

Sunday, May 5, 2013

7:00 am - 1:00 pm

The CIO Leadership Golf Tournament

Join us for the CIO Leadership Golf Tournament, held at The Resort Course and sponsored by CareerBuilder. Pre-registration is required. For more information about the golf tournament, please click HERE.

The Resort Course

10:00 am - 1:00 pm

Executive Women in IT (EWIT) Private Brunch & Networking Retreat
Pamela Rucker, Co-Chair, Executive Women in IT

Join the CIO Executive Council on Sunday morning, May 5 for a unique opportunity to be part of our first ever EWIT retreat. As part of the morning we will be hosting an interactive session on trailblazing and risk-taking as business leaders, networking over a champagne brunch all while enjoying the beautiful Florida inter-coastal.

Click here to register.

2:00 pm - 4:00 pm

Exploring Cloud Maturity - Toward an Analytical Framework for Assessing Enterprise-Wide Cloud Readiness

Presented by Dimension Data

With multiple internal and external deployments of cloud environments at all levels (SaaS, PaaS, and IaaS) many organizations are wrestling with a sprawling set of technology investments across the enterprise.

A growing number of executives are coming to the realization that these various cloud activities are at different stages of development, and consequently are delivering an assortment of outcomes and risks.

In this interactive roundtable, a group of senior executives will debate and discuss the following questions:

* Does cloud maturity matter?

* How do we define and measure the elements of cloud development?

* Can insight into the maturity of cloud initiatives across the enterprise improve planning and management practices to yield better returns on cloud investments?

Limited seats available. To register, please contact Kelley Palmer (kpalmer@idgenterprise.com).

Addison West

12:00 pm - 7:00 pm **Conference Registration**

Addison Foyer and Royal Palm Foyer

4:00 pm - 6:00 pm **CIO Executive Council General Assembly (Council and Pathways members only)**

At this largest annual gathering of Council members, we will provide an insider's introduction to the event, explore the newest, most important resources available to members and Pathways participants, and preview coming attractions. The assembly closes with Member Appreciation Awards before we adjourn to the event reception.

Estate Ballroom

6:00 pm - 7:00 pm **CIO Leadership Welcome Reception**

Join CIO magazine and the CIO Executive Council for cocktails and hors d'eouvres as we kick off this year's CIO Leadership Event. Connect with other attendees, speakers and sponsors.

Royal Palm Foyer

Monday, May 6, 2013

7:00 am - 8:00 am **Registration and Breakfast**
Royal Palm Foyer

8:00 am - 8:30 am **Welcome and Opening Remarks**
Maryfran Johnson, Editor in Chief, CIO magazine & Events
Pamela J. Stenson, SVP & GM, CIO Executive Council
Rick Pastore, VP of Editorial & Programs, CIO Executive Council

A preview of key topics, ideas and highlights for the 2013 CIO Leadership Event.

Royal Palm Ballroom

8:30 am - 9:30 am **Opening Keynote: Unleash the Power of Gamification in your Enterprise**
Gabe Zichermann, Founder & CEO , Gamification Corp.

One of the hottest, most powerful ways to create and engage a vibrant customer community is with game dynamics that leverage the power of the Web and mobile devices. Points, levels, leader boards, badges and rewards – innovative companies are using all of these and more game dynamics to dramatically lower customer acquisition costs, increase engagement, build sustainable, profitable communities and vanquish the competition. Gabe Zichermann, a global business game consultant, coach and author of "Gamification Revolution," will show how gamification can help companies in nearly any industry win customers. He will also introduce and lead the first round of the CIO Leadership Event's own game, the "Idea Lab Competition."

Royal Palm Ballroom

9:30 am - 10:30 am **Theme Keynote: Changing the Game for Business Success**
Tom Wilson, CEO, Allstate

In the crowded insurance market, 82-year-old Allstate can no longer rely on brand equity and a loyal legacy customer base to maintain its historic market leadership. It needs a game-changing strategy to outflank innovative upstarts as well as new-to-the market giants that are cutting in on its traditional markets. It needs winning moves in the chess match of new market domination. CEO Tom Wilson's game changer of choice is innovative IT, led by his CIO Suren Gupta. In his theme keynote, Tom will share his perspectives on using information technology as a game changer and critical component of the CEO agenda.

