

# Gartner Business Process Management Summit 2009

## Process Excellence on the Edge

October 5 – 7 | Orlando, FL | Hyatt Regency Grand Cypress | [gartner.com/us/bpm](http://gartner.com/us/bpm)

### Agenda at a Glance

#### Sunday, October 4

	<b>Track A:</b> The Beginner's Survival Guide to BPM	<b>Track B:</b> Thriving With BPM—Intermediate BPM for Business Practitioners	<b>Track C:</b> Thriving With BPM—Intermediate BPM for IT Practitioners	<b>Track D:</b> Pushing the Boundaries of Your Business With BPM
3:00 p.m.	<b>Preregistration</b>			
3:30 p.m.	W1: Business Rules: How You Can Design Smarter, More Agile Processes <i>Ronald G. Ross, Co-Founder and Principal, Business Rule Solutions; Executive Editor, Business Rules Journal</i> (Paid workshop: \$495 registration fee required)			

#### Monday, October 5

7:00 a.m.	<b>Registration</b>			
7:30 a.m.	T1: BPM Primer: Getting the Basics First <i>Janelle Hill, Research Vice President</i>	T2: Five Ways BPM Can Help PPM Boost Business Results <i>Bill Rosser, Research Vice President and Distinguished Analyst</i>		
8:30 a.m.	<b>Welcome Address:</b> <i>Michele Cantara, Research Vice President; Elise Olding, Research Director; Jim Sinur, Research Vice President</i>			
8:45 a.m.	<b>Keynote:</b> BPM in Times of Rapid Change <i>Janelle Hill, Research Vice President; Jim Sinur, Research Vice President</i>			
10:00 a.m.	A1: Getting Started With Business Process Management <i>Elise Olding, Research Director</i>	B1: Benchmarking of IT's Business Performance Improvement: BPM's Role <i>Michael Smith, Research Vice President</i>	C1: Adventures in Flow Management: Patterns for Business Process Implementations <i>Benoit L'Heureux, Research Vice President</i>	D1: BPM Optimization and Simulation—A Game Changer in Lean Times <i>Jim Sinur, Research Vice President</i>
11:15 a.m.	A2: BPM Technology: Walk Before You Run <i>Janelle Hill, Research Director</i>	B2: Enterprise Risk Management: The Next Frontier for BPM <i>French Caldwell, Research Vice President</i>	C2: A Decision Framework for Identifying When to Use BPA, EA, or BPM Modeling Tools <i>Bill Rosser, Research Vice President and Distinguished Analyst</i>	D2: Managing in the 21st Century: A New Frontier <i>Kathy Harris, Vice President and Distinguished Analyst</i>
12:15 p.m.	<b>Attendee Lunch and Solution Showcase Dessert Reception</b>			
2:15 p.m.	W2: Workshop: What is a Business Process Architecture and Why It's Important <i>Roger T. Burton, Founder, BPTrends Associates</i>			
2:15 p.m.	A3: Panel: Practitioner's Insight for a Successful BPM Program <i>Bill Rosser, Research Vice President and Distinguished Analyst</i>	B3: The Hidden Costs of Unstructured Processes <i>Carol Rozwell, Research Vice President and Distinguished Analyst; Elise Olding, Research Vice President</i>	C3: BPM's Role in E-Commerce and B2B Projects <i>Benoit L'Heureux, Research Vice President</i>	D3: Maximizing Process Agility in the Cloud Through BPM <i>Michele Cantara, Research Vice President; Daryl Plummer, Managing Vice President and Gartner Fellow</i>
3:30 p.m.	<b>Solution Provider Sessions and Case Studies</b>			
4:45 p.m.	<b>Gartner Keynote:</b> Using BPM to Survive, Thrive and Capitalize in a Turbulent Economy <i>Moderator: Daryl Plummer, Managing Vice President and Gartner Fellow</i> <i>Speakers: Elise Olding, Research Director; Jim Sinur, Research Vice President; Michele Cantara, Research Vice President</i>			
5:45 p.m.	<b>Solution Showcase Reception</b>			

