



<b>10:00 - 10:45</b>  Industry Sunday Opening Keynote: The Art of Business Influence <b>Mark Jeffries</b> , Author, Keynote Speaker and former Merrill Lynch stockbroker				
<b>11:00 - 11:45</b> <b>BANKING</b> Financial Services 2030  <b>David Furlonger</b>	<b>EDUCATION</b> The AI-Driven Academy — the Future Is Now  <b>Jan-Martin Lowendahl</b>	<b>GOVERNMENT</b> The Future of Digital Government: Service Models, Platforms and Ecosystems <b>Andrea Di Maio</b>	<b>HEALTHCARE</b> Value Creation at the Intersection of the Future of Healthcare and Digital Technology Innovation <b>Mark E. Gilbert</b>	<b>INSURANCE</b> Insurance Scenario 2030  <b>Kimberly Harris-Ferrante</b>
<b>12:00 - 12:30</b> <b>BANKING</b> How Banks Can Win in a Platform World  <b>Kristin R. Moyer</b>	<b>EDUCATION</b> Top Business and Tech Trends Impacting Higher Education  <b>Jan-Martin Lowendahl</b>	<b>GOVERNMENT</b> The Top Business and Technology Trends in Government  <b>Andrea Di Maio</b>	<b>HEALTHCARE</b> Get Ready for the Tipping Point for Digital Life Science  <b>Michael Shanler</b>	<b>INSURANCE</b> How Insurtechs Are Driving Innovation in the Insurance Industry <b>Juergen Weiss</b>
<b>12:30 - 13:45</b>  Attendee Lunch				
<b>13:45 - 14:15</b> <b>BANKING</b> A New Vision for Google, Apple and Alibaba in Banking  <b>Alistair Newton</b>	<b>EDUCATION</b> The End of Education and the Future of Learning  <b>Glenda Morgan</b>	<b>GOVERNMENT</b> Which Way(s) to the Cloud for Government?  <b>Neville Cannon</b>	<b>HEALTHCARE</b> National/Regional Strategies for eHealth: Status of National Health Program Technology Initiatives <b>Mike Jones</b>	<b>INSURANCE</b> Digital Business Platforms and New Insurance Business Models  <b>Laurie Shotton</b>
<b>15:15 - 15:45</b> <b>BANKING</b> Artificial Intelligence in Banking: N Categories of Use Case Scenarios  <b>Vittorio D’Orazio</b>	<b>EDUCATION</b> Putting Higher Education Administrative IT on a Diet  <b>Terri-Lynn B. Thayer</b>	<b>GOVERNMENT</b> Government Is Not a Business and Citizens Are Not Your Customers  <b>Andrea Di Maio</b>	<b>HEALTHCARE</b> The Intersection of AI Innovation and Life Sciences Expectations: How to Be Smart About A.I. <b>Michael Shanler</b>	<b>INSURANCE</b> Leveraging AI for Success in Insurance  <b>Kimberly Harris-Ferrante</b>
<b>16:00 - 16:30</b> <b>EDUCATION</b> Analytics and CRM in Higher Education  <b>Terri-Lynn B. Thayer</b>	<b>GOVERNMENT</b> The Digital Government Platform: Enabling Digital Government Services at the Pace of Business <b>Neville Cannon</b>	<b>HEALTHCARE</b> The Future of Digital Care Delivery  <b>Mark E. Gilbert</b>	<b>INSURANCE</b> Insurance Core Replacement as a Path to Extreme Cost Optimization  <b>Laurie Shotton</b>	<b>MANUFACTURING</b> New Era of Customer-Centric Manufacturing  <b>Kenneth F. Brant</b>
<b>16:00 - 16:45</b> <b>INSURANCE</b> Eye on Innovation Awards <b>Juergen Weiss</b>				
<b>16:30 - 17:00</b>  Refreshment Break				
<b>17:00 - 17:45</b>  Keynote				

09:30 - 10:30  Opening Gartner Keynote			
10:30 - 11:15  Refreshment Break			
11:15 - 12:00	<b>TRANSFORM THE TECHNOLOGY CORE</b> The Mobile App Scenario: The Future of Apps and Their Development <b>Jason Wong</b>	<b>SIGNATURE SERIES</b> The 2018 CIO Agenda: Powerful Practices to Help You Master the New Job of CIO <b>Andy Rowsell-Jones</b>	<b>MASTERING LEADERSHIP</b> From Push to Passion: Towards a Purpose-Centric Approach to Leadership <b>Bard Papegaaij</b>
