**Agenda at a Glance**

**Monday, May 9**
- 2:30 p.m.: Registration
- 3:15 p.m.: A1. Get the Right People in Your Digital Organization — Steve Berry
- 5:00 p.m.: W1. Build ISO Metrics That Matter and Communicate Value to the Business — Robert Naegle

**Tuesday, May 10**
- 7:00 a.m.: Registration and Breakfast
- 8:00 a.m.: K3. Guest Keynote — Competing at Speed in a Fast-Moving World: Managing Information To Be a Strategic Differentiator — James St. Eve, Author of "The High Velocity Edge" and Senior Lecturer at MIT Sloan School of Management
- 11:15 a.m.: TTP1. IT Operations in 2020: Utopia or Irrelevant? — Ed Holub, Vice President, Gartner Research

**Wednesday, May 11**
- 7:00 a.m.: Registration and Breakfast
- 8:00 a.m.: K3. Guest Keynote — The Dark Side of Organizational Politics — Tea Nuna, Vice President and Gartner Fellow, Gartner Research
- 11:15 a.m.: TTP1. Striking the Balance Between China and the USA on Cloud and DevOps — Vivek Bhalla, Andrew Lerner

**Thursday, May 12**
- 7:00 a.m.: Registration and Breakfast
- 8:00 a.m.: K3. Guest Keynote — The Power of Nonverbal Communications — Guest Keynote
- 11:15 a.m.: A1. Applying Asset Management Disciplines to Cloud, Virtual and Mobile Assets — Norm Morrison

**Virtual tracks**
- ITCO: IT Cost Optimization: Offers ways to drive IT cost reduction to maximize business value
- BCO: Business Cost Optimization: Provides tactical ways to optimize business processes using IT
- DB: Digital Business: Focuses on how to digitalize physical assets, data and business processes
- C: Cloud: Provides valuable insight for cloud strategies
- L: IT Leadership: Helps you establish your role as a leader to drive success

**Maturity level**
- Foundational
- Advanced
- Focused
- Tactical
- Strategic

**Perspective**
- Business
- Technology