A. Redesigning Processes for Greater Operations

13:15 – 14:00 Does Your Customer’s Process Matter? — Bruce Robertson [F] [F]

14:15 – 15:00 Better Together: Using Business Architecture to Structure BPM Opportunities — Mark McGovern [F]

15:00 – 15:30 Refreshment Break in the Solution Showcase

15:15 – 17:00 Brokering Change Requires Small Change — Don Scheibenreif [F] [F]

17:15 – 18:00 What’s the Best Type of BPM Platform for You? — Rob Dunie [F]

18:10 – 20:00 Networking Reception in the Solution Showcase

B. Reimagining Work and Business Operations

13:15 – 14:00 The Future of BPM: From Improvement to Improvement — Jarllo Hill [F] [F]

14:15 – 15:00 Business Operations as a Recipe for Success — Marc Kerremans [F] [F]

15:00 – 15:30 Refreshment Break in the Solution Showcase

15:15 – 17:00 The Use of Customer Journey Analytics in Driving Your Business Processes — Brian Nanassy [F] [F]

17:15 – 18:00 What Business Transformation Leaders Should Know About Service Providers Doing Business Model Reinvention — John Short [F] [F]

18:00 – 18:30 Gartner Theater Presentation: The Future of BPM Using Gartner’s Hyper-Cycle

C. Enabling Business Transformation Through Business Operations

13:15 – 14:45 Workshop: Applying Metrics for BPM Success — Moderator: John Glenn and Samantha Sueie [F] [F]

13:15 – 14:45 Workshop: Beyond Business Transformation to the Adaptive Enterprise — Gartner [F] [F]


15:05 – 15:25 Gartner Theater Presentations: Get to Know Gartner and Meet the Analysts

15:15 – 16:00 Solution Provider Sessions

15:15 – 16:00 Solution Provider Sessions

15:15 – 16:00 Solution Provider Sessions

15:15 – 16:00 Solution Provider Sessions

16:30 – 17:15 Guest Keynote

17:15 – 17:25 Gartner Keynote: The Last Word — Marc Kerremans [F] [F]