

<b>09:00 AM Sunday, October 20</b>	
<b>ARE0:Registration: Early Badge Pick-Up at Orlando Airport (Terminals A, B and C)</b>	09:00 AM-09:00 PM
Badge pickup is available at the Orlando International airport! Save time and beat the lines. Look for us on Sunday between 9:00 am and 9:00 pm. You will find us by Baggage Claim 5 in Terminal A, Baggage Claim 24 and 29 in Terminal B and by Resort Transportation on ...	
<b>01:00 PM Sunday, October 20</b>	
<b>GS0:Gartner Showcase</b>	01:00 PM-06:00 PM
Gartner Showcase, Central Pavilion	
Discover how we can partner with you to drive outcomes on your priorities by joining us at the Gartner Showcase for a customized Walkthrough of Gartner's Insights Platform tailored to your specific goals and initiatives. Dive into our leading tools, diagnostics, and resources that will empower you to achieve your ...	
<b>REG0:Registration and Information</b>	01:00 PM-08:30 PM
Dolphin Central Pavilion, WDW Dolphin Hotel	
Registration and Information hours for the day.	
<b>06:00 PM Sunday, October 20</b>	
<b>WR0&gt;Welcome Reception</b>	06:00 PM-08:30 PM
Waterfront, WDW Dolphin Hotel and WDW Swan Hotel	
We invite you to join us at our Welcome Reception Block Party for an evening of networking, food, drinks, and music from our DJ entertainment! Keep an eye out for "Industry Neighborhoods" - informal areas to connect with peers in your industry - while venturing through the entire block. We ...	
<b>07:00 AM Monday, October 21</b>	
<b>REG1:Registration and Information</b>	07:00 AM-07:15 PM
Dolphin Central Pavilion, WDW Dolphin Hotel	
Registration and Information hours for the day.	
<b>07:30 AM Monday, October 21</b>	
<b>1INB:Attendee Breakfast: Networking by Industry</b>	07:30 AM-08:30 AM
Dolphin, Swan and Yacht & Beach Meal Pavilions	
Welcome to the conference! Start making new connections right away with your industry peers while you enjoy breakfast. Dolphin Meal Pavilion: Tables will be set aside for Banking/Finance and Insurance. Swan Meal Pavilion: Tables will be set aside for Healthcare Providers, Healthcare Payers, Life Sciences, High Tech/Telco and ...	
<b>AB1:Attendee Breakfast</b>	07:30 AM-09:30 AM
Dolphin, Swan and Yacht & Beach Meal Pavilions	
Join other attendees for breakfast before the day's sessions.	
<b>MSEB1:Midsize Enterprise Networking Breakfast: Master Your Brand, Maximize Your Impact (Exclusive to Midsize Enterprise Program)</b>	07:30 AM-09:00 AM
Mark Medeiros, Michael O'Brien, Joseph Provenza	Grand Harbor Salon 5, Disney's Yacht & Beach Resort
Accelerate your organizational impact by building and leveraging a new and improved personal brand. Join your midsize enterprise peers for this facilitated discussion over breakfast, and take advantage of an opportunity to share your experiences and learn some of our best practices as well. Come prepared to participate!	
<b>08:00 AM Monday, October 21</b>	
<b>CO1:Conference Orientation</b>	08:00 AM-08:20 AM
Asia 1, WDW Dolphin Hotel	
This is the best way to start your on-site experience! Whether or not it's your first time here, you'll walk away from this session with insights into the conference's key topics and content.	
<b>GS1:Gartner Showcase</b>	08:00 AM-06:00 PM
Gartner Showcase at Dolphin Central Pavilion, Pacific Terrace, Yacht & Beach Foyer	
Discover how we can partner with you to drive outcomes on your priorities by joining us at the Gartner Showcase for a customized Walkthrough of Gartner's Insights Platform tailored to your specific goals and initiatives. Dive into our leading tools, diagnostics, and resources that will empower you to achieve your ...	
<b>08:30 AM Monday, October 21</b>	
<b>CO2:Conference Orientation</b>	08:30 AM-08:50 AM
Asia 1, WDW Dolphin Hotel	
This is the best way to start your on-site experience! Whether or not it's your first time here, you'll walk away from this session with insights into the conference's key topics and content.	
<b>10:00 AM Monday, October 21</b>	
<b>K1:Gartner Opening Keynote: Pacing Yourself in the AI Races</b>	10:00 AM-10:45 AM
Hung LeHong, Mary Mesaglio	Live: WDW Dolphin Hotel   Remote Viewing: WDW Swan Hotel, Disney's Yacht & Beach Resort, Boardwalk Inn
In the world of Artificial Intelligence, the exhilarating, and often exhausting, pace of innovation can seem impossible to keep up with. But what if you don't have to? In this Opening Keynote we'll share Gartner's unique view on how CIOs and IT executives can set their own pace in the ...	
<b>10:45 AM Monday, October 21</b>	
<b>BRK1:Refreshment Break</b>	10:45 AM-11:30 AM
Join us for refreshments in a brief break between sessions.	
<b>XPO1:IT Xpo Open Hours</b>	10:45 AM-07:15 PM
IT Xpo (Atlantic Hall, Pacific Hall and Pacific Terrace), WDW Dolphin Hotel	
Visit IT Xpo to evaluate industry offerings that can move your business forward. Navigate Marketplaces to connect with solution providers aligned to your priorities.	

Explore Future Directions featuring thought-provoking Gartner insights. Attend a stage session to see technology in action.

#### 11:30 AM Monday, October 21

##### 11a:Signature Series: Top Strategic Technology Trends for 2025

11:30 AM-12:00 PM

Gene Alvarez

Northern Hemisphere C, WDW Dolphin Hotel

Navigating current disruptions and social and economic trends is hard. However, CIOs must take the time to look to the future to lead their organizations to success in five years and beyond. Gartner's top strategic technology trends are the star map you can use to keep your organization heading safely...

##### 11b:How to Present to the Board on AI

11:30 AM-12:00 PM

Tina Nunno

Southern Hemisphere I-II, WDW Dolphin Hotel

Nonexecutive directors are increasingly expressing interest in AI. The board oversight role is increasingly being asked questions about AI technologies and how they may help enterprises deliver on shareholder value, or threaten both enterprises and industries. This session focuses on how CIOs and other C-Suite leaders can effectively communicate with ...

##### 11c:Product-Centric Delivery Requires Multiple IT Operating Models

11:30 AM-12:00 PM

Joanne Kopcho

Swan Ballroom 6, WDW Swan Hotel

As CIOs shift to product-centric delivery, multiple IT operating models will emerge to address the digital ambitions across the enterprise. Your IT operating model is no longer "one size does all." In this session, CIOs will discover approaches to help orchestrate value across multiple operating models.

##### 11d:Executive Leadership Vision for 2025: Strategic Portfolio Management

11:30 AM-12:00 PM

Daniel Stang

Swan Ballroom 10, WDW Swan Hotel

Enterprises are doubling down on their investments in digital business outcomes by pursuing ambitious strategies with increased risk tolerance to gain a competitive advantage. CIOs must coordinate, orchestrate and optimize the delivery of these outcomes, amidst continuous change and disruption. Learn about the challenges shaping these priorities, and how to ...

##### 11e:How CIOs Can Use Financial Models for Negotiation Leverage and Bargaining Power

11:30 AM-12:00 PM

JoAnn Rosenberger

Newport East & West, Disney's Yacht & Beach Resort

This session will walk through three technology and cloud negotiation scenarios for CIOs and executive leaders to see how to use three different deal-specific financial models for negotiation leverage and bargaining power. Attendees will receive ready-to-use templates and checklists as part of this presentation to put TCO, NPV, and cash ...

##### 11f:Simplifying Large and Complex Enterprises

11:30 AM-12:00 PM

Brook Selassie

Swan Ballroom 4, WDW Swan Hotel

Most enterprises have a lot of bad complexity, creating unnecessary costs, lack of transparency and lack of agility. Simplification is not simple, especially in the messy reality of enterprises with multiple lines of business, geographies and customer segments. This session will provide guidance on how to simplify in this challenging ...

##### GFD1:Live from IT Xpo: Gartner Futures Lab Podcast

11:30 AM-12:00 PM

Kristin Moyer,Marty Resnick,Rita Sallam

Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel

Join outgoing and incoming conference chairs Rita Sallam and Kristin Moyer to get live updates from IT Symposium. What are they hearing from clients, experts and exhibitors at IT Sym this year? What's resonating with them? What is top of mind? What emerging topics do they want to hear about? ...

##### GTH1:Hype Cycle for Higher Education 2024

11:30 AM-11:50 AM

Marlena Brown

Stage 4, IT Xpo, Pacific Terrace, WDW Dolphin Hotel

Higher education institutions rely on sustained digital acceleration for a successful engagement experience. Higher education CIOs must maintain the digital momentum. This session will review the 2024 Hype Cycle for Higher Education and dive deeper into several innovation profiles. Attendees will learn how to determine which technologies will support their ...

##### GTH2:Hype Cycle for Oil and Gas

11:30 AM-11:50 AM

Rich McAvey

Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel

Oil and gas companies are reinvigorating investment in digital technologies to drive improved operating margins, increase productivity and grow revenue. Under continued budgetary constraints, CIOs can use this Hype Cycle to align and prioritize their technology investments against competing tactical and strategic goals.

##### GTH3:The Gartner Magic Quadrant for DevOps Platforms 2024

11:30 AM-11:50 AM

Keith Mann

Stage 2, IT Xpo, Atlantic Hall, WDW Dolphin Hotel

See the results of Gartner's magic quadrant for DevOps platforms and learn how to use it to help select the best vendor for your needs.

##### MR1:Roundtable: Exploring Emerging Cybersecurity Threats in the Age of AI (Exclusive to Midsize Enterprise Program)

11:30 AM-12:15 PM

Andrew Burhans,Greg Chi,Rick Holgate,Vanessa Lapins

Peacock 1, WDW Swan Hotel

With the explosion of generative AI across the world, the attack surface has dramatically expanded for organizations to defend. Join your peers to discuss the threats that you're facing and strategies to mitigate both current and emerging threats posed by powerful new tools in the bad actor's arsenal.

#### 12:00 PM Monday, October 21

##### AL1:Grab Lunch at a Meal Pavilion or on IT Xpo

12:00 PM-02:45 PM

Dolphin, Swan and Yacht & Beach Meal Pavilions and IT Xpo Café

Head to the Meal Pavilions or visit the IT Xpo Cafés for a bite to eat! After lunch, join us on IT Xpo for our Dessert Reception to engage with your peers, Gartner experts, and exhibitors while enjoying delicious food and beverages. Evaluate industry offerings that can move your business ...

#### 12:05 PM Monday, October 21

##### TH1:Cisco: AI-Driven Networks Revolutionize Government Operations

12:05 PM-12:25 PM

Andrew Stewart

Stage 1, IT Xpo, Atlantic Hall, WDW Dolphin Hotel

Data- and AI-driven applications are essential for government agencies, revolutionizing decision-making, operational efficiency, public service delivery, security, and governance. In today's dynamic landscape, leaders rely on advanced networks to harness data and deploy AI solutions that tackle complex challenges, improve citizen outcomes, and ensure effective administration. Discover the power of ...

