



## Wednesday, September 12th

8:00 am - 5:00 pm

8:00 am - 9:00 am

9:00 am - 9:15 am

9:15 am - 10:00 am

10:00 am - 10:20 am

10:20 am - 10:50 am

10:50 am - 12:15 pm

### Registration Open

### Continental Breakfast & Networking

### Welcome & Opening Remarks

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

### Business Process First: Enabling Digital Transformation at BMO Harris Bank

Deepa Soni, US CIO, BMO Financial Group

The Bank of Montreal's US technology team is on a multi-dimensional transformation journey where co-creation with business is pivotal to how technology works. For Deepa Soni, CIO of the U.S. division of Canada-based BMO Financial Group, "It's not just about IT doing agile – it's about being agile." That approach encompasses accelerating business value through changing operating models, simplifying and modernizing architectures, and extensively collaborating with business units to redesign business processes -- before changing the underlying technologies. In this opening keynote, Deepa will share the transformation journey of the BMO US IT team as they work to enable the bank's strategy shift to a truly digital enterprise.

### Reinventing IT's Role in the Cloud Era

Raj Sabhlok, President, Zoho Corporation

As more enterprises move more aggressively to the cloud, the role of IT is changing – and in some cases, changing quite dramatically. While traditionally structured IT departments have been the center of gravity for all corporate technology in the past, today's broad availability of SaaS applications and cloud service providers make it easy for other lines of business like HR, finance, and sales to bypass IT and procure their own solutions. So what should the evolving IT organization look like? What new skills and capabilities are required to rise to these challenges? In this session, Raj will discuss the shifting roles and responsibilities of IT in the cloud era.

### Refreshment & Networking Break

### The Trouble with Cloud Contracts: A CIO Crash Course in Managing Risk

Tom Gergets, Chief Technology Officer, McDonald's Corp.

Matthew Karlyn, Partner, Technology Transactions & Outsourcing Practice, Foley & Lardner LLP  
Silvia Prickel, Managing Director of Digital Technology, United Airlines  
Moderator: Maryfran Johnson, Executive Director of CIO Programs, CIO Events and the CIO Executive Council

Managing traditional vendor contracts is a skill most CIOs have mastered. But the new realities of negotiating with cloud providers — over everything from data aggregation and service levels to exit clauses — can be grim. “Expensive and agonizing” is how one healthcare CIO describes his recent decision to change from one major cloud vendor to another. “As a business leader enabling digital transformation, how do I keep the flexibility I need in a way that preserves my options?” Answering that question will be the focus of this highly practical CIO panel discussion and workshop session with Boston-based IT attorney Matt Karlyn, who negotiates cloud deals for a living. We’ll follow the panel conversation with collaborative table discussions and an additional Q&A with Matt for more specific legal advice and ideas.

["Key Issues Drafting Cloud Computing Agreements"](#)

["A Practical Framework For Managing Cloud Computing Risk"](#)

**Networking Lunch with Hosted Discussion Tables**

Data Visibility, *hosted by Code42*

Cloud Adoption, *hosted by Dialpad*

Stop Cyber Threats with Adaptive Micro-Segmentation, *hosted by Illumio*

How Will You Tackle the Most Complex Security Threats?, *hosted by Kaspersky Lab*

Desktop Virtualization, *hosted by LG Electronics*

Secure SD-WAN, *hosted by Open Systems*

Star Wars and Stranger Things, *hosted by The Software Guild*

Turning Shadow IT into Shadow Innovation, *hosted by Quick Base*

Reinventing IT in the Cloud Era, *hosted by Zoho Corporation*

**Unlocking the Future: The Key to Transformation is Culture**

Glenn P. Schneider, Executive Vice President, Chief Information Officer, Discover Financial Services

With one of the most recognized brands in U.S. financial services, Discover is a direct bank and payments services company with a network spanning 190 countries. Behind its CIO 100 award-winning, AI-driven mobile app is an IT organization transforming itself to evolve just as quickly as Discover’s customers. “We are transforming the IT culture and changing our behaviors throughout the organization,” says CIO Glenn Schneider. In this afternoon keynote, Glenn will explain how company leaders put business and technology teams together in a balanced-scorecard approach focused on customer value. He’ll also

12:15 pm - 1:30 pm

1:30 pm - 2:15 pm

2:15 pm - 2:35 pm

talk about the company's significant shift from outsourced to insourced IT skills, as well as the vital role that coaching, mentoring and internal education programs play in Discover's ongoing talent transformation.

### **How AI and Cloud Will Reshape the Future of Business Communications**

Rikus Pretorius, VP, Enterprise Sales, Dialpad

Work doesn't work like it used to – especially when it comes to the way your employees rely upon a combination of voice, video, messaging and meetings to get their jobs done. The two biggest trends shaping the future of business communications are cloud and AI. While cloud helps the enterprise throw off the shackles of aging, on-premise software and systems, artificial intelligence is moving us into the future, eliminating busy work and unlocking valuable customer insights. In this industry expert session, you'll learn how a pure-cloud phone system – one that easily integrates across existing devices -- can accelerate your company's ability to serve the needs of today's modern, mobile workforce.

2:35 pm - 3:05 pm

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

Aaron Addison, Eastern Regional Channel Manager, IT Sales Team, LG Electronics

Jack Miller, CISO, Open Systems

Scott Truchot, Director of Sales Engineering, West, Illumio

Jeremy Walsh, Senior Vice President of Enterprise Learning Solutions, The Software Guild

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.

3:05 pm - 3:30 pm

### **Refreshment & Networking Break**

3:30 pm - 4:30 pm

### **The SecurIT Panel: CIOs and CSOs on Building a Cyber Security "Shock Absorber" for the Enterprise**

Emily Heath, VP and Chief Information Security Officer, United Airlines

Cathie Kozik, SVP and CIO , PSAV

Arlan McMillan, Chief Security Officer , Kirkland & Ellis LLP

Vijay Ramanathan, SVP, Product Management, Code42

4:30 pm - 4:45pm

4:45pm - 5:15pm

Moderator: Bob Bragdon, SVP/Publisher, CSO

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 CISOs 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**