#### Tuesday, October 6

7:00 a.m.	<b>Registration</b>			
7:00 a.m.	<b>Power Breakfast:</b> Advanced Decision Making for Process Excellence <i>James Taylor, CEO, Decision Management Solutions</i>			
8:00 a.m.	<b>Guest Keynote:</b> The Five Dysfunctions of a Team <i>Jeff Gibson, Vice President of Consulting, The Table Group</i>			
9:15 a.m.	<b>Solution Provider Sessions and Case Studies</b>			
9:30 a.m.	W3: Workshop: Creating a Culture of Commitment and Engagement on Your Team <i>Jeff Gibson, Vice President of Consulting, The Table Group</i>			
10:30 a.m.	A4: Building a BPM Competency Center <i>Elise Olding, Research Director</i>	B4: Panel: The People Side of BPM—Communication and Change Management <i>Speakers: TBD</i>	C4: Communications Will Make or Break Your BPM Program <i>Anne Lapkin, Research Vice President</i>	D4: Dynamic BPM Versus Agility: The Competitive Differentiator <i>Daryl Plummer, Managing Vice President and Gartner Fellow</i>
11:30 a.m.	<b>Attendee Lunch and Solution Showcase Dessert Reception</b>			
1:30 p.m.	W4: Workshop: TBD <i>Alan Ramias, Partner, Performance Design Lab</i>			
1:30 p.m.	<b>Gartner Keynote:</b> Gartner BPM Excellence Award Winner Panel <i>Moderators: Jim Sinur, Research Vice President; Elise Olding, Research Director</i>			
3:00 p.m.	<b>Solution Provider Sessions and Case Studies</b>			
4:15 p.m.	A5: Eleven Steps to Take if You Need Consulting and SI Help With Your BPM Projects <i>Michele Cantara, Research Vice President</i>	B5: Gartner Panel: The Governance Conundrum—How Do We Simplify Business and IT Governance? <i>Panelists: French Caldwell, Research Vice President; Elen Kitzis, Research Vice President</i>	C5: Business Rule Management (BRM): The Misunderstood Partner to Process <i>Jim Sinur, Research Vice President</i>	D5: Beyond BFF: Getting Business Process Value From Social Networks <i>Carol Rozwell, Vice President and Distinguished Analyst</i>
5:15 p.m.	<b>Hospitality Suite Event</b>			

#### Wednesday, October 7

7:00 a.m.	<b>Registration</b>			
7:00 a.m.	<b>Power Breakfast:</b> BPM Adoption Survey Results for 2009 <i>Michele Cantara, Research Vice President</i>			
8:00 a.m.	<b>Keynote:</b> The Leading Edge—Business Innovation in 2009-2013 <i>Kathy Harris, Research Vice President and Distinguished Analyst</i>	<b>Gartner Keynote:</b> Changing the Game—Business Process Management and SOA Compositions <i>Daryl Plummer, Managing Vice President and Gartner Fellow</i>		
9:00 a.m.	W5: Workshop: Getting Your Business Process Competency Center Off the Ground <i>Elise Olding, Research Director</i>			
9:15 a.m.	<b>Solution Provider Sessions and Case Studies</b>			
10:00 a.m.	A6: Case Study: TBD	B6: Case Study: From Sand to Pearl—Using BPM to Transform a Business and Leapfrog Larger Competitors <i>Tom Higgins, CIO, Territory Insurance Office (TIO) of Australia</i>	C6: EA and BPM: United, We Deliver the Business—Divided, We Miss the Mark <i>Anne Lapkin, Research Vice President</i>	D6: Business Intelligence, Business Applications and Business Process Management: An Increased Focus on Process <i>Bill Gassman, Research Director</i>
11:15 a.m.	<b>Keynote:</b> Enterprise Architecture & BPM <i>Elise Olding, Research Director; Jim Sinur, Research Vice President; Philip Allega, Research Vice President; Brian Burke, Research Vice President</i>			
11:30 a.m.	<b>Keynote:</b> The Upside of Turbulence <i>Donald Sull, Professor of Strategy and Director of Executive Education, London Business School; Author of The Upside of Turbulence</i>			

Agenda as of July 1, 2009, and subject to change. Visit [gartner.com/us/bpm](http://gartner.com/us/bpm) for updates.