AGENDA AT A GLANCE

Wednesday 13 March

07:30 – 20:00 Registration, Information and Refreshments
08:00 – 09:00 90 Seconds or Bust: Summit Solution Snapshots  Moderator: Teresa Jones
09:00 – 09:10 Welcome Address  John Dixon
09:10 – 10:00 Gartner Opening Keynote: Overcoming Political Landmines To Accelerate Change  Tina Nunno
10:00 – 10:30 Refreshment Break in the Solution Showcase
10:30 – 10:45 Presentation of the Gartner Business Process Management Excellence Awards  Bruce Robertson and Samantha Searle
10:45 – 11:15 Panel Discussion: Driving Breakthrough Business Performance
11:15 – 12:00 Guest Keynote: 'Ambidextrous' BPM  Professor Michael Rosemann
12:00 – 13:00 Lunch in the Solution Showcase
13:00 – 14:00 BPM: The Management Discipline — The Big Picture  John Dixon
15:00 – 15:30 Refreshment Break in the Solution Showcase
16:30 – 17:30 Refreshment Break
16:30 – 17:30 Summit Close  John Dixon

THURSDAY 14 MARCH

07:30 – 20:00 Registration, Information and Refreshments
08:00 – 09:00 Building The Skills and Roles Necessary to Advance Your BPM Efforts  Bruce Robertson
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  Teresa Jones
12:00 – 13:15 Lunch in the Solution Showcase
13:15 – 14:15 Selling BPM to the C-Suite  Jim Sinur
14:30 – 15:00 To The Point: Successfully Marketing Your BPM Programme  Michele Cantara
15:00 – 15:30 Refreshment Break
16:30 – 17:30 Summit Close  John Dixon