



CIO

PERSPECTIVES

July 24, 2012
Boston, MA

Produced by



In partnership with sister organization

CIO CIO Executive Council
Leaders Shaping the Future of Business

REGIONAL FORUMS for SENIOR IT LEADERS

07/24/2012

7:15 am - 8:30 am

Registration and Networking Breakfast

8:30 am - 8:45 am

Welcome and Opening Remarks

Maryfran Johnson, Editor in Chief, CIO magazine & events

Michael Brooks, President, SIM Boston

8:45 am - 9:30 am

Innovation, Risk-Taking and Results: Behind the Scenes of Boston's IT Transformation

Bill Oates, CIO, City of Boston

In his first public sector CIO role after a long IT career in the hospitality industry, Bill Oates has turned the City of Boston's IT organization into a nationally recognized innovator using IT to boost citizen engagement and access to municipal services. His nationally recognized Citizens Connect program, which recently won a 2012 CIO 100 award, relies on a strong IT platform, rigorous data analysis, mobile technology and social media to provide residents with multiple channels to tap into city resources. But making all that happen took leadership, political skill, and the creation of an internal innovation incubator: the Mayor's Office of New Urban Mechanics. In this opening keynote, Bill will give us a behind-the-scenes look at an innovation model that is transforming government but also has broad application for private industries, as well.



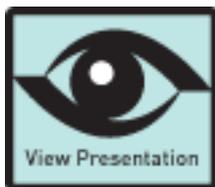
9:30 am - 10:15 am

Breaking the CIO Paradox

Martha Heller, President, Heller Search Associates

Your many successes are invisible, yet your few mistakes are highly visible. Your business peers are getting smarter

about technology, but your job is getting harder. Those are just two examples of the CIO Paradox, which Martha Heller explores every month in her CIO magazine column. In her forthcoming book ("The CIO Paradox: Battling the Contradictions of IT Leadership") Martha reveals how to work past the many inherent contradictions in the CIO role and establish yourself as a strategic, business-focused CIO. In this presentation, she will detail the practical approaches CIOs can take to increase their business credibility and be seen across the enterprise as outstanding leaders who make their companies stronger.



10:15 am - 10:45 am

Refreshment and Networking Break

10:45 am - 11:15 am

Social Media and IT Consumerization in the Enterprise: Meeting Demand and Minimizing Risk

Chris McGugan, VP & GM, Emerging Products & Technology, Avaya

Until recently, enterprise IT leaders have been cautiously adopting social media tools and consumer technologies, but in a piecemeal approach that has created disparate, siloed processes and inefficiencies. There are also concerns about wide-scale corporate adoption due to worries about security risks, architecture provisioning, "BYOD" (Bring Your Own Device) requirements and unrealistic user expectations. Yet the potential business benefits of IT consumerization can improve the customer experience, boost user productivity and collaboration, and drive revenue growth. In this session, you'll hear from Chris McGugan, Avaya's vice president and general manager, emerging products and technologies, about how IT and telecom leaders can conquer the challenges of social and consumer technology adoption in the enterprise.



11:15 am - 12:45 pm

Taking Business Relationships to the Next Level

Curt Edge, CIO, Christian Science Publishing Society

Ina Kamenz, Vice President and CIO, Thermo Fisher Scientific

Steve Snyder, CIO, Massachusetts Convention Center Authority

Moderator: Carrie Mathews, Manager of CIO Programs, CIO Executive Council

In order for IT to become a business influencer and game changer, the technology organization must transcend its "service provider" relationship with stakeholders and become a trusted business peer and partner. The task of guiding that relationship journey falls to the CIO and the senior IT leadership team. In this combination panel discussion and

hands-on workshop session run by our CIO Executive Council, you'll take a short quiz to assess your own IT group's relationship with business leaders. Then with your own assessment in hand, you'll hear directly from a panel of Boston area IT leaders about their own challenges, roadblocks and successes. Finally, the audience will take over the discussion in small groups to explore the panel's ideas and identify further best practices.



12:45 pm - 2:00 pm

Lunch

2:00 pm - 2:45 pm

The Future of IT: How Technology Transformation Will Shape the CIO's World in the Coming Decade

Crawford Del Prete, EVP, Worldwide Research, IDC

As our companies begin their journey toward a more intelligent and adaptable enterprise, the four technologies playing the most significant roles will be cloud, social, mobile and big data/analytics. The transformative business power of these four have already set in motion a series of outcomes that will redefine the CIO's role and ultimately reshape your IT organizations. As the Global Chief Research Officer of IDC, Crawford will offer the latest research perspectives on these fast-evolving trends as he explores the role of IT in enabling creative new business approaches. He'll also discuss how the IT workforce is likely to change in response to this era of IT consumerization.