##### TH2:Google: Google Offers the Most Trusted Cloud for Your Mission Critical Operations

12:05 PM-12:25 PM

Stage 2, IT Xpo, Atlantic Hall, WDW Dolphin Hotel

Recent cloud security and reliability failures have highlighted that the status quo is unsustainable. In this session, discover how the unique architecture and technical controls within Google Cloud and Google Workspace deliver the most trusted cloud for your mission critical operations. Join the discussion and explore how Google leverages built-in, ...

<b>TH3:Okta: Fortifying Identity Security Defenses with AI-Powered Threat Protection</b>	12:05 PM-12:25 PM
Johnathan Campos	Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel
In today's rapidly evolving cybersecurity landscape, traditional identity security measures are no longer sufficient. This session introduces Okta Identity Threat Protection (Okta ITP) with Okta AI, a cutting-edge solution that transforms how organizations approach identity-based security. Hear how Okta ITP leverages artificial intelligence to provide continuous risk monitoring across the entire ...	
<b>12:30 PM Monday, October 21</b>	
<b>12c:Government: Keys to Success in Application Modernization</b>	12:30 PM-01:00 PM
Albert Gauthier	Swan Ballroom 4, WDW Swan Hotel
Despite economic headwinds, roughly 55% of Gartner Legacy Modernization Survey respondents indicate continuing or accelerating investments in core systems modernization. In this session, we will review methodologies and technologies leveraged by government organizations and highlight case studies of successful modernization initiatives, including modular, phased or major core application system replacements. ...	
<b>12d:Banking: Technology Orchestration – the Winning Approach to Modernization</b>	12:30 PM-01:00 PM
Benjamin Seesel	Swan Ballroom 6, WDW Swan Hotel
According to an exclusive Gartner survey, less than half of banking technology leaders are confident in their ability to modernize systems that underpin loans, deposits and payments going into 2025. In this session, Gartner experts will lay out a flexible and forward-thinking banking modernization strategy that CIOs can follow to ...	
<b>MASK5:Ask the Expert: How MSEs Can Use Cyber Insurance in Their Security Program (Exclusive to Midsize Enterprise Program)</b>	12:30 PM-01:15 PM
Paul Furtado	Mockingbird 2, WDW Swan Hotel
Cyber insurance creates a lot of questions for midsize enterprises as qualification requirements and premiums keep shifting. Bring your questions to this interactive session, and learn from those posed by your peers, as we explore the cyber insurance landscape. Please note: we cannot discuss individual policies or rates.	
<b>12:45 PM Monday, October 21</b>	
<b>12a:Data Ecosystems: Simplify the Delivery of Complex Data Management Infrastructure</b>	12:45 PM-01:15 PM
Mark Beyer	Southern Hemisphere I-II, WDW Dolphin Hotel
Data ecosystems have emerged from the cloud service providers (CSPs) and independent software providers (ISVs) over the past few years. They offer an integrated set of tools for end-to-end data management for all data use cases, such as analytics, ML, AI, applications, edge computing and more. Data ecosystems simplify and ...	
<b>12b:Key Trends Driving Customer Experience in 2025</b>	12:45 PM-01:15 PM
Michael Chiu	Southern Hemisphere III-V, WDW Dolphin Hotel
Customers are constantly changing, and that means customer experiences have to change with them. But what key trends should you pay attention to, and how do you position the IT organization to help? In this session, we'll share our key customer behavioral and technology trends to watch in 2025.	
<b>GF2:The CIOs Guide for the Interplanetary Economy</b>	12:45 PM-01:05 PM
Brett Sparks	Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel
Space industrialization is one of the driving forces for innovation and global transformation. The CIOs role will be disrupted by the unique opportunities and complexities this new interplanetary economy, infrastructure and supply chain offers.	
<b>01:15 PM Monday, October 21</b>	
<b>FD2:UiPath: Agentic Automation and AI - the Future Starts Now</b>	01:15 PM-01:35 PM
Timothy Kim	Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel
As technologies evolve and converge faster than ever, automation is the proven, practical way to drive the benefits of new technology into your business. In this session, we'll cover the roadmap for how AI, agentic computing, and other advances are continually enhancing and extending the capabilities and benefits of ...	
<b>TH5:Amelia: Using Gen &amp; Advanced AI to Power a Predictive, Personalized &amp; Proactive World</b>	01:15 PM-01:35 PM
	Stage 1, IT Xpo, Atlantic Hall, WDW Dolphin Hotel
AI is making waves across nearly every aspect of our lives – but the truth is we have only just begun to uncover what is possible with this technology. In the not-so-distant future, AI will be capable of much more than reacting to prompts, questions and requests. AI agents that ...	
<b>TH6:Datamatics Robotics: Customizing Copilot: Extending Its Reach Into Your Enterprise</b>	01:15 PM-01:35 PM
	Stage 2, IT Xpo, Atlantic Hall, WDW Dolphin Hotel
With AI assistants like Microsoft Copilot, you can now speak to your business applications like you would to a colleague—in English, Arabic, Spanish, or any language you choose. But it is easier said than done. This session will explore best practices for maximizing Copilot's potential by tailoring its functionalities to ...	
<b>TH8:Barco: The Coming Workplace Revolution: AI-enabled Workspaces</b>	01:15 PM-01:35 PM
Dan Root	Stage 4, IT Xpo, Pacific Terrace, WDW Dolphin Hotel
With the explosive growth of generative AI and large language models (LLM), humanity is on the precipice of a revolution. While these solutions promise to deliver unparalleled efficiency and analysis, they will drastically change our relationship with technology. Through this session, we will explore the AI solutions announced within the ...	
<b>01:45 PM Monday, October 21</b>	
<b>SPS10:Verizon Business: Practical Guide for Scaling GenAI Experiments - Lessons from Verizon</b>	01:45 PM-02:15 PM
	Pelican 1, WDW Swan Hotel
In this session, we'll delve into Verizon's successful platform strategy for enabling & scaling distributed GenAI experiments. Learn how Verizon navigated common challenges, including managing enterprise risks, controlling costs, avoiding death by a 100 POCs, & ensuring business value, ultimately bringing 150+ GenAI use cases down to 20 strategically important ...	
<b>SPS11:Ivanti: From Reactive to Proactive: Enhanced Visibility, Prioritization &amp; Remediation</b>	01:45 PM-02:15 PM
Daren Goeson	Newport West, Disney's Yacht & Beach Resort
Do your IT and Security staff struggle to align, despite sharing the common goals of reducing risk and enhancing efficiency? Discover how to shift your teams from a reactive response mode to a proactive operational stance. By removing friction and fostering greater alignment, you'll not only benefit your IT and ...	
<b>SPS12:Darktrace: Navigating the Intersection of AI and Cybersecurity: Opportunities and Threats</b>	01:45 PM-02:15 PM
	Newport East, Disney's Yacht & Beach Resort
In today's rapidly evolving digital landscape, artificial intelligence plays a dual role in cybersecurity—offering powerful tools to enhance security measures while simultaneously introducing new vectors for potential threats. This presentation explores the intersection of AI and cybersecurity, providing valuable insights into how AI can be leveraged to improve threat detection, ...	

<b>SPS2:Google: Beyond the AI Hype: How Organizations are Driving Impact with Gemini</b>	01:45 PM-02:15 PM
Join us as we explore how Google AI empowers organizations to do more at work - collaborating more efficiently and effectively wherever they are. Learn how real customers are using AI-powered collaboration tools to streamline workflows, optimize processes, and ultimately deliver key outcomes. You'll leave this session with actionable insights ...	Southern Hemisphere II, WDW Dolphin Hotel
<b>SPS5:Cisco: Securing AI: Navigating Security Challenges in Modern AI Implementations</b>	01:45 PM-02:15 PM
Omar Santos	Asia 1, WDW Dolphin Hotel
Gain powerful insights and in-depth exploration of security considerations in AI implementation. Cisco Distinguished Engineer, Omar Santos, will share best practices for Retrieval Augmented Generation (RAG) implementations and the "LLM stack." He'll dive into Cisco's engagement with the Coalition for Secure AI (CoSA) to enhance the security of the supply ...	
<b>SPS7:SAP Business AI: Unlock Potential and Achieve Real-World Results</b>	01:45 PM-02:15 PM
	Swan Ballroom 6, WDW Swan Hotel
Explore the power of Business AI for ERP that's relevant to your business, reliable, and responsible by design. Bring out the best in your business with embedded AI capabilities that leverage your data responsibly. See how an AI-enabled cloud ERP can help you unlock the full potential of your ...	
<b>SPS8:Freshworks: How to Make AI Worth your Investment Dollars</b>	01:45 PM-02:15 PM
	Swan Ballroom 10, WDW Swan Hotel
The gap between AI hype and reality has left IT leaders grappling with whether to adopt AI or risk missing out on its potential. AI implementation raises crucial questions about cost, security, privacy, and measurable impacts on employee and customer experiences. This session will explore how to strategically approach, adopt, ...	
<b>SPS9:Brasil IT+: Cracking the AI Code in Integrations with Digibee</b>	01:45 PM-02:15 PM
Rodrigo Bernardinelli	Osprey Ballroom, WDW Swan Hotel
Latin America's largest bank, known for excellence, achieved Zero Ops with agility and efficiency by adopting Digibee's AI-driven integrations. This boosted productivity by 75%, offering AI-powered solutions to clients in record time. In this session, Digibee will showcase the successful AI-Driven Data Transformation with Content-Aware Recommendations and digital assistants. Leveraging ...	
<b>TL1:IBM Thought Leadership: Leading with AI: Unlocking Productivity and Finding Competitive Advantages</b>	01:45 PM-02:30 PM
Rob Thomas	Northern Hemisphere C, WDW Dolphin Hotel
The average return on investment for corporate AI initiatives has nearly tripled since 2022, prompting CIOs to beyond experimenting with AI to helping organizations realize scale and value quickly and with trust. Many of these changes are technological: for example, how to manage rising complexity or Gen-AI infused cyber threats. ...	
<b>02:45 PM Monday, October 21</b>	
<b>13a:Signature Series: CIO and Technology Executive Agenda for 2025</b>	02:45 PM-03:15 PM
Jaime Capella	Northern Hemisphere C, WDW Dolphin Hotel
This session reveals what should be on the CIO's agenda for the coming 18 months, given the shifting expectations that CEOs and other CxOs have for their CIO — and the CIO's expectations of their leadership role and the mandates for their IT organization.	
<b>13b:10 Best Practices for Scaling Generative AI Across the Enterprise</b>	02:45 PM-03:15 PM
Arun Chandrasekaran	Southern Hemisphere I-II, WDW Dolphin Hotel
CIOs can avoid obstacles to scaling generative AI by embracing emerging industry best practices. In this session, we outline 10 best practices gleaned from real-world implementations of generative AI that CIOs can emulate to bolster their strategy and execution.	
<b>13c:The Secrets of High Performing Executive Leaders</b>	02:45 PM-03:15 PM
Rob O'Donohue	Southern Hemisphere III-V, WDW Dolphin Hotel
The behaviors, practices, and habits of executive leaders in high-performing organizations are different. The approaches and strategies they used to partner, learn, make decisions, prioritize, trust, influence, take risks, and build culture are what's sets them apart from their peers in lower performing organizations. Findings from our executive leadership dynamics ...	
<b>13d:Gartner Global Scenarios: Decrypting The Future Digital Society</b>	02:45 PM-03:15 PM
Frank Buytendijk	Swan Ballroom 4, WDW Swan Hotel
Every 5 years Gartner publishes a set of global scenarios. What will the world at large look like in 2040? We are at a crossroads of what we want our society to look like, empowering individuals or focusing on shared experiences. And — more importantly — what does that mean ...	
<b>13e:Midsize Enterprise CIO Leadership Vision</b>	02:45 PM-03:15 PM
Joseph Provenza	Swan Ballroom 6, WDW Swan Hotel
A highly competitive and rapidly changing world continues to put pressure CIOs. Given their challenges in size and scale, this is especially true a midsize enterprise. Join us for a data-driven look at the current trends and challenges facing the CIO. We will address these trends and challenges with actionable ...	
<b>13f:The Future of Infrastructure Is Distributed and Hybrid</b>	02:45 PM-03:15 PM
Tony Harvey	Swan Ballroom 10, WDW Swan Hotel
CIOs must navigate a complex set of infrastructure choices. Public clouds, private clouds and edge solutions all play a role, but vendors consistently overpromise and underdeliver. Join us to learn the reality of the distributed hybrid infrastructure market and how to evaluate the right providers for your needs.	
<b>13g:The Future of Enterprise Applications</b>	02:45 PM-03:15 PM
Anne Thomas	Newport East & West, Disney's Yacht & Beach Resort
Enterprise applications are the lifeblood of your business, but your customers and employees hate them. They're clunky, confusing and inefficient. The future of enterprise applications explores a new way of thinking about these critical applications. One that focuses on experience first — providing a seamless journey that's optimized for the ...	
<b>13h:After CrowdStrike: Building Resilience in the Face of the Unpredictable</b>	02:45 PM-03:15 PM
Leigh McMullen	Promenade Ballroom, BoardWalk Inn
On July 19, 2024, many of the world's computer systems stopped, causing billions in losses and enterprise interruption. While so-called "black swan" events are unpredictable, their impacts and effects aren't. In this session, we'll cover a Top 10 list of recommendations from Gartner's top cybersecurity and digital business defense pros, ...	
<b>GFD3:What Is Gartner Futures Lab?</b>	02:45 PM-03:05 PM

