

STOVA

Tuesday, September 12, 2017

8:00 am - 5:00 pm

8:00 am - 9:00 am

9:00 am - 9:15 am

9:15 am - 9:45 am

9:45 am - 10:15 am

Registration Open

Continental Breakfast & Networking

Welcome & Opening Remarks

Moderator: Maryfran Johnson, Executive Director, CIO Programs

The Journey from CIO to Chief Digital Officer: Lessons in Business Value Creation

Christian Anschuetz, Chief Digital Officer, Underwriters Laboratories (UL)

As a leading safety science organization enabling the safe adoption of innovative new products and technologies, UL places its mark on more than 26 billion products every year. Now this storied organization looks to disrupt the very market it has dominated for the last 120 years. Leading that effort with a sweeping digital transformation is UL's Chief Digital Officer, Christian Anschuetz, who joined the company as CIO in 2008 and recently handed over the business of running IT to a new CIO. "Data is our currency now," Christian explains, "and our digital strategy will move this forward." In this session, he'll talk about the cultural and technological changes reshaping UL's business, the impact of multiple acquisitions in recent years, and the challenges facing digital leaders who must disrupt the status quo in order to spark greater innovation.

How IT is Changing the Game for the Chicago Cubs

Andrew McIntyre, Vice President of IT, The Chicago Cubs

As the renovation of Wrigley Field enters the final innings of its four-year "1060 Project," Cubs fans are seeing improvements in everything from ballpark infrastructure and new signage to mobile access and video boards. But it's the rich flow of customer data into Andrew McIntyre's IT operation that may ultimately accelerate the business success of this iconic baseball franchise. "Our core revenue drivers aren't going to change because of digital technologies, but using digital to enhance everything we're doing is something we're taking advantage of," says Andrew, who manages a lean staff of 13 full- and part-time IT pros. "We're laser-focused on big data." In this fireside chat interview, Andrew will talk about his approach to data management and discuss IT's increasingly vital role in driving revenue and expanding business growth for the Cubs.

10:15 am - 10:35 am

The Pivotal CIO: Using Data to Drive Strategic Change

Graeme Thompson, SVP & CIO, Informatica

Moderator: Maryfran Johnson, Executive Director, CIO Programs

The leadership challenge of managing change is a constant in the lives of IT executives everywhere, especially with so many businesses tackling digital transformation Initiatives. CIOs especially play a pivotal role as they bring a unique “helicopter view” across the data, systems and processes that not only make the company run but are critical to moving the business forward. In this fireside chat interview, Graeme Thompson, SVP & CIO at Informatica, will talk about the increasing importance of managing data as a vital enterprise asset – in much the same way CFOs manage corporate finances. He'll also share some customer stories and discuss the business and tech leadership skills CIOs need most in today's changing IT organization.

10:35 am - 11:05 am

Refreshment and Networking Break

11:15 am - 12:00 pm

CIO Panel: Talent Management Strategies for the Evolving IT Organization

Rob Hanlon, SVP & CIO, Treehouse Foods

Andy Konchan, Former CIO, MB Financial

Rich McGhee, SVP, Business Technology, Direct Banking, Discover

Marvin Richardson, Divisional SVP & Head of Applications, Health Care Service Corporation

Kevin Steele, CIO, National Restaurant Association

Moderator: Maryfran Johnson, Executive Director, CIO Programs

CIOs everywhere see it happening in real time. Everything from customer engagement to new product development -- from back-end processing to cutting-edge digital efforts -- all of it revolves around technology. Yet as the services that IT provides are transforming, so too are the skill sets needed to deliver them. "We're not just the IT guys coming in to do the tech anymore," as one CIO puts it. "We need to help make sure we're integrating the tech and making it easy to use." But how do CIOs transition a traditional IT group to this new world where business engagement is just as critical as operational excellence? What are the most effective, most innovative talent strategies to try? In this practical discussion, our expert panelists will share their own approaches to talent development and talk about what's working best in their own organizations.