Royal Palm Ballroom

10:30 am - 11:00 am **Networking and Refreshment Break**
Royal Palm Foyer

11:00 am - 11:30 am **Not All Data is Created Equal**
Hope Gurion, Chief Development Officer, CareerBuilder

Like the services your company provides, your data is only as good as its quality and reliability. Many organizations rely on big data to measure workforce performance, gauge the impact of various business initiatives and make crucial decisions based on these results. But the very information you rely on could be doing you a disservice if it is out of date, unreliable or in any other way insufficient. In this

session, Hope Gurion, CareerBuilder's Chief Development Officer, will discuss how CareerBuilder manages its own "big data" by aggregating more than a decade of candidate data and how this data can be actionable for your own strategic workforce planning. Working on this initiative firsthand, Gurion will show how quality, consistency and accountability are even more essential when they have an impact on your most important piece of data: your people.

For a copy of the presentation, please contact Traci Berg at Traci.Saliterman@careerbuilder.com.

Royal Palm Ballroom

11:35 am - 12:15 pm

Many Roads Lead to Mobility
Amy Stephan, Director of US Windows Client, Microsoft

CIOs know that mobility is never a "one size fits all" solution, and Microsoft understands that. In this expert session and product deep-dive, our executive will focus on customer solutions using key features in Windows 8 and the solutions it offers for mobility. That means delivering a compelling end-user experience along with the manageability and security that IT organizations require. Microsoft's strategy is to deliver a seamless experience for users and developers across Windows devices, and our partner ecosystem provides a broad range of PCs, tablets, and phones to meet your company's specific requirements and compliance needs. Our expert presenter will also showcase customer solutions that delve into technologies such as Virtual SmartCard, DirectAccess, and System Center, which allow you to reduce spending on duplicative technologies.

Royal Palm 7

Debate: The Future of IT Service in the Modern Enterprise
Kevin Haverty, VP of Americas Sales, ServiceNow
Ralph Loura, CIO, The Clorox Company

IT is undergoing radical transformation from almost every direction. Some of these changes are the result of strategically planned initiatives. Others are happening in reaction to market trends or immediate business needs. After the transformation dust settles from each initiative, how confident will you be that the business and IT are better positioned for long-term success? The disruptive nature of technology and rapidly shifting business needs makes setting a long-term vision for IT tough – but imperative. In this collaborative session, we'll tap into some of the brightest minds in IT to outline the future of IT service in the modern enterprise. Will IT become service engineers for the enterprise? Or will IT leaders step up to influence the business beyond utility excellence? Join us as CIO Ralph Loura of The Clorox Company and Kevin Haverty, VP of Sales at ServiceNow, uncover some answers and outline a roadmap to accelerate IT into the future.

Gaining Ground in Mobility
David Gibson, Senior Sales Manager, Advanced Application Solutions, AT&T

Keeping abreast of the latest trends and technology advances is a challenge for many organizations, and the rapid expansion of mobility has accelerated everything. Sitting idly by while competitors pass you is not an option. Your organization must embrace mobility and quickly determine the best ways to use it for business transformation. In this session, you'll learn how AT&T is helping customers build transformational solutions while navigating the complex mobile services space. From network security and device control, to content distribution, governance, and through the entire life-cycle of application development, AT&T can has a blueprint for success that allows you to focus on your business while reaping the benefits of a highly secure, agile mobile infrastructure.

Addison West

Royal Palm 9

12:15 pm - 1:30 pm **Executive Women in IT Luncheon**

Please join the CIO Executive Council for the premier executive women in IT gathering at the CIO Leadership Event. This exclusive luncheon will provide women leaders with the opportunity to network and discuss critical leadership initiatives. Please note that this opportunity is reserved for IT practitioners only.

Please contact Scott Boutwell (sboutwell@cio.com) to register.