Marty Resnick	Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel
The mission of Gartner Futures Lab is to prepare you for uncertainty by exploring new ways of imagining the future. By starting with the question "what if ...," we help you determine your next mission-critical priorities. Come join us and get a sneak peek of all the exciting new research ...	
<b>GTH4:Hype Cycle for Retail and Consumer Goods Innovation</b>	02:45 PM-03:05 PM
Michelle DeClue	Stage 4, IT Xpo, Pacific Terrace, WDW Dolphin Hotel
What technologies should retail and consumer goods companies be tracking? In this session, we will look at key retail and consumer goods technology profiles in across the retail and consumer goods Hype Cycles.	
<b>GTH5:Hype Cycle for Life and P&amp;C Insurance, 2024</b>	02:45 PM-03:05 PM
Kimberly Harris-Ferrante	Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel
Economic volatility and seismic shocks continue to impact insurers, causing a focus on digital optimization. Life and P&C insurance CIOs need to evaluate and prioritize technologies that harness their foundational IT investments to meet dual needs to optimize and transform.	
<b>GTH6:Magic Quadrant for Collaborative Work Management</b>	02:45 PM-03:05 PM
Max Goss	Stage 2, IT Xpo, Atlantic Hall, WDW Dolphin Hotel
Get a glimpse of Gartner's inaugural Magic Quadrant for collaborative work management products, which enable business users to plan, execute and manage their work. In this session, we offer our evaluation of the market and the distinguishing features of leaders, challengers, visionaries, and niche players.	
<b>MASK9:Ask the Expert: Applying Product Management in Midsize Enterprises (Exclusive to Midsize Enterprise Program)</b>	02:45 PM-03:30 PM
Donna Scott	Toucan 1, WDW Swan Hotel
Midsize enterprise (MSE) IT teams struggle to apply product management, which can hinder their delivery of digital transformation. Bring your questions to this interactive session, and learn from those posed by your peers, as we discuss how MSE CIOs can benefit from a product management approach by using a hybrid ...	
<b>03:45 PM Monday, October 21</b>	
<b>SPS13:Flexera: The FinOps and ITAM Alliance: Cloud Collaboration in Action</b>	03:45 PM-04:15 PM
Brian Adler, Kimberly Floss	Southern Hemisphere I, WDW Dolphin Hotel
As cloud adoption grows, cloud spend continues to increase. In response, CIOs are focused on maturing FinOps practices. And as teams become well-versed in optimizing spend, they are realizing that the cost of software can exceed the cost of the resources. To calculate true application TCO, CIOs are collaborating with ...	
<b>SPS14:Okta: Unified Identity: Frictionless Security &amp; Efficient IT for Complex Environments</b>	03:45 PM-04:15 PM
Jack Hirsch	Southern Hemisphere II, WDW Dolphin Hotel
As enterprises struggle to manage the explosion of complexity in their ever-expanding application stacks, IT and Security teams need to minimize security risk and operational costs, all while enabling their organizations to benefit from best-of-breed tools. This session takes a look at how Okta's unified identity platform is raising the ...	
<b>SPS15:Salesforce: Einstein 1 Platform: Deliver Customer Success with Data, AI, and Apps</b>	03:45 PM-04:15 PM
	Southern Hemisphere III, WDW Dolphin Hotel
See how to build and activate your data foundation, integrate AI, customize prompts using low code, and deploy AI assistants and autonomous agents to help your customers and teams.	
<b>SPS16:Workday: Unlocking the Potential: CIO insights on Modernizing Finance &amp; HR</b>	03:45 PM-04:15 PM
Andrea Hartman, Bharat Shahdarpuri, Joe Wilson	Southern Hemisphere V, WDW Dolphin Hotel
Join IT leaders as they explore the modernization of legacy financial and HR systems with Workday. This panel, featuring customer stories from diverse industries, will offer insights into addressing IT modernization complexities. Through a fireside chat, discover strategies for overcoming challenges in core system transformation and learn how CIOs navigate ...	
<b>SPS17:Rimini Street: Know Your Options: Technical Debt and Effects on IT Investment Decisions</b>	03:45 PM-04:15 PM
Michael Perica	Asia 1, WDW Dolphin Hotel
Technology is coming at the organization at a record pace, and there are looming fears of getting left behind or even worse, picking the wrong technology path for the future. IT leaders must understand technology choices and ensure positive impact on the business. They must also recognize that the wrong ...	
<b>SPS20:Elastic: What now? How to Accelerate AI-Powered Projects from Pilot to Production</b>	03:45 PM-04:15 PM
Matt Minetola	Swan Ballroom 10, WDW Swan Hotel
If you're among the 53% of IT leaders who have piloted an AI project, you may be wondering, "What now? When will I see a return on my investments? How can I meet escalating expectations while navigating real budget constraints?" Join Elastic's CIO, Matt Minetola, to learn how you can ...	
<b>SPS22:Qlik: The New AI Reality: Playing the Long Game Drives Value Today and in the Future</b>	03:45 PM-04:15 PM
	Pelican 1, WDW Swan Hotel
AI hype is softening as leaders expect value and results from AI investments. Don't get caught holding a bag of empty promises. Learn key strategies for getting value from your AI initiatives today while also preparing for long-term success. Benefit from the lessons learned from our over 40,000 customers, ...	
<b>SPS23:Island: Unlocking Digital Transformation: The Role of the Enterprise Browser</b>	03:45 PM-04:15 PM
Bradon Rogers	Newport West, Disney's Yacht & Beach Resort
The shift to the cloud made the web browser vital in enterprise application workflows. Yet the browsers used for enterprise work are the same consumer browsers used by billions at home, none of which are designed with enterprise considerations. This session explores the evolution of the browser at work, focusing ...	
<b>TL2:Cisco Thought Leadership: Driving Digital Resilience in the AI Era</b>	03:45 PM-04:30 PM
	Northern Hemisphere C, WDW Dolphin Hotel
Business leaders are increasingly leveraging AI to drive growth, efficiency and innovation. But turning AI investments into mission-critical outcomes is no easy feat. Within the massive opportunities of the AI era comes the omnipresent challenge of keeping digital systems connected and securely up and running. This session will explore not ...	
<b>04:15 PM Monday, October 21</b>	
<b>BRK2:Refreshment Break</b>	04:15 PM-05:00 PM
Join us for refreshments in a brief break between sessions.	
<b>04:30 PM Monday, October 21</b>	
<b>FD3:Bizzdesign: Supercharge Your Team's Enterprise Architecture Maturity With Assisted Architecture</b>	04:30 PM-04:50 PM

Enterprise architecture is the game changer in transformation – it enables your organization to successfully adopt emerging tech, execute cloud transformation and application modernization initiatives, and more. While the promise of enterprise architecture is clear, the reality often differs. True success in enterprise architecture depends on having a highly mature ...

**TH9:IBM: Is Your Data AI-Ready? Prepare and Deliver High-Quality, Governed Data for AI**

04:30 PM-04:50 PM

Stage 1, IT Xpo, Atlantic Hall, WDW Dolphin Hotel

Enterprises that possess high-quality data and governance and attest to the trustworthiness of their data among stakeholders have doubled the return on investment (ROI) from their AI. Learn how leading organizations today are implementing an open and trusted data foundation to secure and maximize the value of their data, ...

**05:00 PM Monday, October 21****ESK2:Guest Keynote: Revenge of the Tipping Point**

05:00 PM-05:45 PM

Malcolm Gladwell

Live: WDW Dolphin Hotel | Remote Viewing: WDW Swan Hotel, Disney's Yacht &amp; Beach Resort, Boardwalk Inn

Join bestselling author and host of Revisionist History, Malcolm Gladwell as he shares a series of riveting stories, tracing the rise of a new and troubling form of social engineering. Taking us to the streets of Los Angeles to meet the world's most successful bank robbers, rediscovers a forgotten television ...

**05:45 PM Monday, October 21****NR1:IT Xpo Networking Reception**

05:45 PM-07:15 PM

IT Xpo (Atlantic Hall, Pacific Hall and Pacific Terrace), WDW Dolphin Hotel

Join us for the Networking Reception on the IT Xpo where you can engage with your peers, Gartner experts, and exhibitors while enjoying delicious food and beverages. Evaluate industry offerings that can move your business forward. Attend a Stage session to see technology in action.