	<b>CREATE A DYNAMIC ORGANIZATION</b> New Digital Age Leadership: Guiding People to Engage, Collaborate — and Do Their Best <b>Cassio Dreyfuss</b>	<b>DRIVE BUSINESS PERFORMANCE</b> From APIs to Digital Platforms: API Economy Lessons for Building an Ecosystem <b>Paolo Malinverno</b>	<b>ARCHITECT THE DIGITAL PLATFORM</b> Architectures and Technologies for Event-Driven, Business Real-Time Decisions <b>Massimo Pezzini</b>
	<b>ARCHITECT THE DIGITAL PLATFORM</b> What to Do and Not Do With AI (Amazing Innovation), Machine Learning and Cognitive Technology <b>Tom Austin</b>	<b>TRANSFORM THE TECHNOLOGY CORE</b> How to Make the Best of Blockchain — Types of Blockchain Projects and How They Add Value <b>David Furlonger</b>	
11:15 - 12:45	<b>WORKSHOP</b> The Growth Mindset Approach for Aspiring CIOs	<b>WORKSHOP</b> Communications Effectiveness for Aspiring CIOs — Getting to What Matters Fast	
	12:00 - 14:00  Attendee Lunch / CIO Lunch - Keynote: Platon, World-Renowned, Award-Winning Photographer		
12:15 - 12:45	<b>PLAN FOR THE DIGITAL FUTURE</b> Everything You Need to Know About Data Ownership, Rights and Sovereignty (But Were Afraid to Ask) <b>Douglas Laney</b>	<b>COMMUNICATION SERVICE PROVIDERS</b> CSPs Drive Digital Business Through People and Workplace Transformation <b>Mentor Cana</b>	<b>ARCHITECT THE DIGITAL PLATFORM</b> Real-Life Examples of Digital Platforms <b>Kristin R. Moyer</b>
	14:00 - 14:45	<b>TRANSFORM THE TECHNOLOGY CORE</b> Creating the Future Proof Digital Infrastructure <b>David J. Cappuccio</b>	<b>DRIVE BUSINESS PERFORMANCE</b> The CIO's Guide to Working With Startups — Accelerating Innovation by Leveraging Your Ecosystem <b>Erik Van Ommeren</b>
<b>MASTERING LEADERSHIP</b> To the Point: Foster a Growth, Not a Fixed, Mindset		<b>PLAN FOR THE DIGITAL FUTURE</b> Will the Device Please Approach Bench <b>Robert Hetu</b>	<b>CREATE A DYNAMIC ORGANIZATION</b> What to Do With a Business Model <b>Richard Hunter</b>
<b>TRANSFORM THE TECHNOLOGY CORE</b> How to Renovate the Core Information Systems to Prepare for a Perimeterless Work Environment <b>Rob Smith</b>			<b>ARCHITECT THE DIGITAL PLATFORM</b> The Top 10 Strategic Technology Trends for 2018 <b>David W. Cearley</b>
14:00 - 15:30	<b>WORKSHOP</b> Tip, Tricks and Best Practices for New CIOs	<b>WORKSHOP</b> Reaching up from CIO to Non-executive Director <b>Lisa Gannon</b>	<b>WORKSHOP</b> Managing Technology Risk and Cybersecurity Through the Lens of Business Value <b>Paul E. Proctor</b>
			<b>WORKSHOP</b> Create Your One-Page Innovation Strategy <b>Jackie Fenn</b>
14:45 - 15:15  Refreshment Break			
16:15 - 17:00	<b>DRIVE BUSINESS PERFORMANCE</b> Digital Business KPIs: Identifying and Then Measuring Value <b>Hung LeHong</b>	<b>PLAN FOR THE DIGITAL FUTURE</b> Application Darwinism <b>Dennis P. Gaughan</b>	<b>MASTERING LEADERSHIP</b> Mastering the Art of the Political Discussion for CIOs <b>Tina Nunno</b>
