOOR



FIRST FLOOR

Rooms 5 - 8: Sessions