

Agenda at a Glance

When attending this event, please refer to the Gartner Events mobile app for the most up to date session and location information

Agenda as of 16 February 2017 and subject to change

Monday 22 MAY 2017	07:30 – 20:00	Registration, Information and Refreshments				
	07:45 – 09:00	Tutorial: Key Areas That Can Make or Break Your Outsourcing Deal (Foundational) Gianluca Tramacere		Tutorial: The Comprehensive Framework for Effective Vendor Management (Foundational) Edward Weinstein		
	09:15 – 10:15	Keynote: How to Lead Sourcing, Procurement and Vendor Management to the Core of Digital Business Neil Barton and David Groombridge				
	10:15 – 11:00	Guest Keynote: What's the Difference Between a Human and a Machine Stefan Hyttfors, Acclaimed Futurist and Author				
	11:00 – 11:30	Refreshment Break in the Solution Showcase				
	TRACKS	A. Sourcing Leaders: Sourcing for the Digital Platform and Business Value	B. Sourcing and Procurement Managers: Selecting and Contracting for Agility, Innovation and Value	C. Vendor Managers: Maturing Vendor Management for the Digital Age	D. Sourcing Disruptive and Innovative Technology to Gain Business Advantage	Workshops, Contract Negotiation Clinics, Analyst-User Roundtables and Ask the Analyst Sessions (Registration required; End-user organizations only)
	11:30 – 12:15	How to Create a Sourcing Strategy for the Digital Age (Advanced) Alan Stanley	Driving Outsourcing Deal Success With the Right Pricing Models, Relevant Behaviour Drivers and Risk Analysis William Maurer	Managing the New Ecosystem of IT Supply Chris Ambrose	How to Retrofit DevOps to Existing Outsourcing Contracts (Advanced) Neil Barton	
	12:30 – 13:00	Solution Provider Sessions				
	13:00 – 14:15	Lunch Break in the Solution Showcase				
	14:15 – 15:00	How to Source Emerging Domains of Expertise From the Global Marketplace (Advanced) Claudio Da Rold	Outsourcing 2.0 — The Next Evolution: How to Avoid the Common Pitfalls of Outsourcing Past (Foundational) Daniel Barros	How to Successfully Deliver Large Programs With an Ecosystem of Vendors (Advanced) David Groombridge	Managing Hybrid Cloud Service Delivery (Advanced) John P. Morency	14:00 – 15:00 Ask the Analyst: How Can Procurement Technology Help Me? Magnus Bergfors 14:15 – 15:45 Workshop: How to Use Robotic Process Automation and AI for Business Process Improvement Cathy Tornbohm 14:00 – 15:00 Clinic: How to Use Gartner's Labor Toolkit for Application and Technology Consulting Services Facilitators: Fabio Di Capua and Grant Bayne
15:15 – 15:45	Solution Provider Sessions					
15:45 – 16:15	Refreshment Break in the Solution Showcase					
16:15 – 17:00	Sourcing, Procurement and Vendor Management Disciplines: Collaborate to Realize Business Strategy Luke Ellery	Driving Business Outcomes Through Vendor Selection and Contracting (Advanced) Neil Barton	Establishing the Authority for a Vendor Management Practice (Foundational) Edward Weinstein	Sourcing a Blockchain Consultancy (Advanced) David Groombridge	16:15 – 17:45 Workshop: How to Shortlist Your Global Infrastructure Provider Options Using Reference Scores (Advanced) Claudio Da Rold Program for Senior Sourcing Executives* 16:15 – 17:45 Measuring and Reporting the Value of Vendor Management (Advanced) Chris Ambrose	
17:15 – 18:00	Taking Advantage of the Market for Nearshore Software Development in EMEA Fabio Di Capua	Crowdsourcing Has Become Mainstream-Finally You Can Use It! (Advanced) Gilbert van der Heiden	Building a Vendor Performance Management Program Joanne Spencer	Intelligent Automation Services: Separating Hype from Reality (Advanced) Frances Karamouzis	17:00 – 18:00 Ask the Analyst: Drive Your Enterprise Automation and AI Strategy for Business Process Excellence (Advanced) Cathy Tornbohm	
18:00 – 20:00	Networking Reception					
Tuesday 23 MAY 2017	08:00 – 16:30	Registration and Information				
	08:45 – 09:30	Practical and Actionable Realities of Cost Optimization (Foundational) Frances Karamouzis and David Groombridge	Embracing the Managed Workplace Evolution to Drive Business Results Gianluca Tramacere	Managing Vendor Risks and Their Business Impacts Chris Ambrose	How to Successfully Complete Your Data Center Modernization Project (Foundational) William Maurer	08:45 – 10:15 Workshop: Transforming the Sourcing, Procurement and Vendor Management Disciplines to Increase Relevance (Advanced) Gilbert van der Helden Program for Senior Sourcing Executives* 08:45 – 10:15 Getting Your Message Across Rob Geraghty, Executive Coach, Founder of the Wow Factor
	09:45 – 10:15	Solution Provider Sessions				
	10:15 – 10:45	Refreshment Break in the Solution Showcase				
	10:45 – 11:30	Case Study: ASSA ABLOY — How We are Building our Version of the Digital Business Platform Jens Nielsen CIO, ASSA ABLOY	Case Study: SEB — Do You Still Need Service Providers? Hiring the First Banking Digital Employees Nicholas Moch, Head of Information, Strategy & Architecture, SEB	Case Study: Lloyds Banking Group — Using Supplier Scorecards to Improve Vendor Performance Viv Sadd, Senior Supplier Manager, Group IT, Lloyds Banking Group		10:30 – 11:30 Ask the Analyst: Selecting Solution Providers and Tools for Vendor Management Luke Ellery 10:45 – 12:15 Workshop: Developing a Strategic Roadmap for Maturing IT Vendor Management Joanne Spencer 10:30 – 11:30 Clinic: Negotiating with the Software Megavendors (Advanced) Facilitator: Roberto Sacco
	11:45 – 12:30	Building the Business Case for Artificial Intelligence in Application Development Services (Advanced) Neil Barton	Sourcing Cloud Services: Science, Art or Advanced Alchemy Daniel Barros	How to Bridge Your Innovation Delivery Gap Through Joint Ownership With Your Service Provider (Advanced) Alan Stanley	Understanding the Emerging Marketplace for Managed Internet of Things Services (Foundational) Denise Rueb	Program for Senior Sourcing Executives* 11:45 – 12:45 Sourcing, Procurement and Vendor Management Collaboration in Practice (Advanced) Claudio Da Rold Lunch for Senior Sourcing Executives
	12:30 – 13:45	Lunch Break in the Solution Showcase				
	13:45 – 14:30	How to Use Procurement Technology to Do More With Less (Advanced) Magnus Bergfors	Speeding Up the Selection of Application Service Providers with Gartner Magic Quadrants and Market Guides Fabio Di Capua	Use the SIAM Role to Optimize Multivendor Performance Management (Advanced) Gilbert van der Heiden	Managing Risk and Security at the Speed of Digital Business (Advanced) Tom Scholtz	13:30 – 14:30 Roundtable: Blockchain in Financial Services — Separating Myth From Reality David Groombridge 13:45 – 15:15 Workshop: Creating a Vendor Scorecard With Effective Vendor Performance Metrics Edward Weinstein 13:30 – 14:30 Clinic: IaaS and PaaS Facilitator: Daniel Barros
	14:45 – 15:15	To the Point: Assessing Bimodal Competencies to Support Digital Business Alan Stanley	To the Point: Top Five Attributes to Look for When Selecting an Internet of Things Services Provider (Foundational) Denise Rueb	To the Point: Driving Collaboration Between Vendor Management, IT, and the Business Luke Ellery	To the Point: Making the Right Hybrid Cloud Recovery and Continuity Sourcing Decisions (Foundational) John P. Morency	14:40 – 15:40 Public Sector Roundtable: Leveraging Your Uniqueness When Dealing With Megavendors Roberto Sacco
	15:15 – 15:45	Refreshment Break in the Solution Showcase				
15:45 – 16:30	Closing Guest Keynote: The Future and What to Do About it Mark Stevenson, Entrepreneur, Author and Broadcaster					
16:30 – 16:35	Closing Remarks Claudio Da Rold, Gartner					