	<b>ARCHITECT THE DIGITAL PLATFORM</b> Putting Data and Analytics at the Heart of Your Digital Platform <b>Andrew White</b>	<b>PLAN FOR THE DIGITAL FUTURE</b> Architect Your Business to Engage "Things" as Customers <b>Don Scheibenreif</b>	<b>TRANSFORM THE TECHNOLOGY CORE</b> CIO Call to Action: Deliver Pervasive Integration Capabilities to Empower Digital Transformation <b>Massimo Pezzini</b>
	<b>TRANSFORM THE TECHNOLOGY CORE</b> The Cloud Computing Scenario: Strategy and Tactics to Live By <b>Daryl C. Plummer</b>	<b>CREATE A DYNAMIC ORGANIZATION</b> The Case for Splitting IT Into Separate "I" and "T" Organizations <b>Douglas Laney</b>	<b>ARCHITECT THE DIGITAL PLATFORM</b> Develop a Pragmatic Security Vision and Strategy for Your Digital Platforms <b>Wam Voster</b>
		<b>MASTERING LEADERSHIP</b> Cultivate Digital Leadership Mindsets and Learning Agility to Thrive in Digital Business <b>Graham P. Waller</b>	
17:00 - 19:00  ITxpo Reception			



**AM**

09:00 - 09:45	<b>CIO STORY SESSION</b> CIO Story Session	<b>MASTERING LEADERSHIP</b> This Is Your Brain on Digital Leadership: Harness the Hidden Powers That Shape Behavior <b>Jackie Fenn</b>	<b>ARCHITECT THE DIGITAL PLATFORM</b> Business Architecture: From Strategy to Guiding Execution and Investment Decisions <b>Betsy Burton</b>	<b>CREATE A DYNAMIC ORGANIZATION</b> So Many Ways to Collaborate; Why Is There Not More Collaboration Going On? <b>Jeffrey Mann</b>
	<b>SIGNATURE SERIES</b> The CEO Perspective 2017: How CIOs Should Respond <b>Mark Raskino</b>	<b>DRIVE BUSINESS PERFORMANCE</b> Real True Stories of Smart Machines and Artificial Intelligence <b>Magnus Revang</b>	<b>DRIVE BUSINESS PERFORMANCE</b> IT Budgeting 2017 to 2022: How the Five Main Metrics Measuring IT Spending Likely Will Change <b>Sanil Solanki</b>	<b>CREATE A DYNAMIC ORGANIZATION</b> Creating a Culture that is Ready for Anything V4.0 <b>Leigh McMullen</b>
	<b>MASTERING LEADERSHIP</b> CIO Agenda Industry Perspective <b>Jan Martin Lowendahl</b>	<b>PLAN FOR THE DIGITAL FUTURE</b> Blockchain and IoT: Immature but Transformational <b>Nick Jones</b>	<b>PLAN FOR THE DIGITAL FUTURE</b> IT Strategy 1.0 to 2.0 — How and Why to Make the Transition <b>Lee Weldon</b>	
09:00 - 10:30	<b>WORKSHOP</b> The Myth of the Glass Ceiling <b>Debra Logan</b>	<b>WORKSHOP</b> The Art of the One-Page Strategy <b>Ed Gabrys</b>	<b>WORKSHOP</b> Leading from the Heart <b>Bard Papegaaij</b>	<b>WORKSHOP</b> Managing Technology Risk and Cybersecurity Through the Lens of Business Value (Repeat) <b>Paul E. Proctor</b>
	10:45 - 11:15 ☕ Refreshment Break			
11:15 - 12:00	<b>COMMUNICATION SERVICE PROVIDERS</b> CSP Scenarios Through 2022: How CSPs Can Create Value in the Platform Era <b>Neil Osmond &amp; Mentor Cana</b>	<b>SIGNATURE SERIES</b> Gartner's Top Predictions: Pace Yourself for Sanity's Sake <b>Daryl C. Plummer</b>	<b>TRANSFORM THE TECHNOLOGY CORE</b> Building an Enterprise Cloud Strategy That Works <b>Bob Gill</b>	<b>DRIVE BUSINESS PERFORMANCE</b> Prepare for the Next Generation of Customers Today <b>Jenny Sussin</b>
	<b>PLAN FOR THE DIGITAL FUTURE</b> The Edge Will Eat the Cloud <b>Thomas Bittman</b>	<b>ARCHITECT THE DIGITAL PLATFORM</b> With the Move to Office365 or Gsuite, What Does That Mean for SLACL,HP... <b>Jeffrey Mann</b>	<b>CREATE A DYNAMIC ORGANIZATION</b> The Biggest Obstacle Moving to Agile Product Delivery Is Your Human Resources Department <b>Bill Swanton</b>	<b>CREATE A DYNAMIC ORGANIZATION</b> A CIO Decision Framework for Centralization and Decentralization <b>Tina Nunno</b>