**05:55 PM Monday, October 21****FD4:Ping Identity: Future-Proofing How To Manage 3rd Party & Non-Employee Identities**

05:55 PM-06:15 PM

Loren Russon

Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel

As digital threats evolve, managing third-party contractors and non-employee identities becomes increasingly complex. These users, with access to critical systems, are prime targets for AI-driven attacks and identity fraud. This session explores innovative strategies and technologies to future-proof your organization, ensuring secure and governed access for these essential but often ...

**TH14:PagerDuty: Delivering Operational Excellence in the age of AI**

05:55 PM-06:15 PM

Heath Newburn

Stage 2, IT Xpo, Atlantic Hall, WDW Dolphin Hotel

While AI is taking up all the oxygen in the room, organizations are still struggling to deliver world class services. Dealing with a shifting technical landscape, sky high customer and stakeholder expectations, and issues such as the recent global outage have put IT teams on the defensive. This session will explore ...

**TH15:Netskope: The Critical Role of Platforms in Network and Security Convergence**

05:55 PM-06:15 PM

Gerry Plaza

Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel

Integrating best-of-breed platforms across all security areas enhances defense without simplifying adversaries' challenges. This approach balances robust security with efficiency, vital for navigating generative AI and tech advancements. Achieving this requires strategic selection and consolidation of top platforms to boost agility, limit risk, and maintain cost-effectiveness. In this session, discover: Key platforms ...

**TH16:Brasil IT+: Gen AI Applications - How Large Corporations Capture Efficiency at Scale**

05:55 PM-06:15 PM

Gustavo Concon

Stage 4, IT Xpo, Pacific Terrace, WDW Dolphin Hotel

On the journey to transform large institutions, Generative AI plays a crucial role in achieving radical results. In this talk, we will explore how major companies, in collaboration with CI&T, developed a unique approach to tackle this challenge. This transformation integrates our GenAI agents platform CI&T/FLOW, an AI-ready methodology with ...

**06:20 PM Monday, October 21****FD5:US AI: AI Fabric Powers Radical Change**

06:20 PM-06:40 PM

Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel

USAI unveils an Advanced AI Fabric powering radical change across industries. An intelligent compute fabric is realized via multi-cloud hyperscale pipelines. When connected via Fabric, AI auto-evolves the business. Optimal business processes are recognized and distilled out for later deployment. One popular AI Fabric use case enlivens active cyber intelligence ...

**TH17:Scaled Agile: Achieving Responsible AI with SAFE**

06:20 PM-06:40 PM

Steve Mayner

Stage 1, IT Xpo, Atlantic Hall, WDW Dolphin Hotel

Explore the challenges and risks of integrating AI in enterprises and customer-facing products. This presentation covers 'Responsible AI' practices early adopters use to mitigate these risks. Learn how the Scaled Agile Framework (SAFE) accelerates the implementation of Responsible AI and aligns it with portfolio strategy and Lean Portfolio Management (LPM). ...

**TH18:Catchpoint: The Key To Avoiding AIOps Failure - Don't Miss What Matters Most with Honeywell**

06:20 PM-06:40 PM

Howard Beader,Rajasekhar Gundu

Stage 2, IT Xpo, Atlantic Hall, WDW Dolphin Hotel

IT Organizations today are challenged with too many war rooms where the best people in the team waste time looking for the root cause of an issue. It's not like we don't have enough tools or that we are not leveraging AI. Leading companies such as Honeywell that ...

**TH19:CrowdStrike: Secure Infrastructure - How to Unify Proactive Security and IT Ops**

06:20 PM-06:40 PM

Mike Petronaci

Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel

IT leaders face a rapidly expanding fleet of assets, an increasingly fragmented technology landscape, and growing list of threats. The onslaught of OS patches, organizational silos, and breaches exacerbates the situation. Meanwhile, adversaries exploit emerging technologies like GenAI and sanctioned applications such as RMM and TeamViewer, evading detection. Join us ...

**TH20:ControlUp: How Businesses Become Leaders by Elevating the Digital Employee Experience**

06:20 PM-06:40 PM

Joel Stocker

Stage 4, IT Xpo, Pacific Terrace, WDW Dolphin Hotel

In an era where digital fluency is paramount, ControlUp stands at the forefront of helping customers execute on their digital workplace strategy. Our tools help organizations transform how their IT teams can deliver superior digital experiences, improve employee satisfaction and as a result help them stay ahead of the competition ...

**06:30 PM Monday, October 21****MSER1:Midsize Enterprise Program Exclusive Reception**

06:30 PM-08:00 PM

Yacht &amp; Beach Pavilion, Disney's Yacht &amp; Beach Resort

Midsize Enterprise Program attendees are invited to a Meet and Greet Reception to kick-off the week.

#### 06:45 PM Monday, October 21

##### FD6:Infobip: Unlock Next-Gen Customer Engagement with RCS Business Messaging and AI

06:45 PM-07:05 PM

Ivan Ostojic

Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel

Millennials, Gen Z, and Gen Alpha are redefining business communication, and SMS is falling short. Their expectations demand more—richer, interactive, and personalized experiences. RCS Business Messaging, powered by AI, is emerging as the future of customer experience. The seamless upgrade from SMS to RCS turns basic texts into powerful, branded ...

##### TH21:Versa Networks: Navigating Change and Driving Transformation at Fiserv

06:45 PM-07:05 PM

Michael Wynston

Stage 1, IT Xpo, Atlantic Hall, WDW Dolphin Hotel

"Everyone works for you if you aren't a jerk." Digital transformation is complex and risky, and it's almost impossible if teams are moving in different directions. But getting everyone aligned and engaged is supremely challenging when you don't own the people. At Fiserv, our goal was to deliver a transformative ...

##### TH22:Origina: Are you at Risk? How to Mitigate Megavendor Software Mandates

06:45 PM-07:05 PM

Stage 2, IT Xpo, Atlantic Hall, WDW Dolphin Hotel

Hari Candadai, SVP Global Marketing and Thought Leadership at Origina discusses strategies to derisk your software roadmap. Explore common challenges with vendor-dictated roadmaps and vendor support costs, as well as increasing financial and operational risk. Discover strategies to optimize software management including third-party maintenance and support.

##### TH23:SkillSoft: From Vision to Reality: Mobilizing Leaders for AI Success

06:45 PM-07:05 PM

Debasis Dutta

Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel

In the rapidly evolving landscape of artificial intelligence, the role of visionary leadership is more critical than ever. This presentation delves into the strategies and best practices for mobilizing leaders to champion AI adoption within their organizations. Attendees will learn how to cultivate a forward-thinking mindset, overcome common barriers, and ...

#### 07:00 AM Tuesday, October 22

##### 2INB:Attendee Breakfast: Networking by Industry

07:00 AM-08:00 AM

Dolphin, Swan and Yacht & Beach Meal Pavilions

Enjoy breakfast and informal networking with your industry peers. Dolphin Meal Pavilion: Tables will be set aside for Federal Government, State & Local Government and Insurance. Swan Meal Pavilion: Tables will be set aside for Manufacturing and Life Sciences. Yacht & Beach Meal Pavilion: Tables will be set aside for Oil & ...

##### AB2:Attendee Breakfast

07:00 AM-09:00 AM

Dolphin, Swan and Yacht & Beach Meal Pavilions

Join other attendees for breakfast before the day's sessions.

##### REG2:Registration and Information

07:00 AM-08:00 PM

Dolphin Central Pavilion, WDW Dolphin Hotel

Registration and Information hours for the day.

#### 07:30 AM Tuesday, October 22

##### MSEB2:Midsize Enterprise Networking Breakfast: Translating the GenAI Hype (Exclusive to Midsize Enterprise Program)

07:30 AM-08:30 AM

Greg Chi, Steve Griffin, Donna Scott

Newport D, Disney's Yacht & Beach Resort

We have reached the pinnacle of the generative AI Hype Cycle with unprecedented speed. What comes next? We must contemplate our direction, the transformation of industries and the evolution of how we work. Join your midsize enterprise (MSE) peers for a dynamic discussion over breakfast to explore the feasible and ...

#### 08:00 AM Tuesday, October 22

##### ES1:Executive Stories: Unleashing Generative AI in R&D to Achieve a Bold Ambition

08:00 AM-08:30 AM

Anna Berg Asberg

Grand Harbor North & South, Disney's Yacht & Beach Resort

In 2024, AstraZeneca announced an intention to deliver \$80 billion in revenue and launch 20 new medicines by 2030. Generative AI is one tool to bring this ambition to life. Learn how the R&D IT function made a joint strategy with the business to double-down on a few tailored ...

##### GS2:Gartner Showcase

08:00 AM-05:30 PM

Gartner Showcase at Dolphin Central Pavilion, Pacific Terrace, Yacht & Beach Foyer

Discover how we can partner with you to drive outcomes on your priorities by joining us at the Gartner Showcase for a customized Walkthrough of Gartner's Insights Platform tailored to your specific goals and initiatives. Dive into our leading tools, diagnostics, and resources that will empower you to achieve your ...

#### 09:00 AM Tuesday, October 22

##### ESK3:Guest Keynote: A Gartner Interview with Jensen Huang

09:00 AM-09:45 AM

Jensen Huang, Daryl Plummer

Live: WDW Dolphin Hotel | Remote Viewing: WDW Swan Hotel, Disney's Yacht & Beach Resort, Boardwalk Inn

Join us for a wide-ranging and thought-provoking conversation with Jensen Huang, Founder, President and CEO of NVDIA.

#### 09:45 AM Tuesday, October 22

##### BRK3:Refreshment Break

09:45 AM-10:30 AM

Join us for refreshments in a brief break between sessions.

##### XPO2:IT Xpo Open Hours

09:45 AM-06:15 PM

IT Xpo (Atlantic Hall, Pacific Hall and Pacific Terrace), WDW Dolphin Hotel

Visit IT Xpo to evaluate industry offerings that can move your business forward. Navigate Marketplaces to connect with solution providers aligned to your priorities. Explore Future Directions featuring thought-provoking Gartner insights. Attend a stage session to see technology in action.

#### 10:00 AM Tuesday, October 22

##### TH25:Cloudera: Be Your Own AI Factory

10:00 AM-10:20 AM

Ian Brooks Ph D

Stage 1, IT Xpo, Atlantic Hall, WDW Dolphin Hotel

In an era where AI is transforming industries at an unprecedented pace, organizations that embrace the capability to develop, deploy, and manage their own AI solutions stand to gain a significant competitive advantage. Building your own AI factory means more than just adopting AI technologies; it involves building an internal ...