12:15 pm - 1:30 pm **Conference Luncheon**
Estate Ballroom

1:30 pm - 2:30 pm **Winning the Game with Big Data Analytics**
David Williams, CEO, Deloitte Financial Advisory Services

Astute analysis of big data can make or break a presidential election (as happened this past November), or it can change the game for venerable, nationally known businesses. As more and more CEOs realize this, they are expecting their CIOs to not only tame big data but to deploy innovative predictive analytics to enable smarter customer engagement, uncover market opportunities and ultimately drive new revenue. At Deloitte Financial Advisory Services, CEO David Williams is banking on predictive analytics to drive business strategy and performance. Even more importantly, he wants it to become the “new normal” for how organizations realize their strategic business objectives. In this second presentation of our CEO perspectives, David will share his company’s strategic game plan for harnessing big data across a diverse portfolio of service offerings.

Royal Palm Ballroom

2:35 pm - 3:15 pm

Rising to the New Challenges of IT Talent Recruiting
Jamie Womack, VP of Marketing and Branding, CareerBuilder

As technology business leaders, you know better than anyone that our industry is constantly evolving. You also know better than anyone how new information can surprise us – and the latest research on today’s IT job market is no exception. Join

Unified Communications: Success Factors and Critical Priorities
Lane F. Cooper, Contributing Editor, CIO magazine
David Danto, Principal Consultant, Collaboration, Multimedia, Video, AV, Dimension Data

In this workshop, CIOs and senior IT executives will hear about the latest research on the impact Unified Communication is having on organizations today, followed by

Jamie Womack, VP of Marketing and Branding for CareerBuilder, for this lively discussion about the surprising stats and data that are having an impact on today's technology field, including research on the IT talent landscape, millennial recruiting and the far-reaching impact of mobile trends. Come prepared to test your knowledge in this thought-provoking and interactive session.

discussion of the key barriers to effective implementation of collaboration solutions and the critical success factors that must be in place. You'll leave this session equipped with a list of action items that executives must manage to ensure short-, medium- and long-term success.

For a copy of the presentation, please contact Traci Berg at Traci.Saliterman@careerbuilder.com.

Royal Palm 7

Royal Palm 9

3:15 pm - 3:30 pm **Afternoon Coffee Break**

Royal Palm Ballroom

3:30 pm -4:30 pm **Change the Conversation, Change the Game**

Gary Hamel, Author & Professor, London Business School
Leni Kaufman, VP & CIO, Newport News Shipbuilding
Jim Stikeleather, Chief Innovation Officer, Dell Services
Tim Theriault, SVP & CIO, Walgreens
Moderator: Angelia Herrin, Editor for Research and Special Projects, Harvard Business Review

Many organizations are at a tipping point. Social, mobile and cloud technologies are enabling and accelerating changes in how we interact with customers, suppliers and partners; create new products and expand and extend them with services; manage operations and structure our organizations. Today's top IT leaders have moved beyond ensuring operational efficiency to the forefront of business model enablement, organizational architecture, management practice and innovation. But stepping into the role of strategic visionary and business driver requires CIOs to have a dramatic new conversation with their C-suite colleagues. In this wide-ranging panel discussion, renowned business author Gary Hamel joins with Jim Stikeleather, author and Chief Innovation Officer for Dell, and some prominent CIOs to discuss how CIOs must redefine IT value and sharpen their focus on the next generation of challenges and opportunities in our digitally driven world.

Royal Palm Ballroom

4:30 pm - 5:15 pm **Checkmate Challenge: Leadership, Strategy and Innovation at the U.S. Dept. of Defense**

Teri Takai, CIO, US Department of Defense

Whether it’s defending the DoD’s networks from cyber threats or rethinking customer engagement strategies, it takes leadership, strategy and innovation to stay in this game. With 3.7 million users and operations in more than 6,000 locations worldwide, the DoD supports the missions of three military departments and more than 40 defense agencies. Like playing a multi-dimensional chess game, balancing national security interests with customer needs and shrinking resources (both financial and human) calls for bold strategy and innovative thinking. While the DoD has much in common with its industry partners in private enterprise, the sheer breadth, scope and security considerations of its mission create significant innovation challenges. In this closing keynote session, CIO Teri Takai will explore some of the similarities and differences with industry as she talks about key DoD initiatives in cyber security, mobility and the move toward an enormous shared services architecture called the Joint Information Environment.