	<b>MASTERING LEADERSHIP</b> CIOs Must Master These Leadership Traits CEOs Want <b>Graham P. Waller</b>			
11:15 - 12:45	<b>WORKSHOP</b> The Growth Mindset Approach for Aspiring CIOs (Repeat)	<b>WORKSHOP</b> Communications Effectiveness for Aspiring CIOs — Getting to What Matters Fast (Repeat)		

**PM**

<b>12:00 - 14:00</b>	Attendee Lunch / CIO Lunch - Keynote: Gus Balbontin, former CTO, Lonely Planet			
<b>12:15 - 12:45</b>	<b>ARCHITECT THE DIGITAL PLATFORM</b> Use Design Thinking to Integrate Customer Experience Into Your Digital Platforms <b>Marcus Bloesch</b>	<b>DRIVE BUSINESS PERFORMANCE</b> Use Data and Analytics to Drive Measurable Business Value <b>Alan D. Duncan</b>	<b>PLAN FOR THE DIGITAL FUTURE</b> IoT: What a Good Strategic IoT Framework Should Look Like <b>Denise Rueb</b>	
<b>14:00 - 14:20</b>	<b>THEATER</b> Magic Quadrant: IT Service Management Tools <b>Chris Matchett</b>	<b>THEATER</b> Hype Cycle: DevOps <b>Joachim Herschmann</b>	<b>THEATER</b> Magic Quadrant: BI and Analytics Platforms <b>Joao Tapadinhas</b>	<b>THEATER</b> Magic Quadrant: Web Content Management <b>Mick MacComascaigh</b>
<b>14:00 - 14:45</b>	<b>TRANSFORM THE TECHNOLOGY CORE</b> Serverless Applications? How I Learnt to Stop Worrying and Love the End of my Data Center <b>Paul Vincent</b>	<b>CREATE A DYNAMIC ORGANIZATION</b> Shokunin — What High-Performance Organizations Can Learn From Japanese Tradition <b>Cassio Dreyfuss</b>	<b>DRIVE BUSINESS PERFORMANCE</b> The Symposium Bonus — A “One Size Fits All” Application Strategy <b>Andy Kyte</b>	<b>CREATE A DYNAMIC ORGANIZATION</b> Scaling the Design Mindset and Methods <b>Erik Van Ommeren</b>
	<b>ARCHITECT THE DIGITAL PLATFORM</b> Building Your Digital Platform for Business Optimization and Transformation <b>Hung LeHong</b>	<b>CREATE A DYNAMIC ORGANIZATION</b> Deglobalization — Buying IT Services in a World of H-1B Visa Reform and Brexit <b>Neil Barton</b>	<b>CREATE A DYNAMIC ORGANIZATION</b> Engage for Effective Collaboration to Develop a Transformation Roadmap <b>JoAnn Rosenberger</b>	
	<b>CIO STORY SESSION</b> CIO Story Session			
<b>14:00 - 15:30</b>	<b>WORKSHOP</b> Tip, Tricks and Best Practices for New CIOs (Repeat)	<b>WORKSHOP</b> Create Your One-Page Innovation Strategy (Repeat) <b>Jackie Fenn</b>	<b>WORKSHOP</b> Reaching up from CIO to Non-executive Director (Repeat)	<b>WORKSHOP</b> Developing Digital Business Industry Vision (Repeat) <b>Tomas Nielsen</b>
<b>14:30 - 14:50</b>	<b>THEATER</b> Magic Quadrant: Sales Force Automation <b>Ilona Hansen</b>	<b>THEATER</b> Magic Quadrant: High-Productivity Application Platform as a Service <b>Paul Vincent</b>	<b>THEATER</b> Cornerstones for Post-App Era: Magic Quadrant for Mobile App Development Platforms <b>Richard Marshall</b>	<b>THEATER</b> Magic Quadrant: Enterprise Content Management <b>Mike Woodbridge</b>
<b>15:00 - 15:20</b>	<b>THEATER</b> Magic Quadrant and Critical Capabilities: Enterprise Mobility Management Suites <b>Rob Smith</b>	<b>THEATER</b> Magic Quadrants: Operational DBMS and Data Management Solutions for Analytics <b>Roxane Edjlali</b>	<b>THEATER</b> Magic Quadrant: Content Collaboration Platforms <b>Monica Basso</b>	