<b>TH26:Rimini Street: Freeing Scarce Resources to Drive your Business</b>	10:00 AM-10:20 AM
Eric Helmer	Stage 2, IT Xpo, Atlantic Hall, WDW Dolphin Hotel
Whether you are investing in revenue growth through market expansion, new product development, process efficiency via automation, or simply trying to drive profitability improvement, IT is under tremendous pressure to both reduce costs and innovate. During this session, you will hear several real-world client stories about how they were able ...	
<b>TH27:ThreatLocker: Rubber Ducky Challenge</b>	10:00 AM-10:20 AM
Danny Jenkins	Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel
Risk of data loss and operational disruption can stem from more than the ransomware in news headlines. Witness a live hacking demonstration of a common-looking USB device and learn about physical and digital methods of control to minimize data exfiltration.	
<b>10:30 AM Tuesday, October 22</b>	
<b>21a:Signature Series: Gartner's Top Strategic Predictions for 2025 and Beyond: Riding the AI Whirlwind</b>	10:30 AM-11:00 AM
Daryl Plummer	Northern Hemisphere C, WDW Dolphin Hotel
Nothing on the planet is not being affected by AI. Everything is pulled into a whirlwind of AI innovation and risk. Organizations that learn how to anticipate AI's impact on what they do have an advantage, but they must be careful not to get carried away by the storm. CIOs ...	
<b>21b:The Formula for Leadership Success: Outcome-Driven + Co-Leadership</b>	10:30 AM-11:00 AM
Christie Struckman	Southern Hemisphere I-II, WDW Dolphin Hotel
With today's distributed technology delivery environment, a new leadership approach is necessary. Organizations need their senior technology leader to not only deliver outcomes (not just outputs) for the enterprise but to do so in a way that bring the organization along on that journey. This session will provide tools and ...	
<b>21c:Support Enterprise Growth Through Cybersecurity Value Investments</b>	10:30 AM-11:00 AM
Paul Proctor	Southern Hemisphere III-V, WDW Dolphin Hotel
38% of leaders responsible for growth strategies identify privacy and security as critical for enterprise revenue growth, while 47% have demonstrable outcomes from their investments in privacy and security. Executive leaders embrace security beyond the avoidance of loss to understand how it supports revenue growth. This session will demonstrate how ...	
<b>21d:Strategies for Future Success: Insights From Highly-Effective Midsize Enterprise CIOs</b>	10:30 AM-11:00 AM
Kristin Sherwood	Swan Ballroom 4, WDW Swan Hotel
Midsize enterprise (MSE) CIOs are inundated with information and advice about what constitutes effectiveness for their role, but there is nothing definitive that indicates which qualities or actions truly differentiate a highly effective CIO from their peers — until now. Join this discussion to learn what highly effective MSE CIOs ...	
<b>21e:Ready Your Data for AI</b>	10:30 AM-11:00 AM
Mark Beyer	Swan Ballroom 6, WDW Swan Hotel
AI-ready data is a key pillar for enabling AI-related ambitions. But how should you do this, and what are others doing? This session explores what we mean by AI-ready, what clients and vendors are doing, and what Gartner recommends you do.	
<b>21f:Master the Art of Enterprise Operating Model Transformation</b>	10:30 AM-11:00 AM
Janelle Hill	Swan Ballroom 10, WDW Swan Hotel
Many executives recognize the need to respond faster to shifting market dynamics. They want to transform their enterprise operating model (EOM) for operational agility. Leading CIOs are designing a dynamic EOM foundation that adapts quickly and easily to support successful strategy execution. Mastering the art of EOM transformation means evolving ...	
<b>21g:CIOs Can Shape Their Organization's AI Ambition with Machine Customers</b>	10:30 AM-11:00 AM
Don Scheibenreif	Osprey Ballroom, WDW Swan Hotel
Billions of machine customers are headed your way. But what tangible steps can CIOs take to get this moving in their organization? In this session, we'll share practical tips to add machine customers to your AI-related initiatives and help you meet this trillion-dollar opportunity.	
<b>21h:AI Shockwaves: How the Secondary Effects of AI Are the Real Disruptors</b>	10:30 AM-11:00 AM
Hung LeHong	Newport East & West, Disney's Yacht & Beach Resort
What will become "free" in your industry because of AI? It's easy to see the primary effects of AI on tutoring, tax preparation and healthcare diagnosis. But what if an industry player decides that AI makes providing a service so inexpensive that they give it away for free? The implications ...	
<b>21i:Getting Out in Front of Change: Leading the C-Suite in a New Core Competency</b>	10:30 AM-11:00 AM
Shawn Murphy	Promenade Ballroom, BoardWalk Inn
Transformative CIOs are agents for change. Learn how you can align and engage your CxOs in prioritizing and sponsoring formal change management sooner in the strategy execution life cycle for increased adoption, utilization, innovation, and speed-to-value of transformative efforts.	
<b>GFD4:Hype Cycle for Emerging Technologies</b>	10:30 AM-10:50 AM
Arun Chandrasekaran	Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel
CIOs face challenges in curating and deploying emerging technologies, given the mercurial emerging technology landscape. In this Hype Cycle, we will outline 25 of the most disruptive technologies that will affect business and society through 2034.	
<b>GTH7:Hype Cycle for Utility IT 2024</b>	10:30 AM-10:50 AM
Jo-Ann Clynh	Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel
Power and utilities organizations face continuous disruption. To gain resilience and agility, lower risk and better capitalize on opportunities, organizations are enabling intelligent operations. This session will explore the Hype Cycle for Utility IT to provide CIOs with insights to effectively align technology investments with strategic business goals.	
<b>GTH8:Hype Cycle for Emerging Technologies Transforming Government Services</b>	10:30 AM-10:50 AM
Albert Gauthier	Stage 4, IT Xpo, Pacific Terrace, WDW Dolphin Hotel
This session will tackle the top emerging technologies in the digital government services Hype Cycle that will significantly impact government service transformation. CIOs will get a broad understanding of technology investment opportunities that will inform both short- and long-term decisions and strategies.	
<b>GTH9:Magic Quadrant for Public Cloud IT Transformation Services</b>	10:30 AM-10:50 AM
Mark Ray	Stage 2, IT Xpo, Atlantic Hall, WDW Dolphin Hotel
This session provides insight into the public cloud IT transformation services market. Learn who are leaders in the market and what to look for when selecting a provider.	
<b>11:30 AM Tuesday, October 22</b>	



<b>SPS25:IBM: Scaling AI Adoption with More Intentional IT Choices</b>	11:30 AM-12:00 PM
Southern Hemisphere I, WDW Dolphin Hotel	
IT in the age of AI requires using all data, technology and compute resources across multiple clouds, on-premises and across edge-devices efficiently. But where to wisely invest for short-term and longer-term value is complex. A "hybrid-by-design" approach to people, platforms, processes helps make IT an innovation center of the business, ...	
<b>SPS26:Salesforce: Build an AI-Enabled Enterprise with APIs</b>	11:30 AM-12:00 PM
Southern Hemisphere II, WDW Dolphin Hotel	
The world of AI is a world of APIs! Discover how MuleSoft helps fuel the Einstein 1 Platform and the entire suite of Einstein 1 Studio tools to create AI-powered experiences.	
<b>SPS29:Verizon Business: A C-Suite Guide to Elevating Your Org's Cybersecurity Posture</b>	11:30 AM-12:00 PM
Asia 1, WDW Dolphin Hotel	
This presentation, grounded in Verizon's Data Breach Investigations Report, provides C-suite executives with a strategic roadmap to help fortify their organization's cybersecurity. By diving into the key findings, emerging threats, industry best practices, and AI advancements, attendees will gain invaluable insights that will help them prioritize initiatives, cultivate a cybersecurity-conscious ...	
<b>SPS30:ThreatLocker: Understanding and Reducing Supply Chain and Software Vulnerability Risk</b>	11:30 AM-12:00 PM
Danny Jenkins	Swan Ballroom 4, WDW Swan Hotel
In complex software ecosystems, individual application risks are compounded. When it comes to mitigating supply chain risk, identifying the backdoors or unintended vulnerabilities that can be exploited in your environment is just as critical as staying current with the latest hacking intel. Understand how to spot and reduce the risk ...	
<b>SPS33:IFS: Industrial AI: Service Provider uses AI for Scheduling, Dispatching &amp; Execution</b>	11:30 AM-12:00 PM
	Osprey Ballroom, WDW Swan Hotel
Delivering amazing moments of service to your customers is high on the agenda of any customer centric organization. But field service management is evolving, as the complexity of managing huge numbers of field operatives, vast part catalogues and delivering against SLAs increases. Learn from one service centric global brand in ...	
<b>SPS34:Airia: Empower Your Teams to Innovate with AI now</b>	11:30 AM-12:00 PM
Kevin Kiley	Pelican 1, WDW Swan Hotel
AI holds undeniable potential for your business, but you must be prepared to address the substantial challenges and risks that come with it. This session will arm you a set of set of strategies you can immediately action in your organization.	
<b>SPS35:Brasil IT+: Totvs + Venturus - Leading DB Schenker LATAM Customs Electronic Invoicing</b>	11:30 AM-12:00 PM
Joao Maia,Marcelo Souccar	Newport West, Disney's Yacht & Beach Resort
DB Schenker provides turnkey logistics in LATAM to over 200 enterprise clients supported by Totvs cross border electronic invoicing platform, issuing over 200,000 invoices in 7 countries connecting to legacy ERP, TMS customs satellite systems. To adapt to new customs regulations, DB Schenker hired Venturus and Totvs to move from ...	
<b>SPS36:Iron Mountain: Get AI-ready With a Strong Data Foundation</b>	11:30 AM-12:00 PM
	Newport East, Disney's Yacht & Beach Resort
How can organizations turn information into actionable insights when their physical and digital information is spread across new and legacy systems? Every AI journey begins with the right data foundation. The absence of trust in data quality poses serious risk. Learn how Kyndryl partnered with Iron Mountain to implement a ...	
<b>TL3:Rimini Street Thought Leadership: Approaches for Modernizing Applications</b>	11:30 AM-12:15 PM
Eric Helmer	Northern Hemisphere C, WDW Dolphin Hotel
Modernizing enterprise applications like ERP used to mean "retire" or "replace". Today, technologies like cloud, containers and microservices can modernize platforms that have been around for decades, allowing enterprises to extend the value of these investments. It also means there's an easier way to take advantage of technologies like AI ...	
<b>VUR6:Roundtable: Strategies for Responsible AI &amp; Data Governance from Policy Setting to Enforcement, moderated by OneTrust</b>	11:30 AM-12:15 PM
Rohin Bansal	Toucan 1, WDW Swan Hotel
In this interactive roundtable, hosted by Rohin Bansal, Director of Data Governance and Enablement at TELUS, alongside OneTrust discuss how to move from defining data governance policies to enforcing those policies, ensuring that your AI models are trained using the highest quality data.	
<b>12:00 PM Tuesday, October 22</b>	
<b>AL2:Grab Lunch at a Meal Pavilion or on IT Xpo</b>	12:00 PM-02:45 PM
	Dolphin, Swan and Yacht & Beach Meal Pavilions and IT Xpo Café
Head to the Meal Pavilions or visit the IT Xpo Cafés for a bite to eat! After lunch, join us on IT Xpo for our Dessert Reception to engage with your peers, Gartner experts, and exhibitors while enjoying delicious food and beverages. Evaluate industry offerings that can move your business ...	
<b>12:05 PM Tuesday, October 22</b>	
<b>FD8:Stefanini: Modernize Your Code, Maximize Your Impact with Gen AI</b>	12:05 PM-12:25 PM
Fabio Caversan	Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel
Outdated applications are a heavy burden for many organizations, hindering innovation and increasing costs. In this session, discover how artificial intelligence acts as a catalyst for code modernization. By automating routine tasks, analyzing code patterns, and suggesting optimizations, AI significantly improves developer productivity and application performance. Join us as we ...	
<b>TH29:Hyperproof: Transforming Security Compliance from Cost Center to Competitive Edge</b>	12:05 PM-12:25 PM
Andrew Cunje,Kayne Mcgladrey	Stage 1, IT Xpo, Atlantic Hall, WDW Dolphin Hotel
Enterprise security professionals face pressure to minimize spending on risk and compliance while maximizing efficiency and security. Traditionally seen as cost centers, security compliance solutions have untapped potential for better decision-making and competitive advantage. In this session, you will discover how adopting new cybersecurity frameworks can save money and enable ...	
<b>TH31:Lakeside Software Thought Leadership: Building IT Resilience for 2025 and Beyond — Streamlined Budgeting to Outage Recovery</b>	12:05 PM-12:25 PM
	Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel
The threat of IT outages to today's challenging economy, there are many reasons why most enterprise IT leaders are looking for ways to build IT resilience across their team and organization. At the same time, the need to innovate and drive digital transformation initiatives is an ongoing pressure to ensure ...	
<b>12:30 PM Tuesday, October 22</b>	