2:45 pm - 3:15 pm

Optimizing the Infrastructure: The Transition from Hand-Built to Mass-Production

Kevin Hall, Chief Information & Technology Officer, GreenPages Technology Solutions

Chris Ward, Vice President, Consulting and Integration, GreenPages Technology Solutions

The vast majority of IT infrastructures run today are based on people doing IT tasks, basically hand building the many types of IT assets (hardware and software) required. These processes can be compared to the way automobiles were made prior to Ford's Model T assembly line. Today, CIOs are in a similar place with their IT infrastructures and

datacenters; with the technologies available now, you can make IT affordable to your general public. Irrespective of what you call it (cloud, dynamic datacenter, etc.) you can create an environment that delivers on the promise of mass production: consistently high quality products and services at greatly reduced costs and, most important, delivered in significantly less time.



3:15 pm - 3:45 pm

Breakout Sessions

3:15 pm - 3:45 pm

IT and Business Transformation

Tim Dickson, CIO of Mergers and Acquisitions IT , Dell

Delivering customers' business outcomes via end-to-end technology solutions has presented unique challenges to Dell's IT organization. Tim Dickson, Dell's CIO of Mergers and Acquisition IT, will share how Dell IT is working to manage these challenges while integrating multiple acquisitions into the corporate infrastructure, not only as newly acquired companies, but also as technologies that fit into the Dell Services portfolio. You'll also learn about how the IT team is working with Dell's executive leadership to enable transformation across multiple lines of business to implement a complete strategic vision.

Clearing the Fog on Cloud Technologies for the Enterprise

Andrew Schroepfer, Vice President of Strategy, Rackspace Hosting

Cloud technologies are creating an inflection point where many enterprises must at least consider hosting alternatives for even the most mission-critical websites and applications. And while cloud may be available for everyone, it is not the best choice for everything. In this breakout session, Rackspace Hosting will demystify the cloud by sharing how enterprise customers are adopting cloud computing for various types of applications. Learn how a hosted solution can enable your organization's innovation by cost-effectively overcoming the challenges of scaling, availability and performance. Rackspace will also share information about OpenStack™, a game-changing open-source cloud platform designed to foster the emergence of technology standards and cloud interoperability.

3:45 pm - 4:30 pm

Vendor Management in the New Era of Mobility, Cloud and Consumer Tech

Ken Grady, CIO, New England Biolabs

Eric Lindgren, CIO, PerkinElmer, Inc.

David Patrick, CEO, Apperian

Ken Piddington, CIO, Global Partners LP

Maryfran Johnson, Editor in Chief, CIO magazine & events

Against a backdrop of dramatic workplace changes fueled by mobility, cloud and the influx of consumer devices, the relationship between CIOs and their strategic suppliers is also evolving. The goal is ultimately to turn a sales transaction-based relationship into a collaborative partnership that creates business value on both sides. But how does such an ideal situation develop? How can IT organizations encourage greater vendor participation in deploying new and emerging technologies while managing less established industry providers? How do both sides establish the kind of trust necessary between real partners? Our panel of IT leaders and industry experts will share their insights on this challenging subject, along with some practical suggestions and actionable ideas.

CIOs on Corporate Boards: How Your Professional Network Paves the Way

Louis Gutierrez, Principal, Exeter Group

The rarity of CIOs taking a seat at the corporate board table is an unfortunate reality today, despite the strategic importance of technology, risk management and business process change. Yet there are encouraging signs of opportunity as current and former CIOs become directors at companies such as Fossil, Thermo Fisher Scientific, FedEx, WellPoint and -- most recently -- Harvard Pilgrim Health Care, which appointed former CIO Louis Gutierrez to its board. A widely respected local IT leader who served twice as CIO for Massachusetts and managed Harvard Pilgrim's IT turnaround a decade ago. Gutierrez also serves on the board for the New England Health Exchange Network. In this closing keynote, he'll explore the transition from IT management/leadership to corporate governance, the essential role of community professional networks, and the value of professional mission over the arc of a leadership career.



Closing Remarks

Maryfran Johnson, Editor in Chief, CIO magazine & events

Cocktail Reception

Sponsored by Liaison Technologies

4:30 pm - 5:15 pm

5:15 pm - 5:30 pm

5:30 pm - 6:30 pm