<b>15:30 - 15:50</b>	<b>THEATER</b> Magic Quadrant: Data Science Platforms <b>Alexander Linden</b>	<b>THEATER</b> Magic Quadrant: Enterprise Network Firewalls <b>Jeremy D’Hoinne</b>	<b>THEATER</b> Hype Cycle: Midsize Enterprises <b>Christian Hestermann</b>	
<b>15:45 - 16:30</b>	<b>MASTERING LEADERSHIP</b> How to Find the Digital Business Leader Inside Yourself <b>Mark Raskino</b>	<b>TRANSFORM THE TECHNOLOGY CORE</b> The Infrastructure and Operations Scenario: At the Core of Change <b>Dave Russell</b>	<b>TRANSFORM THE TECHNOLOGY CORE</b> Best Practices for I&O Cost Optimization <b>Ron Blair</b>	<b>PLAN FOR THE DIGITAL FUTURE</b> Building a Digital World for a Digital Future <b>David W. Cearley</b>
	<b>CREATE A DYNAMIC ORGANIZATION</b> Hire an Architect ... The Building Kind <b>Patrick Meehan</b>	<b>MASTERING LEADERSHIP</b> Making Digital Disruption a Core Part of Your Innovation Strategy <b>Daryl C. Plummer</b>	<b>DRIVE BUSINESS PERFORMANCE</b> Leverage IoT to Deliver Cost Optimization in Your Organization <b>Nathan Nuttall</b>	<b>PLAN FOR THE DIGITAL FUTURE</b> Maverick: Fixing IT’s Diversity Problem <b>Debra Logan</b>
<b>16:30 - 17:00</b>	Refreshment Break			
<b>17:00 - 17:45</b>	Keynote			
<b>17:45 - 19:00</b>	ITxpo Reception			
<b>19:15 - 21:00</b>	Country Receptions			




**AM**

09:00 - 09:45	<b>MASTERING LEADERSHIP</b> Five Strategic Transition Paths for Dealing With Digital Disruption  <b>Mark Raskino</b>	<b>MASTERING LEADERSHIP</b> Keystone — Developing Everyday Superstars	<b>PLAN FOR THE DIGITAL FUTURE</b> Dangerous Data: Can't Live Without It, Can't Live With It  <b>Gareth Herschel</b>	<b>CREATE A DYNAMIC ORGANIZATION</b> Organization Strategies and Tactics Used in Creating an Enterprise Digital Design Capability <b>Magnus Revang</b>
	<b>MASTERING LEADERSHIP</b> Creating High Performance Multidisciplinary Teams to Win at Digital Business <b>Bruce Robertson</b>	<b>ARCHITECT THE DIGITAL PLATFORM</b> Building Your Digital Business Ecosystem <b>Betsy Burton</b>	<b>PLAN FOR THE DIGITAL FUTURE</b> Strategy and the CIO — Your Personal Contribution to Digital Business Success <b>Lee Weldon</b>	
09:00 - 10:30	<b>WORKSHOP</b> Managing Technology Risk and Cybersecurity Through the Lens of Business Value (Repeat) <b>Paul E. Proctor</b>	<b>WORKSHOP</b> Tip, Tricks and Best Practices for New CIOs (Repeat)	<b>WORKSHOP</b> Developing Digital Business Industry Vision  <b>Tomas Nielsen</b>	<b>WORKSHOP</b> The Art of the One-Page Strategy (End-Users Only)
	<b>10:45 - 11:15</b> ☕ Refreshment Break			
11:15 - 12:00	<b>DRIVE BUSINESS PERFORMANCE</b> What Your CISO Should Be Telling You, But Isn't  <b>Wam Voster</b>	<b>DRIVE BUSINESS PERFORMANCE</b> The Total Cost of Digital Strategies  <b>Ken McGee</b>	<b>TRANSFORM THE TECHNOLOGY CORE</b> Let a Thousand Apps Bloom! A Cultural Revolution for IT Development <b>Richard Marshall</b>	<b>CREATE A DYNAMIC ORGANIZATION</b> Establish Adaptive Governance Practices for the Digital Age  <b>Remi Gulzar</b>
