



Your IT Leadership Community

Produced by



Tuesday, September 13, 2016

8:00 am - 5:00 pm

Registration Open

8:00 am - 9:00 am

Continental Breakfast & Networking

9:00 am - 9:15 am

Welcome & Opening Remarks

Moderator: Maryfran Johnson, Editor in Chief, CIO Events

9:15 am - 10:00 am

Driving Business Impact through IT at Health Care Service Corp.

Steve Betts, SVP, Chief Information Officer, Health Care Service Corporation

The health care industry is undergoing an unprecedented period of change, driven by multiple factors such as the Affordable Care Act, adoption of value-based reimbursement models and the shift to a more consumer-centric approach. As the nation's 4th largest health insurer, Health Care Service Corporation (HCSC), which serves more than 15 million members across five Blue Cross and Blue Shield plans, is transforming IT to fuel its business strategy. Under the "Smarter, Faster, Stronger" banner, CIO Steve Betts is transforming the IT operating model to deliver higher-impact business capabilities, significantly improve agility and flexibility and enhance project delivery. "All the way from business strategy to technology delivery, we are jointly developing one integrated strategy," Steve says. In this fireside chat, he will talk about the creation of business aligned teams, the transition to agile delivery models and the role of a robust enterprise architecture based on an "IT-as-a-service" model. Steve will also discuss the creation of an IT innovation incubator and the significant investments HCSC is making in key areas such as digital and data analytics.

10:00 am - 10:20 am

It's Always Cloudy on the Internet: Why Managing your Customers' Digital Experience Matters

Kyle York, Chief Strategy Officer, Dyn, Inc.

The increasing scale, complexity and volatility of the internet may be putting your digital transformation -- and your business success -- at risk. Global IP traffic is forecasted to grow threefold over the next 5 years, while Distributed Denial of Service (DDoS) attacks are increasing more than 100% year-over-year. Statistics like those make it clear that it's always cloudy on the internet, and the impact will be felt by your users in the poor performance or even outright unavailability of online services. In this presentation, Kyle York from Dyn will unpack the dynamics driving internet conditions today, and explore the IT operational efficiencies and business benefits of adopting a comprehensive internet performance management (IPM) strategy.

10:20 am - 10:50 am

Refreshment and Networking Break

11:00 am - 12:00 pm

Fast-Moving Business vs. Slow-Moving IT: The CIO's Ultimate Leadership Challenge

Tim Dickson, VP, Front Office IT & IT Innovation, Motorola Solutions, Inc

Deb Hall-Lefevre, VP, Global Enterprise Solutions & Business Transformation, McDonald's Corp.

Pat Lawicki, EVP, CIO, Navient
Cathie Kozik, SVP, CIO, PSAV
Moderator: Maryfran Johnson, Editor in Chief, CIO Events

The traditional IT organization is under pressure from every direction today. Customers expect multi-platform mobile access to everything. Business units expect faster turnaround than ever before. Digital business transformation is rewriting the rule books in every industry, calling for greater speed, more agility and innovative customer-centric thinking. How can CIOs balance the needs of urgent change mandates with essential but slower-moving IT processes? What will alleviate the growing tensions between digital-driven businesses and the constant pressure for greater IT cost efficiencies? Our panel of Chicagoland IT leaders will tackle these tough questions as they bring their expertise to bear on solving the ultimate challenge of fast-moving business vs. slow-moving IT.

Networking Lunch with Hosted Discussion Tables

Join a hosted discussion table to share strategies and connect with your peers.

- Seven Ways to “Be Digital”, not just “Do Digital”, *hosted by Cognizant*
- Secure DevOps: Balancing Speed and Security, *hosted by Delphix*
- Internet Performance Management, *hosted by Dyn*
- Digital Transformation, *hosted by NETSCOUT Systems*
- Succeeding with OpenStack, *hosted by Rackspace*
- Business Process Integration on Your Business’ Bottom Line, *hosted by Vonage*

A CIO's First 100 Days: Fireside Chat with the Bank of Montreal's Deepa Soni

Moderator: Maryfran Johnson, Editor in Chief, CIO Events
Deepa Soni, US CIO & US P&C CIO, BMO Financial Group