Royal Palm Ballroom

5:15 pm - 5:30 pm **Closing Remarks & Idea Lab Team Standings**
Maryfran Johnson, Editor in Chief, CIO magazine & Events
Pamela J. Stenson, SVP & GM, CIO Executive Council
Royal Palm Ballroom

Tuesday, May 7, 2013

7:00 am - 8:00 am **Networking Breakfast**
Royal Palm Foyer

8:00 am - 8:15 am **Welcome Back and Opening Remarks**
Maryfran Johnson, Editor in Chief, CIO magazine & Events

A review of key threads, ideas and takeaways from Day 1 of the conference, and a preview of today’s themes.

Royal Palm Ballroom

8:15 am - 9:15 am **Opening Keynote: Essential Principles of Customer Engagement**
Jeffrey Rayport, Chairman and Founder, MarketspaceNext, LLC

Nothing is more critical to business these days than customer engagement. In an economy with too much of everything—with products, services and brands become commodities overnight—engagement is the key to unlocking demand. It’s how your company's brand competes for the time, attention and purchasing power of your customers. But engagement has radically changed in the digital world, and companies must find ways to exploit everything from network effects and integration of multiple channels to vertical customer focus and social interaction. In this opening keynote, Digital Strategy Expert Jeffrey Rayport will talk about the new rules of engagement for CIOs and Chief Marketing Officers in an "omnichannel" business universe.

Royal Palm Ballroom

9:20 am - 10:00 am **Honing Your Competitive Edge with Cloud Technologies**
Michael Gale, Partner, PulsePoint Group
Dale Strange, Executive Director of Global Cloud Computing, Dell, Inc.

Cloud is not just a seat 4B conversation anymore, having moved definitively into real-world implementations delivering measurable business benefit. In an information-based economy, companies that seize a technology advantage can quickly take a leadership position in their industry. Creating a competitive edge through adoption of cloud technologies has become an essential part of nearly every CIO's toolkit. Join us for this active workshop with your peers, where we'll explore the role cloud plays in enabling business to grow and expand into new markets. We'll also discuss how, with 46% of business data now accessible outside of internal IT structures, a sharp focus on data management, integrity and protection is mandatory. With more than 50% of all public and private clouds running on Dell platforms, Dell Services launched a research initiative to explore true cloud usage by conducting more than 1,500 interviews with IT leaders to identify the business impact of different models. Those actionable results will serve as the foundation of this highly interactive session. Come and share your experiences with the many different paths to cloud adoption.

Royal Palm 9

10:00 am - 10:30 am **Networking and Refreshment Break**

Royal Palm Foyer

10:30 am - 11:30 am **The CIO Leadership Mandate: Balancing Innovation and Efficiency**

David Smoley, CIO, AstraZeneca

CIOs today have a unique opportunity to find and nurture innovation throughout the enterprise, but many IT leaders struggle to strike the right balance between innovative change and cost efficient operations. "Research has proven that constrained resources are actually an innovation enabler," says David Smoley, newly appointed CIO of UK-based pharmaceutical giant AstraZeneca. "CIOs can -- and should -- deliver both innovation and low cost." In this session, the former CIO of Flextronics -- and creator of "The Innovative CIO" executive education program at Stanford's Graduate School of Business -- will share his ideas on the innovation process and engage the group in another brainstorming "idea lab" exercise.

Royal Palm Ballroom

11:30 am - 12:30 pm **The CEO Perspective on Health Care Transformation and the CIO Role**

Dr. Robert Laskowski M.D., MBA, President & CEO, Christiana Care Health System
Randy Gaboriault, CIO, Christiana Care Health System
Moderator: Martha Heller, President, Heller Search Associates

No industry is in greater need of transformation in this country than healthcare, and perhaps there is no greater challenge for corporate leadership. Healthcare executives must account for financial, regulatory and privacy needs while at all times putting patient care and outcome improvement first and foremost. In this in-depth interview, we explore the dynamic partnership between Christiana Care's CEO and CIO in their mission to empower patients—an example for CIO-CEO collaboration in any high-stakes organization.

