

# AGENDA AT A GLANCE

Agenda correct as of 21 February 2013

## WEDNESDAY 13 MARCH

07:30 – 20:00	Registration, Information and Refreshments				
08:00 – 09:00	90 Seconds or Bust: Summit Solution Snapshots <i>Moderator: Teresa Jones</i>				
09:00 – 09:10	<b>Welcome Address</b> <i>John Dixon</i>				
09:10 – 10:00	<b>Gartner Opening Keynote: Overcoming Political Landmines To Accelerate Change</b> <i>Tina Nunno</i>				
10:00 – 10:30	Refreshment Break in the Solution Showcase				
10:30 – 10:45	<b>Presentation of the Gartner Business Process Management Excellence Awards</b> <i>Bruce Robertson and Samantha Searle</i>				
10:45 – 11:15	Panel Discussion: Driving Breakthrough Business Performance				
11:15 – 12:00	<b>Guest Keynote: 'Ambidextrous' BPM</b> <i>Professor Michael Rosemann</i>				
12:00 – 13:00	Lunch in the Solution Showcase				
	<b>A</b> Aspire — Building a Strong BPM Foundation	<b>B</b> Challenge — Growing Key Capabilities to Enable Change	<b>C</b> Transform — Accelerating Business Performance Results with Technology	<b>Interactive Workshops</b>	<b>Roundtables</b>
13:00 – 14:00	BPM The Management Discipline — The Big Picture <i>John Dixon</i>	Bridge the Gap Between Strategic Vision and Operational Execution with Business Architecture <i>Betsy Burton</i>	Five Ways Cloud Can Help You Transform Your Business <i>Michele Cantara</i>	<b>13:15 – 15:00</b> Workshop: Building the Business Case For BPM <i>Jim Sinur</i>	Ask The Analyst — Do I Need Workflow or a BPMS? <i>Teresa Jones</i>
14:15 – 15:00	Excellence Awards Case Study: The LEGO Group — A Pragmatic Approach to Create a Foundation for Process Excellence <i>Anette Falk Bøgebjerg, Director, CIT PMO - Business Process Management, The LEGO Group</i>	End-User Case Study: Maersk Line — Delivering Results with Agile BPM using Lean, Kanban and Cost of Delay <i>Mads Clausager, Delivery Manager, Business Process Management, Maersk Line</i>	End-User Case Study: A Process Based Approach to Integrating Bid and Project Management <i>Clare Bradley, Principal Consultant, Atkins</i>		Excellence Awards Roundtable: Best Business Outcome Driven by BPM: BT Global Services <i>Mark J C Easton, Dir. Major Programmes, BT Global Services Portfolio and Service Design, BT Technology, Service and Operations</i>
15:00 – 15:30	Refreshment Break in the Solution Showcase				
15:30 – 16:00	Solution Provider Session: Software AG	Solution Provider Session: Bosch			
16:15 – 17:15	Getting Started With Modelling, Analysis and Improvement <i>David Norton</i>	Stop Tinkering, Start Innovating <i>Elise Olding</i>	Bringing Analytics to BPM <i>Kurt Schlegel</i>	<b>16:15 – 18:00</b> Workshop: Best Practices in Evaluating and Selecting Consulting and System Integration Vendors for BPM <i>Michele Cantara</i>	
17:30 – 18:00	To the Point: Introduction to BPM Enabling Technologies <i>Janelle Hill</i>	To the Point: Making Governance and Ownership Work <i>Samantha Searle</i>	To the Point: Technologies for Today and Tomorrow's BPM Usage Scenarios <i>Jim Sinur</i>		
18:00 – 20:00	Networking Reception in the Solution Showcase				

At the Summit, please refer to the agenda in the event guide provided, for the most up to date session and location information

## THURSDAY 14 MARCH

07:30 – 16:30	Registration, Information and Refreshments				
08:30 – 09:30	Building The Skills and Roles Necessary to Advance Your BPM Efforts <i>Bruce Robertson</i>	Customer Experience Management: How BPM Fits Into The Bigger Picture <i>Ed Thompson</i>	BPM and MDM: A Powerful Force in Business Performance Improvement <i>Andrew White</i>	<b>08:00 – 09:45</b> Workshop: Using Business Capability Modeling (BCM) for Performance and Process Change <i>Betsy Burton</i>	Ask The Analyst — Social BPM: Purpose or Pointless? <i>Elise Olding</i>
09:45 – 10:15	Solution Provider Session: IBM	Solution Provider Session: Accenture			
10:15 – 11:00	Refreshment Break				
11:00 – 12:00	Selecting and Scoping Your First BPM Project <i>Teresa Jones</i>	Making Your Centers of Excellence Work Together For A Bigger 'Bang Per Buck' <i>Bruce Robertson</i>	The Quest for Engagement — A Gamification Challenge <i>Elise Olding</i>	<b>10:30 – 12:15</b> Workshop: Using The Gartner BPM Maturity Model to Accelerate Business Results <i>Janelle Hill, Gartner and Professor Michael Rosemann, PhD, Queensland University of Technology</i>	Excellence Awards Roundtable: Most Effective Use of BPM Technology: Verti <i>Javier de Miguel Cid de Rivera, Dirección de Tecnología, Procesos y Medios, Verti</i>
12:00 – 13:15	Lunch in the Solution Showcase				
13:15 – 14:15	Selling BPM to the C-Suite <i>Jim Sinur</i>	Power Politics for Business Process Improvement Leaders <i>Tina Nunno</i>	Get Smart With Intelligent Business Operations <i>Janelle Hill</i>	<b>13:15 – 15:00</b> Workshop: Making Metrics Work <i>John Dixon</i>	Roundtable: How to Put Plans for Improving Customer Experience Into Practice <i>Ed Thompson</i>
14:30 – 15:00	To The Point: Successfully Marketing Your BPM Programme <i>Michele Cantara</i>	To the Point: Business Process Analysis: Pictures or Decisioning? <i>David Norton</i>	To the Point: Process and Nexus: The Missing Link <i>Janelle Hill</i>		
15:00 – 15:30	Refreshment Break				
15:30 – 16:30	<b>Closing Keynote: Business Process Excellence — Mission Critical and Mission Possible</b> <i>Jim Lawless</i>				
16:30 – 16:35	Summit Close <i>John Dixon</i>				