12:00 pm - 1:15 pm

Networking Lunch with Hosted Discussion Tables

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

- The End User Experience is IT's Brand, *hosted by Advanced Technology Services*

- IP Protection Amidst Employee Churn, *hosted by Code42*
- SD-Wan and 5G Technology, *hosted by Cradlepoint*
- Hybrid IT, *hosted by Dimension Data*
- Accelerating your Data Driven Digital Transformation, *hosted by Informatica*
- Intra-Datacenter Connectivity Futureproofing, *hosted by InterOptic*
- Securing Apple in the Enterprise, *hosted by Jamf*
- Accelerate IT, *hosted by OutSystems*
- Connecting the Unconnectable, *hosted by Tempered Networks*
- Solving for Soggy Fries: the New Fusion of UCaaS + CPaaS, *hosted by Vonage Business*

1:15 pm - 1:45 pm

Turning IT into a Digital Innovation Engine at Northwestern Mutual

Karl Gouverneur, VP & Head of Digital Innovation, Northwestern Mutual

The "IT group" no longer exists at \$28 billion insurer Northwestern Mutual. In its place is the "Client and Digital Experience Group," one prominent sign of a company strategy recast with digital in mind. "We have transformed the IT group to become a software firm," says Karl Gouverneur, formerly CTO but now VP and Head of Digital Innovation. "We are product- and engineering-focused: living like a startup inside our company." In this compelling look inside his radically changed, agile operation, Karl will talk about the process, the pitfalls and the rewards of turning a traditional IT shop into self-driven, autonomous teams focused on business outcomes and digital innovation.

1:45 pm - 2:15 pm

Revolutionizing the Digital Experience at the Cleveland Museum of Art

Jane Alexander, CIO, The Cleveland Museum of Art

The Cleveland Museum of Art lives on the digital cutting edge. From its innovative touchscreen-free experiences and gaze-tracking technology in the ArtLens Exhibition, to a fully digitized art collection displayed on the largest micro-tile, multi-touch wall in North America, the CMA has transformed the visitor experience from passive observer to actively engaged participant, immersed in the integration of art and technology. "The complexity of what we're trying to accomplish is about using innovative experiences to help visitors look closer and engage with our world-renowned collection, not technology for tech's sake," says CIO Jane Alexander. "What we do is nothing like any art museum in the world." In this session, Jane will talk about how she and her small staff leverage the potential of digital technologies to build a meaningful, barrier-free digital experience.

2:15 pm - 2:35 pm

Sharpening Your Competitive Edge with Integrated Communications

Sanjay Srinivasan, PhD, VP and Chief Technology Architect Business Engineering, Vonage

In our increasingly mobile world, businesses today require communications systems that not only allow them to work anytime, anywhere and on any device but also to be fully integrated with the tools they use every day. This expert session addresses how Unified

Communications as a Service (UCaaS) solutions allow enterprises to increase productivity and communicate more effectively, and how Communications Platform as a Service (CPaaS) capabilities allow them to engage with customers wherever they are with more intelligent and contextual communications. As UCaaS and CPaaS converge, this fusion of technologies and the ubiquity of the cloud are opening up new communication pathways for businesses looking for innovative ways to stay ahead of the competition.

2:35 pm - 3:05 pm

CIO Publisher's Panel: The New Era of IT

Jeff Clendenin, Director of Professional Services, Advanced Technology Services

Erik Giesa, VP, Products, Tempered Networks

Ed Walton, VP Sales, North America, Cradlepoint

Jason Wudi, Chief Strategist, Jamf

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

Smart Moves in Cybersecurity: A CIO-CSO Panel on Setting Priorities, Spending Wisely and Engaging the Board

Kyle Hatlestad, CSM Principal Architect SE, Code42

Paul Martin, SVP & CIO, Baxter International

Jasper Ossentjuk, SVP and Global CISO, TransUnion

Beverly Wesolowski, Director of IT, Focal Point LLC

Bob Bragdon, Publisher, CSO

When it comes to escalating cybersecurity threats, CIOs and Chief Security Officers are on the front lines in dealing with the IT infrastructure and data management challenges of today's enterprises. But CEOs and boards of directors are just as involved now as the digital business ecosystem grows and corporate risks multiply. "Data breaches don't just hit stock prices and company reputations anymore," says CSO's Publisher Bob Bragdon. "The hidden costs are in the productivity losses afterwards -- dealing with legal and regulatory issues." In this practical exchange of ideas between CIOs and CSOs, our panelists will share their expertise on everything from senior-level executive engagement and business risk evaluation to the shifting priorities for security spending. They'll also talk about the new risks coming from Internet of Things (IoT) and mobile technologies, flattening security budgets and increasing amounts of sensitive data stored with cloud

4:30 pm - 4:45 pm

4:45 pm - 5:15 pm

providers.

Closing Remarks
Moderator: Maryfran Johnson, Executive Director, CIO Programs

Cocktail Reception