Royal Palm Ballroom

12:30 pm - 1:45 pm **Conference Luncheon**

Estate Ballroom

1:45 pm - 3:45 pm **Talent Management Crowdsource: Leadership Master Class**

Creating Your IT Team of the Future
Leni Kaufman, VP & CIO, Newport News Shipbuilding
Ken Piddington, CIO, Global Partners LP
Tim Platt, VP, Information Systems & Information Security, Toyota Motor Engineering & Manufacturing North America
Facilitator: Stephen Finnerty, CIO Advisor, CIO Executive Council

This breakout will be a fully interactive "crowdsource" experience revolving around scenarios provided by our CIO hosts and by you, our participants. We will tackle timely IT talent management challenges, including closing skills gaps; recruiting and retaining young IT talent, and turning your IT leadership team into strategic internal consultants on business innovation. Our goal is to generate fresh ideas and crowdsource solutions from both our in-person and virtual participants. This is the session for CIOs who are serious about talent management and elevating their teams.

Addison Ballroom

Larry Bonfante, CIO, United States Tennis Association
Lisa Davis, CIO, Georgetown University
Charlie Feld, Founder & CEO, The Feld Group Institute
Tom Flanagan, VP & Senior Executive Partner, IBM, Former CIO, Amgen
Bob Kantor, Principal, Kantor Consulting Group
Kent Kushar, CIO, E & J Gallo
Frank Modruson, CIO , Accenture
Bill Oates, CIO, City of Boston
Mike Prince, CIO (Retired), Burlington Coat Factory
Pamela Rucker, Co-Chair, Executive Women in IT
David Smoley, CIO, AstraZeneca
Teri Takai, CIO, US Department of Defense
Tim Theriault, SVP & CIO, Walgreens
Moderator: Monica Brunaccini, VP & Chief Learning Officer, CIO Executive Council

Back by popular demand -- with an expanded time slot -- this uniquely engaging session is specially designed for mid-career to senior-level IT leaders who aspire to the CIO position, as well as current CIOs interested in further career development. Led by CIO Hall of Fame members, CIO Executive Council mentors and Ones to Watch Award judges, this master class offers small group discussions with highly accomplished CIOs, enabling participants to tap into the wisdom of the profession's most respected leaders on everything from business skills growth to career advancement advice.

Royal Palm 7

3:45 pm - 4:00 pm

Networking Break
Royal Palm Foyer

4:00 pm - 4:45 pm

Fireside Chat: Creating a Customer-Centric IT/Business Partnership
Kent Kushar, CIO, E & J Gallo

At $3.4 billion E&J Gallo Winery, the vision of how IT and business work together is affectionately known as "Kent's Rules of Engagement." Kent Kushar established those rules early on in his 17-year tenure as CIO for this family-owned, California-based business, which employs 5,000 worldwide and ships 80 million cases of wine a year in more than 100 countries. "We began with a technology vision and purpose that has been improved and innovated against continually," says Kent, referring to Gallo's sophistication in product development, distribution, customer research and cutting-edge big data analytics. In this fireside chat with CIO's Editor in Chief, Kent will talk about the guiding principles that keep IT and business so well aligned, and how strategic use of technology maps directly into business value and customer connection.

Royal Palm Ballroom

4:45 pm - 5:00 pm

Idea Lab Awards & Closing Remarks

We'll tally up the final scores in our Idea Lab team competition and announce the winning team. We'll also highlight key takeaways from the past two days.

Royal Palm Ballroom

5:00 pm - 6:00 pm

Free Time

6:00 pm - 7:00 pm

CIO Hall of Fame and Ones to Watch Cocktail Reception

Come and mingle with the next generation of up-and-coming IT leaders as well as our newest members of the CIO Hall of Fame and today's speakers as you enjoy a cocktail and some hors d'oeuvres with your colleagues.

Spanish Terrace

7:00 pm - 9:00 pm

CIO Hall of Fame and Ones to Watch Dinner and Awards
Royal Palm Ballroom