In creating what CEO Bill Downe calls "a more personal bank for a digital world," the Bank of Montreal is aggressively expanding in North American and global markets -- and counting on IT to step up to the challenge. "We are looking at about 40% growth in our IT operating budget," says newly installed U.S. CIO Deepa Soni, whose dual role with the bank includes oversight of all U.S. tech operations along with IT delivery responsibilities for its growing P&C (Personal & Commercial) branch networks. When she joined the bank last April, this banking industry IT veteran found a fragmented, overly outsourced IT organization and a business "craving technologies to help it grow." In this detailed Q&A session, Deepa will explain how she is applying her own "Capability Maturity Model" to evaluate 7 different dimensions of IT services and operations, skill sets and business relationships. She'll also talk about building out the tech team, developing a three-year transformation strategy and making maximum impact in her first 100 days on the job.

Expanding the CIO Role into Digital Marketing

Tim Walter, Chief Information \ Digital Officer, The Packaging Wholesalers

An estimated 60% of CIOs take on additional business duties outside their IT responsibilities, often in operations, shared services or product line roles. But Tim Walter has a more unusual addition to his job: digital marketing. As CIO of The Packaging Wholesalers, a shipping supplier and distributor that also hosts websites for its customers, Tim spends about 20% of his time leading digital marketing efforts and advising customers on their digital presence. "I think it's a natural progression for us as CIOs, and it's exciting to help people get their brands (noticed) on the Internet," he says. "We're moving into the digital age and we're the ones with the knowledge about how

to transform the company." In this presentation, Tim will talk about how the mix of technology expertise with customer-facing activities around branding and digital marketing can expand the CIO role in interesting and unexpected ways. "I think IT and marketing really are merging, and it's a great mix nowadays," he adds.

2:15 pm - 2:35 pm

Taking the Torture Out of Private Cloud Adoption

Bryan Thompson, General Manager, OpenStack Private Cloud, Rackspace

Moderator: Maryfran Johnson, Editor in Chief, CIO Events

Enterprises everywhere are deploying private clouds for a variety of compelling reasons: business agility, greater cost efficiencies, enhanced security and data sovereignty. Yet the challenges and complexities of private cloud adoption can be daunting for many organizations. The frequent upgrades. The constant monitoring. The staff expertise required. So what is the most successful approach for CIOs to take? How do you address the business process changes that lie ahead? In this industry expert Q&A with Rackspace's Bryan Thompson, we'll explore the realities of private cloud from the customer perspective -- sharing the experiences and lessons learned by a leading financial services firm, a global retailer and a major university as they moved to open cloud platforms during significant business transformations.

2:35 pm - 3:05 pm

CIO Publisher's Panel: The New Era of IT

Todd Blatti, Regional Director of Solution Architecture, Delphix

Brian Philips, Chief Solutions Architect, NETSCOUT Systems

Adam Dennison, Publisher, CIO; SVP/General Manager, IDG Enterprise

In this fast paced session, CIO Publisher Adam Dennison will share some key research findings on CIO priorities and industry trends surrounding technology investments. Then his industry expert panelists will weigh in with their views on how various market dynamics are affecting customers in this new era of IT. Citing specifics from their customer engagements, the panel will talk about the problems their products are solving. They will also share their thoughts on the enterprise of the future as they discuss how CIOs and IT organizations can have the greatest strategic impact on the evolution of digital business.

3:05 pm - 3:30 pm

Refreshment and Networking Break

3:30 pm - 4:30 pm

Planning for Security Breaches: What CIOs Need to Know Now

Matthew Karlyn, Partner, Technology Transactions & Outsourcing Practice, Foley & Lardner LLP

Security breaches happen to companies – every day, around the world. It is an unfortunate reality in today's data-driven economy.

Because most companies will feel the impact of a security breach at some point in time, says tech attorney Matt Karlyn, it is critical that companies prepare in advance to minimize the impact to the assets, employees, and customers. "The entire C-suite and board is on the hot seat for security these days," he says. As a result, "board members, CEOs, CFOs, and other senior executives are laser focused on understanding corporate information security. In this closing keynote, you'll hear Matt's expert legal analysis and practical advice on how to prepare the company for and protect the company from information security incidents.

4:30 pm - 4:45 pm

Closing Remarks

4:45 pm - 5:15 pm

Cocktail Reception