	<b>PLAN FOR THE DIGITAL FUTURE</b> Maverick: The Emergent Machine Society — Where Machines Meet, Talk, Scheme, Fight and Get Married <b>Brian Manusama</b>	<b>SIGNATURE SERIES</b> Signature Series: 2018 Top Ten Trends and Technologies I&O  <b>David Capuccio</b>	<b>TRANSFORM THE TECHNOLOGY CORE</b> Simplify Bimodal Delivery With Common Off-the-Shelf Infrastructure  <b>Philip Dawson</b>	<b>PLAN FOR THE DIGITAL FUTURE</b> The Two Digital Threats Most likely to Disrupt Your Relationship With the Customer of the Future  <b>Jenny Sussin</b>
	<b>ARCHITECT THE DIGITAL PLATFORM</b> Bring Your Digital Business Strategy to Life With Business Moments <b>Don Scheibenreif</b>	<b>CIO STORY SESSION</b> CIO Story Session		
11:15 - 12:45	<b>WORKSHOP</b> Achieving Successful Data Center and Cloud Cost Optimization for Midsized Organizations <b>Bill Maurer</b>	<b>WORKSHOP</b> The Growth Mindset Approach for Aspiring CIOs (Repeat)	<b>WORKSHOP</b> Communications Effectiveness for Aspiring CIOs — Getting to What Matters Fast (Repeat)	



PM				
12:00 - 14:00	Attendee Lunch / CIO Lunch - Keynote: Margaret Heffernan, Entrepreneur, Chief Executive and Author			
12:15 - 12:45	<b>DRIVE BUSINESS PERFORMANCE</b> How Complexity Becomes Your Competitive Advantage <b>Gareth Herschel</b>	<b>DRIVE BUSINESS PERFORMANCE</b> An easy to use decision tree for selecting public cloud / SaaS business applications <b>Christian Hestermann</b>	<b>ARCHITECT THE DIGITAL PLATFORM</b> Will You Thrive, Survive or Nose Dive in the Platform Economy? <b>Brian Burke</b>	
14:00 - 14:20	<b>THEATER</b> Magic Quadrant: Intelligent Business Process Management Suites <b>Marc Kerremans</b>	<b>THEATER</b> Hype Cycle: Business Ecosystems <b>Paolo Malinverno</b>		
14:00 - 14:45	<b>PLAN FOR THE DIGITAL FUTURE</b> Data and Analytics Strategy Explorations: Fusing Data-Driven Strategy and Culture <b>Frank Buytendijk</b>	<b>ARCHITECT THE DIGITAL PLATFORM</b> Digital Business Platforms — Integrating Your Business Ecosystems <b>Marcus Blossch</b>	<b>TRANSFORM THE TECHNOLOGY CORE</b> Mega Vendors on the Cloud Spectrum <b>David Mitchell-Smith</b>	<b>MASTERING LEADERSHIP</b> Amplify Your Persuasion Superpowers <b>Leigh McMullen</b>
	<b>PLAN FOR THE DIGITAL FUTURE</b> New Business & Economic Models as an Antidote to Digital Disruption <b>Dale Kutnick</b>	<b>TRANSFORM THE TECHNOLOGY CORE</b> How to Apply Business-Outcome-Based Contracting/Get More Value From Your Application Service Provider <b>Neil Barton</b>	<b>PLAN FOR THE DIGITAL FUTURE</b> If “Enterprise Blockchain” Is the Answer, What Exactly Is the Question? <b>Rajesh Kandaswamy</b>	<b>ARCHITECT THE DIGITAL PLATFORM</b> Digital Twins: The Future of Better Digital Business Decisions <b>Nick Jones</b>
	<b>TRANSFORM THE TECHNOLOGY CORE</b> Managing Digital Workplace as a Portfolio of Strategic IT Services <b>Nikos Drakos</b>	<b>CIO STORY SESSION</b> CIO Story Session		
14:00 - 15:30	<b>WORKSHOP</b> The Art of the One-Page Strategy (Repeat) <b>Tom Nielsen</b>	<b>WORKSHOP</b> Leading from the Heart (Repeat) <b>Bard Papegaaij</b>	<b>WORKSHOP</b> Create Your One-Page Innovation Strategy (Repeat) <b>Jackie Fenn</b>	<b>WORKSHOP</b> Achieving Successful Data Center and Cloud Cost Optimization for the Midsize Enterprise <b>William Maurer</b>
15:00 - 15:20	<b>THEATER</b> Magic Quadrant: Customer Engagement Center <b>Brian Manusama</b>			