<b>22a:Technology Innovation Techniques to Improve Your Customer Technology Platform</b>	12:30 PM-01:00 PM
Gene Alvarez	Southern Hemisphere I-II, WDW Dolphin Hotel
Customers evaluate organizations based on their experience with the organization's technologies, processes and people. This session will help organizations learn how to monitor technology trends, determine which new technologies to run proof of concepts with and how to scale those technologies within their organization's customer technology platform.	
<b>22b:Key Trends in Digital Employee Experience You Can't Ignore</b>	12:30 PM-01:00 PM
Tori Paulman	Southern Hemisphere III-V, WDW Dolphin Hotel
Employees believe the CIO has more positive impact on their day-to-day experiences than CHRO. What key experiences should you pay attention to, and how do you position IT and partner with HR? In this session, we'll share key cultural, behavioral, and technology trends that shape the employee experience.	
<b>22c:Maverick Research: Being Human 2045</b>	12:30 PM-01:00 PM
Marty Resnick	Swan Ballroom 4, WDW Swan Hotel
CIOs must prepare and lead their organizations to thrive in a world that will be directly impacted by nonhuman intelligence (digital humans and AI) and architected humans.	
<b>22d:Data Mesh vs. Data Fabric: Evaluate Each Approach Before Making Long-Term Data Management Investments</b>	12:30 PM-01:00 PM
Lydia Ferguson	Swan Ballroom 6, WDW Swan Hotel
The data mesh is touted as the next-generation data management architecture based on domain-driven, distributed data management. However, the data fabric approach does not believe in rip-and-replace and utilizes existing data management infrastructure. This session provides practical guidance to organizations evaluating a data fabric or data mesh.	
<b>22e:No Exit: What to Do When Your Cloud Providers Aren't Portable or Substitutable</b>	12:30 PM-01:00 PM
Lydia Leong	Swan Ballroom 10, WDW Swan Hotel
Many organizations adopt public cloud services to accelerate innovation. However, exploiting innovative capabilities (including AI) complicates cloud exit, portability (lock-in) and concentration risks. These risks require collaboration across many IT and business functions to address them. This session will provide pragmatic guidance for this third-party risk management, especially in multicloud ...	
<b>MASK17:Ask the Expert: How MSEs Can Deliver Security With Little or No Dedicated Resources (Exclusive to Midsize Enterprise Program)</b>	12:30 PM-01:15 PM
Patrick Long	Toucan 1, WDW Swan Hotel
Midsize enterprises face the same security challenges as their large enterprise counterparts. However, they have to deal with these threats with less headcount and less budget. Bring your questions to this interactive session, and learn from those posed by your peers, as we discuss how to "right size" your security ...	
<b>MR17:Roundtable: Level Up Your Vendor Management (Exclusive to Midsize Enterprise Program)</b>	12:30 PM-01:15 PM
Kevin Hollister, Daniel Kelly, Rick Holgate, Vanessa Lapins	Peacock 2, WDW Swan Hotel
Join us for an interactive roundtable discussion where you can share your knowledge and strategies with fellow midsize enterprise leaders on the world of vendor contracting. Gain insights into vendor selection and contract negotiation as you enjoy peer-to-peer learning.	
<b>12:45 PM Tuesday, October 22</b>	
<b>GFD5:The Double-Edged Digital Society of 2045</b>	12:45 PM-01:05 PM
Shanna Grafeld	Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel
The great promise of technology is a more connected society but it has often led to increased social polarization and growing loneliness. This interactive session explores our digital future and how responsible digitalization can strengthen society and enhance individual well-being into the future.	
<b>01:15 PM Tuesday, October 22</b>	
<b>FD9:Zylo: A CIO's Win Controlling Software Waste, Risk &amp; Overspend with SaaS Management</b>	01:15 PM-01:35 PM
Chet Mandair	Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel
Without a SaaS Management program, companies, on average, waste 40% of their software licenses while overspending on SaaS by 20%. SaaS Management has become essential for enterprise companies, but how do CIOs successfully drive the strategy & deliver measurable value to the business? Join Cory Wheeler, CCO & Co-Founder of ...	
<b>TH33:OutSystems: AI Meets Low Code: Driving Innovation and ensuring Governance with OutSystems</b>	01:15 PM-01:35 PM
	Stage 1, IT Xpo, Atlantic Hall, WDW Dolphin Hotel
Explore how AI is revolutionizing Low-Code development with OutSystems, driving innovation and efficiency while ensuring governance and ethical oversight in AI-powered solutions development. Discover best practices and key insights.	
<b>TH35:Axonius: The Consensus IT and Cybersecurity Priority for 2025</b>	01:15 PM-01:35 PM
Brian Freedman	Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel
IT and security teams face unprecedented challenges as we approach 2025. From managing budget constraints to navigating a skills shortage, economic pressures have organizations seeking ways to reduce risk and spend simultaneously. The silver lining? You can mitigate threats and cut costs without sacrificing headcount. Join this session to gain insights ...	
<b>01:45 PM Tuesday, October 22</b>	
<b>SPS37:IBM: Deploy AI That is Open, Performant and Efficient Across Your Business</b>	01:45 PM-02:15 PM
	Southern Hemisphere I, WDW Dolphin Hotel
Organizations tasked with implementing generative AI in their workflows face challenges when it comes to inferencing costs, AI trustworthiness, domain-specificity, and being able to leverage enterprise data effectively and securely. This is why an open, trusted, and targeted approach provides the best options for organizations looking to expand their footprint ...	
<b>SPS39:Google: From Prototype to Production: Innovate Faster with Google AI</b>	01:45 PM-02:15 PM
	Southern Hemisphere III, WDW Dolphin Hotel
The excitement of generative AI has captured the imagination of developers and business leaders all over the world. However, the complexity and fragmentation of generative AI capabilities can hinder development and business results. Learn how Vertex AI's fully integrated platform provides state of the art capabilities that can help you ...	
<b>SPS40:Mendix: How Ryerson Is Improving Their Employee Experience and Efficiency Using Mendix</b>	01:45 PM-02:15 PM
Srini Sundarajan	Southern Hemisphere V, WDW Dolphin Hotel
Ryerson – one of America's largest metal distributors – historically had a full-stack development team that was focused on maintaining core products and could not address the growing demand for digital tools. In 2020 they adopted the Mendix platform and have since delivered 20+ low-code apps that are increasing process ...	