Agenda Tracks

A. Sourcing Leaders: Sourcing for the Digital Platform and Business Value

This track focuses on the sourcing strategies needed to free up funding, deliver innovation and enable the digital platform of tomorrow. With new types of suppliers, ecosystems and sourcing models emerging, this track will identify new sourcing strategies that focus on the partners, skills and tools that will help deliver real business value.

B. Sourcing and Procurement Managers: Selecting and Contracting for Agility, Innovation and Value

This track will focus on new approaches to the selection of traditional, cloud and digital service providers and innovative new ways to contract for the right solutions to deliver on strategic business goals. Learn how to deliver solutions for the digital business era while also managing outcomes, cost and risk.

C. Vendor Managers: Maturing Vendor Management for the Digital Age

This track will map the challenges, strategies, and tactics necessary to manage a diverse ecosystem of IT vendors and services providers. Vendor management continues to increase in importance, requiring IT vendor management leaders to optimize spending while responding to near real time demands to facilitate the delivery of innovations while balancing risks and performance.

D. Sourcing Disruptive and Innovative Technology to Gain Business Advantage

This track will explore how disruptive technologies such as Blockchain, Intelligent Automation Services, IoT, Smart Machines, Mobility, Cognitive Computing and AI will impact on sourcing and IT services. We will explore the business opportunities, the use cases and the positive impacts that these technologies can unleash.

Program for Senior Sourcing Executives*

* Qualification required