15:30 - 15:50	<b>THEATER</b> Hype Cycle: Mobile and Endpoint Technologies <b>Federica Troni</b>	<b>THEATER</b> Hype Cycle: Digital Workplace <b>Jeffrey Mann</b>		
15:45 - 16:30	<b>DRIVE BUSINESS PERFORMANCE</b> How to Use the Cloud to Optimize Business and IT Costs <b>David Groombridge</b>	<b>CREATE A DYNAMIC ORGANIZATION</b> A New Digital IT Organization Structure That Every CEO Will Want <b>Ken McGee</b>	<b>TRANSFORM THE TECHNOLOGY CORE</b> Delivering High-Impact Reference Models and Roadmaps to Guide Investments and Execution <b>Betsy Burton</b>	<b>PLAN FOR THE DIGITAL FUTURE</b> Digital Business Transformation Paths — Letting Ambition Determine Capabilities <b>Tomas Nielsen</b>
	<b>MASTERING LEADERSHIP</b> How to Gain the Trust You Need to Succeed <b>Ed Gabrys</b>	<b>MASTERING LEADERSHIP</b> The Benefits of Distributed Decision-Making and Transformational Leadership <b>David Norton</b>	<b>TRANSFORM THE TECHNOLOGY CORE</b> Stepping Up Your Network Automation to be Ready for the Digital Business <b>Danilo Ciscoato</b>	<b>CIO STORY SESSION</b> CIO Story Session
16:30 - 17:00	Refreshment Break			
17:00 - 17:45	Keynote			
17:45 - 19:00	ITxpo Reception			

09:00 - 09:45	<b>MASTERING LEADERSHIP</b> Six Steps to Change Leadership — The Escape Model  <b>Bard Papegaaij</b>	<b>PLAN FOR THE DIGITAL FUTURE</b> Beyond the Hype: Key Trends in Data Science  <b>Jim Hare</b>	<b>SIGNATURE SERIES</b> The Top 10 Strategic Technology Trends for 2018 (Repeat)  <b>David W. Cearley</b>	<b>ARCHITECT THE DIGITAL PLATFORM</b> Drive Collaboration in Your Business Ecosystems: Digital Workplace Meets Digital Platforms  <b>Nikos Drakos</b>
	<b>DRIVE BUSINESS PERFORMANCE</b> Methods for Monetizing Your (and Others'!) Information Assets <b>Douglas Laney</b>			
09:00 - 10:30	<b>WORKSHOP</b> Managing Technology Risk and Cybersecurity Through the Lens of Business Value (Repeat) <b>Paul E. Proctor</b>	<b>WORKSHOP</b> Developing Digital Business Industry Vision (Repeat)  <b>Tomas Nielsen</b>	<b>WORKSHOP</b> Create Your One-Page Innovation Strategy (Repeat)  <b>Jackie Fenn</b>	<b>WORKSHOP</b> The Art of the One-Page Strategy (Repeat)
	<b>SIGNATURE SERIES</b> The 2018 CIO Agenda: Powerful Practices to Help You Master the New Job of CIO (Repeat) (Working Title) <b>Andy Rowsell-Jones</b>	<b>CREATE A DYNAMIC ORGANIZATION</b> How to Steer the Fluid Digital Ecosystem to Successfully Source Business Change  <b>Gilbert van der Heiden</b>	<b>DRIVE BUSINESS PERFORMANCE</b> Surfing the Digital Business Wave Demands Continuous Modernization  <b>Stefan Van Der Zijden</b>	<b>PLAN FOR THE DIGITAL FUTURE</b> David and Goliath — How Blockchain Dapps Wrest Society Back From the Big Platforms  <b>Rajesh Kandaswamy</b>
11:00 - 11:45	<b>COMMUNICATION SERVICES PROVIDERS</b> Creating a Technology Operating Model for the Digital CSP  <b>Neil Osmond</b>	<b>SIGNATURE SERIES</b> Gartner's Top Predictions: Pace Yourself for Sanity's Sake (Repeat)  <b>Daryl C. Plummer</b>	<b>PLAN FOR THE DIGITAL FUTURE</b> Using AI Conversational Platforms for Customer Experience; Better, Faster and Cheaper <b>Brian Manusama</b>	<b>DRIVE BUSINESS PERFORMANCE</b> Rise of the Phoenix: Building the Digital Platform From the Ashes of Your Application Portfolio <b>Dennis P. Gaughan</b>
	12:00 - 12:30  Closing Keynote			