<b>SPS41: Cisco: The 3 AI Lenses for Starting and Accelerating Your Journey</b>	01:45 PM-02:15 PM
Daniele Hayes	Asia 1, WDW Dolphin Hotel
The acceleration of AI is fundamentally changing our world. Still, according to a Cisco study, only 14% of companies feel AI-ready, despite 97% feeling the urgency to deploy AI technologies. As CIOs and IT decision-makers, knowing your AI readiness level—and where to go from there—is key. Join us as ...	
<b>SPS42: Rimini Street: Finance and IT: Strategic Partners for Business Success</b>	01:45 PM-02:15 PM
Eric Helmer	Swan Ballroom 4, WDW Swan Hotel
In a recent survey conducted by Rimini Street of nearly 3000 CFOs and CIOs globally, one thing was clear: Finance and IT must be strong partners. They must have mutual objectives, aligned business interests, speak the same language, and collaborate effectively. In this session, we will lead a conversation and ...	
<b>SPS44: BMC Software: Business Faster than Humanly Possible with BMC</b>	01:45 PM-02:15 PM
	Swan Ballroom 10, WDW Swan Hotel
Rapid innovation and shifting economies are fueling massive transformation across every aspect of modern business. To meet new demands, business must bridge data silos and maximize the value of its cloud technology. Organizations must be able to trust that their technology providers can guide them into an unproven future throughout ...	
<b>SPS45: Island: How Hendrick Motorsports Governs the Last Mile with the Enterprise Browser</b>	01:45 PM-02:15 PM
Bradon Rogers	Osprey Ballroom, WDW Swan Hotel
"The last mile" has a double meaning for Matt Cochran, Director of IT at NASCAR team Hendrick Motorsports. On the track, it's where races are won and legends are made. But in his org, it's the make-or-break point where users, apps, and data intersect with the browser. Adopting an enterprise ...	
<b>SPS46: Boomi: Generative AI Orchestration to Make AI Practical Now and Later</b>	01:45 PM-02:15 PM
Michael Bachman	Pelican 1, WDW Swan Hotel
Hype and confusion around Generative AI has left most organizations feeling unprepared to use it in production immediately. How can businesses practically use AI without falling victim to market hype? Join us to understand how to make AI practical for the enterprise now, so decisions made today become the foundation ...	
<b>02:20 PM Tuesday, October 22</b>	
<b>FD10: Keepit: Future-Proofing Data Governance for Tomorrow's Disaster Recovery Challenges</b>	02:20 PM-02:40 PM
Kim Larsen	Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel
As data grows and threats evolve, the future of business continuity hinges on forward-thinking data governance. This session explores emerging trends and future scenarios where data governance and disaster recovery intersect. Learn how to position governance as a key enabler of future-proof recovery strategies, aligning them with CIO and executive ...	
<b>TH37: SAP: SAP Methodology and a Clean Core Approach</b>	02:20 PM-02:40 PM
	Stage 1, IT Xpo, Atlantic Hall, WDW Dolphin Hotel
Migrate and modernize your ERP with the best-practice guidance of the RISE with SAP Methodology, supported by SAP experts, and implemented through our tool chain. Experience how the KPI-driven guidance, tools, and services can help you adapt a clean core approach and adopt a new cloud operating model. This will ...	
<b>TH38: Denodo: RAG to Riches: How to Realize the Full Potential of Gen AI</b>	02:20 PM-02:40 PM
	Stage 2, IT Xpo, Atlantic Hall, WDW Dolphin Hotel
Gen AI is revolutionary. It will enable new products and markets around the world. Goldman Sachs Research estimated that GenAI could add more than \$7 Trillion to the global economy. However, many Gen AI projects are challenged by poor or insufficient data. Enter Retrieval Augmented Generation, or RAG. RAG is ...	
<b>TH40: Palisade Compliance: Get the Most From Your Oracle Investments</b>	02:20 PM-02:40 PM
Craig Guarente	Stage 4, IT Xpo, Pacific Terrace, WDW Dolphin Hotel
Oracle software is ubiquitous. From database to Java software almost every company and government agency is an Oracle customer. Because Oracle is everywhere, it's critical that their customers stay in control of their Oracle usage and get the most value from these investments in Oracle technology. In this session ...	
<b>02:45 PM Tuesday, October 22</b>	
<b>23a: Government: The Evolving Leadership Role of the CIO</b>	02:45 PM-03:15 PM
Todd Kimbriel	Northern Hemisphere C, WDW Dolphin Hotel
Government CIOs are confronted with an ever-changing business and IT environment. The use of cloud services is impacting responsibilities and accountability for IT service delivery. The growing adoption of AI and other innovative and emerging technologies blurs leadership, governance and services boundaries. This session addresses government CIOs' unique and evolving ...	
<b>23b: Banking: Leading the Way – Empowering CIOs to Thrive and Shape the Bank of the Future</b>	02:45 PM-03:15 PM
Benjamin Seesel	Southern Hemisphere I-II, WDW Dolphin Hotel
Innovations in areas including payments, AI, and decentralized identity will enable the bank of the future: a bank that adapts in real-time to the needs of clients, employees, and stakeholders. Join us to gain a deeper understanding of the bank of the future, technology investments CIOs must spearhead to reach ...	
<b>23c: Executive Guide to AI Governance</b>	02:45 PM-03:15 PM
Frances Karamouzis	Southern Hemisphere III-V, WDW Dolphin Hotel
Establish and optimize an AI governance operating model for AI-specific considerations. Create an effective and flexible AI Council to enable scalable AI initiatives. Develop new approaches and roles to keep pace with rapidly evolving risks and innovations.	
<b>23d: Manufacturers: Factory of the Future — CIOs Lead the Way From Top Floor to Shop Floor</b>	02:45 PM-03:15 PM
Sudip Pattanayak	Osprey Ballroom, WDW Swan Hotel
CIOs play a crucial role in enabling adaptable, reliable, and sustainable manufacturing. This session explores the technological components within a connected enterprise, from the IT-enhanced executive team down to the factory floor, to speed up strategic decision-making.	
<b>23e: Insurance: Unlock the Power of AI to Maximize Business Value</b>	02:45 PM-03:15 PM
Kimberly Harris-Ferrante	Swan Ballroom 4, WDW Swan Hotel
AI is not new for insurers, but immaturity and inability to scale prevent the industry from reaping maximum benefits. While most believe AI is the top game-changing technology, only a few will be able to achieve this goal unless they improve their AI muscle. This session will examine how AI ...	
<b>23f: Healthcare and Life Science: Position Data, Analytics and AI for Success in Intelligent Health</b>	02:45 PM-03:15 PM
Laura Craft	Swan Ballroom 6, WDW Swan Hotel
The healthcare and life science industry is in the middle of a generational change in both business model and technology—while grappling with budget, staffing and consumer satisfaction issues. Attend this session to learn how to position yourself for success with a data, analytics and AI foundation that enables ...	

<b>23g:Retail and Consumer Goods: Generational Change Demands Channelless Engagement for Competitive Advantage</b>	02:45 PM-03:15 PM
Robert Hetu	Swan Ballroom 10, WDW Swan Hotel
How will generational values, expectations and behaviors among new Gen Alpha consumers compared with those of older generations influence the future of retailers and consumer goods companies? Channel-based engagement is not enough. In this session, we will look at how they will likely force companies in consumer-facing industries to collaborate ...	
<b>23h:Getting the Best from AI in Oil and Gas</b>	02:45 PM-03:15 PM
Rich McAvey	Asia 1, WDW Dolphin Hotel
AI is gaining momentum in oil and gas. Technology capabilities are expanding rapidly and use cases proliferating. But companies still struggle to separate hype from reality and realize repeatable value. This session provides pragmatic insight into exploiting from AI in the upstream oil and gas business.	
<b>23i:Power and Utilities: The CIO's Guide to Succeeding With Operational Technology</b>	02:45 PM-03:15 PM
Jo-Ann Clynych	Newport East & West, Disney's Yacht & Beach Resort
Operational technology has gone digital – expanding the attack surface. What can utilities learn from IT culture to manage this cyber-physical risk and prepare for the cloud? Learn from lessons from utilities organizations around the world.	
<b>23j:Higher Education: An Industry Vision for Student Life, the Metaverse and What AI Will Bring</b>	02:45 PM-03:15 PM
Tony Sheehan	Promenade Ballroom, BoardWalk Inn
This session will explore how higher education will change by 2035 and review impacts on the existing university strategies, technology systems and CIO priorities. We will review the changing nature of the future university, as well as its technologies and practices. Join this session to learn more.	
<b>GTH10:Magic Quadrant for Analytics and BI Platforms</b>	02:45 PM-03:05 PM
Rita Sallam	Stage 1, IT Xpo, Atlantic Hall, WDW Dolphin Hotel
Today's ABI platforms must support the needs of IT, business analysts and analytic content consumers. While tight integration with cloud ecosystems, business applications and digital workplace tools is a key vendor selection requirement, buyers also need ABI platforms to support openness and interoperability. This research helps data and analytic leaders ...	
<b>GTH11:Magic Quadrant for AI Code Assistants</b>	02:45 PM-03:05 PM
Philip Walsh	Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel
Gartner defines AI code assistants as a technology that helps developers write code by using foundation models trained on millions of lines of code and code-related documentation. Developers prompt assistants with a combination of natural language and code snippets to generate new code. Join us as we present this new ...	
<b>GTH12:Magic Quadrant for Integration Platform as a Service</b>	02:45 PM-03:05 PM
Andrew Comes	Stage 2, IT Xpo, Atlantic Hall, WDW Dolphin Hotel
Integration platform as a service (iPaaS) is a cloud-based integration technology used to connect on-premises, cloud-based and mobile applications and data. In this session, we will discuss how the provider landscape is changing and how you can discern what is the best type of iPaaS for your needs.	
<b>MASK21:Ask the Expert: Cloud Strategy for Midsize Enterprises (Exclusive to Midsize Enterprise Program)</b>	02:45 PM-03:30 PM
Mke Cisek	Toucan 1, WDW Swan Hotel
Midsize enterprise (MSE) CIOs must create a cloud strategy aligned to their size & scale and business priorities. Bring your questions to this interactive session we discuss practical approaches to questions such as 1) What's factors impact Midsize enterprises cloud strategies 2) How to develop a cloud strategy aligned to ...	
<b>MR21:Roundtable: Navigating Private Equity, Mergers and Acquisitions as a Midsize Enterprise CIO (Exclusive to Midsize Enterprise Program)</b>	02:45 PM-03:30 PM
Russell Joyner, Maria Nelson, Rick Holgate, Vanessa Lapins	Lark 1, WDW Swan Hotel
Organizational dynamics directly impact the CIO's role, expectations and overall metrics of success. Whether newly acquired by private equity or preparing for an imminent merger, join this facilitated conversation to learn about common pain points and strategies to seamlessly adapt to a new organization context from your peers.	

#### 03:45 PM Tuesday, October 22

<b>BR6:CIO Boardroom: Governance &amp; Security in Low-Code Development, moderated by OutSystems</b>	03:45 PM-04:30 PM
Laura Hopkinson	Europe 6, WDW Dolphin Hotel
This session will cover the best practices for managing security, compliance, and governance challenges as Low-Code adoption grows ensuring safe and scalable development.	
<b>SPS50:Palo Alto Networks: Navigating AI - Emerging Cybersecurity Threats and Security Best Practices</b>	03:45 PM-04:15 PM
Niall Browne	Southern Hemisphere II, WDW Dolphin Hotel
This session examines the latest AI cybersecurity threats, from phishing to AI-powered exploits. We'll explore AI as both a tool for cybercriminals and a powerful defense mechanism. Attendees will learn best practices for leveraging AI in threat detection, predictive analytics, and automated responses, while also security development of AI applications. ...	
<b>SPS51:Salesforce: The "How To" of AI - 5 Easy Steps to AI Success for Public Sector</b>	03:45 PM-04:15 PM
	Southern Hemisphere III, WDW Dolphin Hotel
Government leaders recognize AI as a "game-changer" for their missions, but the challenge lies in assembling all the components to achieve business impact. CIOs face difficulties in training large language models, connecting and harmonizing data, crafting effective prompts, integrating AI into business applications, and ensuring safe, accurate results. In this ...	
<b>SPS52:Grammarly: The CIO Playbook: Measuring and Scaling AI ROI</b>	03:45 PM-04:15 PM
Suha Can	Southern Hemisphere V, WDW Dolphin Hotel
Over the last 18 months, companies have furiously deployed AI tools while triaging new AI functionality popping up across their existing tech stack. Now, CIOs are feeling pressure from peers and the board to demonstrate ROI. The challenge is there is no clear playbook for evaluating what's working in a ...	
<b>SPS53:Appian: How to Be a Catalyst for Digital Transformation at Your Government Organization</b>	03:45 PM-04:15 PM
	Asia 1, WDW Dolphin Hotel
Hear from a change-agent about the successful digital transformation journey that modernized the acquisition process across the NNSA. You will learn how to build a coalition of stakeholders and boost collaboration, gather requirements and lean on partners like Gartner, secure funding, and gain executive buy-in.	
<b>SPS54:UiPath: Unlock the Power of AI in Your Business with Automation</b>	03:45 PM-04:15 PM
Timothy Kim	Swan Ballroom 4, WDW Swan Hotel
The AI revolution is here, and business leaders know they need to put AI to work. But many AI projects are underperforming. Why? Often, automation is the missing ingredient to get your AI back on track. Automation provides the context AI needs to make good decisions and ...	

