



**Thursday, May 31, 2018**

8:00 am - 5:00 pm

8:00 am - 9:00 am

9:00 am - 9:15 am

9:15 am - 10:15 am

10:15 am - 10:35 am

**Registration Open**

**Continental Breakfast & Networking**

**Welcome & Opening Remarks**

Moderator: Maryfran Johnson, Executive Director of CIO Programs, CIO Events and the CIO Executive Council

**Against All Odds: Digital Transformation Lessons from the Trenches**

Dion Hinchcliffe, Vice President and Principal Analyst, Constellation Research  
CIOs today are united in their desire to accelerate the organization toward its digital future while keeping the business operating safely and smoothly. While digitizing a wide range of services to reinvent the business is all the rage, the same long-standing challenges stubbornly remain: Cultural mismatch, lack of budget, technical debt, dearth of accessible talent, change-averse executive peers and risk intolerance. Yet despite these obstacles, some leading organizations are achieving notable progress – and a few key patterns of success are emerging. In this highly practical, experience-based keynote, business strategist Dion Hinchcliffe will share the latest research on digital transformation, illustrated with fresh examples of successful implementations, lessons learned and useful takeaways from the trenches.

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**Think Your Network is Safe? Check All of Your Endpoints.**

Pamela Dill, Sr. Security Advisory, World Wide HP Security Practice, HP Inc.

While you invest time, resources and millions of dollars in protecting endpoints and network perimeter, are you addressing one of the largest footprints on your network? While printers and other endpoints may not be front-of-mind as primary security threats, this infrastructure may be allowing hackers and malware to take the easy route to your network and data. In this session where we'll share examples of breaches and how some of the most secure organizations are still lagging in overall security for devices such as printers. We'll also share best practices on how to most effectively secure these critical endpoints.

10:40 am - 11:10 am

11:15 am - 12:30 pm

12:30 pm - 1:45 pm

1:45 pm - 2:30 pm

2:30 pm - 3:00 pm

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### **Refreshment & Networking Break**

#### **The CIO as Corporate Officer: An Interactive Panel and Collaborative Exercise**

Robert Fecteau, CIO, SAIC

Andre Mendes, CIO, U.S. Dept. of Commerce, International Trade Administration

Moderator: Maryfran Johnson, Executive Director of CIO Programs, CIO Events and the CIO Executive Council

Given the prominence of technology in corporate strategies today, CIOs are well positioned to have greater impact as business leaders -- but where should they focus first? How does a corporate officer (who happens to run IT) strike the right balance between fiduciary responsibilities and innovation leadership? In this dynamic brainstorming session inspired by research from our CIO Executive Council, you'll hear experienced IT leaders explore some of the key competencies that will transform pure-play technology officers into corporate business leaders. In alternating segments of panel discussion, in-depth table conversations and audience feedback, everyone will have a chance to exchange ideas and contribute their thoughts on the emergence of the CIO as corporate officer.

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### **Networking Lunch with Hosted Discussion Tables**

- Print Security Solutions, *hosted by HP Inc.*
- Key Steps to Building a Micro-Segmentation Strategy, *hosted by Illumio*
- Enterprise Business Agility, *hosted by Scaled Agile*

#### **Digitizing the Customer Journey at HMSHost Corporation**

Sarah Naqvi, EVP and CIO, HMSHost Corporation

Now five years into a wide-ranging transformation of its business, HMSHost is a \$3 billion contract food service operator in airports and highway rest stops across North America, Europe and parts of the Asia Pacific. "As we are transforming the business, we're using technology as a platform to drive growth," says CIO Sarah Naqvi. "Time is precious for travelers, so speed of service matters." The digital business ecosystem growing across HMSHost includes everything from wearables, self-service tools and electronic wallets to tabletop systems and inventory management for the 300+ brands in its portfolio. Also expanding is the role of the CIO in influencing the company growth and direction. In this presentation, Sarah will talk about the confluence of business and technology vision at HMSHost and how the CIO's role is advancing to keep pace with this constantly changing environment.

#### **CIO Publisher's Panel: Balancing Business Innovation with Operational**

3:00 pm - 3:30 pm

3:30 pm - 4:30 pm

4:30 pm - 4:45 pm

4:45 pm - 5:15 pm

## **Excellence**

Richard Knaster, SAFe Fellow, Principal Consultant, Scaled Agile

John Westerman, Systems Engineer, Illumio

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

While a rising number of business leaders see CIOs as strategic advisors, 73% of CIOs are struggling to strike the right balance between business innovation and operational excellence in today's fast-evolving digital business ecosystem. That is where technology providers can lean in and help out, says CIO Publisher Adam Dennison. In this lively, informative session, Adam will share key findings from our 2018 State of the CIO research on what's trending in cybersecurity and risk management, IT-business collaboration, tech spending and customer centricity as he engages his industry expert panelists on their best practices for working with enterprise customers. The panel will delve into the challenges their products and services are targeting, citing specific customer examples and offering experienced perspectives from their work with IT leaders across multiple industries.

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## **Refreshment & Networking Break**

## **CIO-CSO Panel: Building a Cyber Security "Shock Absorber" for the Enterprise**

Amanda Cody, VP of Information Security, National Geographic Partners

Loretta Early, VP & CIO, The George Washington University

Rob Giannetta, CIO, Peraton

Moderator: Maryfran Johnson, Executive Director of CIO Programs, CIO Events and the CIO Executive Council

Day-in-day-out security is a core competency that businesses of all sizes today must master. Those basics of blocking and tackling -- including responding to the daily assault of PII data breaches -- are now table stakes in a larger game being redefined by regulatory requirements like GDPR privacy compliance, shared risks within the digital business ecosystem and encroachments by adversarial nation-states. But beyond that, businesses in 2018 must focus on building resiliency into their operations -- the kind of resiliency that allows an enterprise to take a hit and bounce back. Those business disruptions that can shut you down for weeks pose the greatest dangers to your company's future. In this candid and practical session, we'll hear from CIOs and CSOs about how they stay on top of the "table stakes" while at the same time building-in the right shock absorbers to keep the business moving forward.

## **Closing Remarks**

Moderator: Maryfran Johnson, Executive Director of CIO Programs, CIO Events and the CIO Executive Council

## **Cocktail Reception**