<b>SPS55:Origina: Are you at Risk? How to Mitigate Megavendor Software Mandates</b>	03:45 PM-04:15 PM
Tomás O'Leary Swan Ballroom 6, WDW Swan Hotel	
Hari Candadai, SVP Global Marketing and Thought Leadership at Origina discusses strategies to derisk your software roadmap. Explore common challenges with vendor-dictated roadmaps and vendor support costs, as well as increasing financial and operational risk. Discover strategies to optimize software management including third-party maintenance and support.	
<b>SPS57:LeanIX: Drive Innovation with an Effective AI Governance Strategy</b>	03:45 PM-04:15 PM
Dominik Rose Osprey Ballroom, WDW Swan Hotel	
Discover how to effectively adopt and govern AI to drive innovation safely and at scale in your organization, while incorporating the innovation to your managed IT landscape. Join Michael Mejia, Director of Enterprise Architecture at Dell to learn how to leverage SAP LeanIX to establish clear AI standards and a ...	
<b>SPS58:Dispel: Applying Classical Military Strategy to Modern Operational Technology (OT) Defense</b>	03:45 PM-04:15 PM
Pelican 1, WDW Swan Hotel	
The United States has long held a home-field advantage in traditional military strength and homeland defense. The tyranny of distance kept adversaries off our shores for a hundred years. Technology now brings threats to our doorstep both traditionally and digitally, and Operational Technology (OT) environments will be one of the ...	
<b>04:15 PM Tuesday, October 22</b>	
<b>BRK4:Refreshment Break</b>	04:15 PM-04:45 PM
Join us for refreshments in a brief break between sessions.	
<b>04:20 PM Tuesday, October 22</b>	
<b>FD11:Workday: Adaptability in Financial Services: Turning Obstacles into Opportunities</b>	04:20 PM-04:40 PM
Gregory Upham Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel	
IT leaders in financial services firms are discovering that complex tech stacks and incompatible legacy systems are unable to provide the agility and speed needed to keep up with changing market conditions. Fortunately, today's IT leaders can move beyond the ERP model of the past with adaptable technology. In this ...	
<b>TH41:IBM: What The Intersection of Quantum and AI Means For You and Your Business</b>	04:20 PM-04:40 PM
Stage 1, IT Xpo, Atlantic Hall, WDW Dolphin Hotel	
By the end of the decade, AI models will soon be composed of modules with different cognitive abilities, enabling them to exhibit behavioral norms empowering organizations with a broad variety of use cases that require effective human-machine collaboration. Quantum computing will also have achieved an inflection point, significantly extending the ...	
<b>TH43:ProSymmetry: Accelerate Transformation with Strategic Portfolio &amp; Resource Management</b>	04:20 PM-04:40 PM
Lloyd Norman Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel	
Accelerate your organization's digital transformation and strategy delivery through coordinated resource capacity planning, financial planning, and what-if modeling. This session will demonstrate how to apply portfolio capacity planning practices to enable data-driven decisions for adapting a portfolio to new work, create roadmaps that reliably deliver strategy within talent and financial ...	
<b>TH44:Island: What If Your Browser Was Built For The Enterprise?</b>	04:20 PM-04:40 PM
Bradon Rogers Stage 4, IT Xpo, Pacific Terrace, WDW Dolphin Hotel	
The application enterprises use most is the browser. But because the browser was built for consumers, we surrounded it with an endless, complex, and expensive stack that overwhelms your security teams and interrupts end users. But what if the browser was designed for the enterprise? What could that do for ...	
<b>04:45 PM Tuesday, October 22</b>	
<b>24a:Signature Series: Future of Computing</b>	04:45 PM-05:15 PM
Frank Buytendijk Northern Hemisphere C, WDW Dolphin Hotel	
The future of computing will be a virtuous cycle. Computing use cases will drive compute mechanisms and vice versa to support human endeavors in an increasingly digital world. But the future of computing isn't just a single paradigm, it will be many styles of computing. The impact of computing will ...	
<b>24b:The Future of AI</b>	04:45 PM-05:15 PM
Erick Brethenoux Southern Hemisphere I-II, WDW Dolphin Hotel	
AI is moving fast, very fast, and more than ever AI techniques brings adaptability to an uncertain world in constant flux. But how will AI fare through increasing regulatory mandates? What are realistic expectations with respect to the future of AI? How will AI continue to impact your organization and ...	
<b>24c:Board Priorities for 2025 and What They Mean for You</b>	04:45 PM-05:15 PM
Tina Nunno Southern Hemisphere III-V, WDW Dolphin Hotel	
CIOs and IT executives are presenting to non-executive directors more often than ever. This session summarizes the results of Gartner's Board of Directors Survey, which focuses on NEDs key challenges and focus areas for 2025.	
<b>24d:Strategic Trends in Business Applications, Platforms and Architecture</b>	04:45 PM-05:15 PM
Dennis Gaughan Asia 1, WDW Dolphin Hotel	
Generative AI and other gifts of modern technology open new opportunities to the organizations that are ready to grow with them. And growth in a volatile world is an "all hands on deck" team sport. In this presentation, CIOs will learn how the new partnership dynamics of IT and business ...	
<b>24e:C-Suite Dynamics 2025: Succeed or Fail at Scale</b>	04:45 PM-05:15 PM
Jennifer Carter Swan Ballroom 4, WDW Swan Hotel	
This session will share the results of Gartner's Global C-Suite Dynamics Study. Surveying C-suite executives from around the world, this study explores how successful C-suites scale their leadership. Any C-suite can have a vision, but only a few can scale their vision to execute across the enterprise successfully. This session ...	
<b>24f:What Comes After VMware? Solving the Business Problems of Technology Change</b>	04:45 PM-05:15 PM
Paul Delory Swan Ballroom 6, WDW Swan Hotel	
The sale of VMware has thrown enterprise IT shops into turmoil, with many scrambling to find a replacement. However, moving off VMware is more of a business problem than a technology one. CIOs must act now to knock down the barriers to technical change. Join us for a clear-eyed, unbiased ...	
<b>24g:The Top Predictions of Cybersecurity for 2024</b>	04:45 PM-05:15 PM
Craig Porter Swan Ballroom 10, WDW Swan Hotel	
Every year, Gartner produces impactful predictions across all practices. This presentation will compile the top predictions prepared by our cybersecurity experts. Security and risk management leaders should monitor these trends to be successful in the digital era, especially since most recognize that global change could	

potentially be one crisis away. ...

**24h:The New Rules of Evaluating Digital Business Transformation**

04:45 PM-05:15 PM

Erin Neus-Cheong

Osprey Ballroom, WDW Swan Hotel

Gartner has been tracking digital business maturity with our clients for over a decade. The macro and technology environment has shifted substantially, which requires new perspective on how to digitally transform and optimize. With the speed of innovation, maturity is not a fixed target so repeatable transformation capabilities and velocity ...

**24i:How to Identify Metrics and KPIs to Measure IT's Business Value Contribution**

04:45 PM-05:15 PM

James Anderson

Newport West, Disney's Yacht & Beach Resort

Many CIOs are challenged to overcome stakeholders' perception that they don't truly understand the business. CIOs should use these strategies to create KPIs and metrics that evolve the perception of IT as a business partner — enabling more effective decision making toward improved business outcomes. Join this session to learn ...

**24j:The Peculiarly Challenging Business Case for GenAI**

04:45 PM-05:15 PM

Hung LeHong

Newport East, Disney's Yacht & Beach Resort

Gen AI has peculiarities. It can be well suited in some areas but fail miserably in others, making the business case complicated. CIOs don't fully account for all required costs and underestimate how these costs scale. There are also benefits like productivity and investment options. Join this session to master ...

**GFD7:The Future of Energy**

04:45 PM-05:05 PM

Shanna Grafeld

Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel

The evolving landscape of energy in the face of today's challenges could make a drastically different energy future. With water scarcity, the rise of nuclear and alternative energies, and the growing energy demands of AI and data, our energy future is at a critical crossroads. We'll discuss innovative solutions that ...

**05:15 PM Tuesday, October 22**

**NR2:IT Xpo Networking Reception**

05:15 PM-06:15 PM

IT Xpo (Atlantic Hall, Pacific Hall and Pacific Terrace), WDW Dolphin Hotel

Join us for the Networking Reception on the IT Xpo where you can engage with your peers, Gartner experts, and exhibitors while enjoying delicious food and beverages. Evaluate industry offerings that can move your business forward. Attend a Stage session to see technology in action.

**05:25 PM Tuesday, October 22**

**FD12:DocuSign: Revolutionize IT: Drive Company Transformation with a Product Management Mindset**

05:25 PM-05:45 PM

Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel

Seeking to transform your IT team from a shared service into a growth-driving operation? Discover how DocuSign' CIO and key leaders, including Babu Kesavan, VP Enterprise Architecture, adopted product management principles, like customer-centricity and iterative development, that empower their teams to strategically influence company priorities, while delivering exceptional business outcomes. ...

**TH45:Edge Delta: Key Enterprise Techniques for Implementing AI and Achieving ROI**

05:25 PM-05:45 PM

Ozan Unlu

Stage 1, IT Xpo, Atlantic Hall, WDW Dolphin Hotel

Enterprise means lots of data, and as we know, the volumes are only growing. Enabling AI to work for you when the datasets are large and constantly streaming requires a solid foundation and the ability to scale efficiently. In this session, we'll share industry techniques for those implementing AI with ...

**TH46:Check Point Software Technologies: The Human-AI Partnership in Cyber, Revolutionizing Cybersecurity Strategies**

05:25 PM-05:45 PM

Stage 2, IT Xpo, Atlantic Hall, WDW Dolphin Hotel

In this session, we explore the pivotal role of AI in transforming cybersecurity strategies. We examine why AI integration is essential in today's threat landscape, highlighting its ability to augment human capabilities and fortify defenses against evolving cyber threats. Additionally, we explore the symbiotic relationship between cybersecurity and AI, looking ...

**TH48:Uniphore: The Platform To Maximizing AI Value**

05:25 PM-05:45 PM

Stage 4, IT Xpo, Pacific Terrace, WDW Dolphin Hotel

As enterprises ramp up their investments in AI technologies, many encounter a frustrating reality: their projects often fall short of expectations. From siloed data to weak governance, these challenges derail countless AI initiatives.. For organizations eager to unlock the transformative power of generative AI, addressing these hurdles is critical. Join us ...

**05:50 PM Tuesday, October 22**

**TH49:Forward Networks: How a Network Digital Twin Delivered Savings and Reduced Outages**

05:50 PM-06:10 PM

Stage 1, IT Xpo, Atlantic Hall, WDW Dolphin Hotel

Hear from a customer how Forward Networks helps prevent outages, deliver meaningful cost savings, enhance network reliability, and ensure robust security. Join this session to learn how a digital twin: \* Reduces post-change outages \* Streamlines network operations for greater engineering efficiency \* Supports accurate budgeting \* Identifies underutilized resources for significant cost ...

**08:00 PM Tuesday, October 22**

**SE1:Special Event at EPCOT®**

08:00 PM-11:00 PM

Don't miss our special event at EPCOT® featuring the EPCOT International Food & Wine Festival! We've reserved the entire park so you can enjoy food, beverages, and access to popular attractions. Please visit our [Special Event page](https://www.gartner.com/en/attendees-navigator/na/sym34/special-event) for more information (including park access, suggested attire, dining options, and more).

**07:00 AM Wednesday, October 23**

**3INB:Attendee Breakfast: Networking by Industry**

07:00 AM-08:00 AM

Dolphin, Swan and Yacht & Beach Meal Pavilions

Enjoy breakfast and informal networking with your industry peers. Dolphin Meal Pavilion: Tables will be set aside for Federal Government, State & Local Government, Banking/Finance and Insurance. Swan Meal Pavilion: Tables will be set aside for Healthcare Providers, Healthcare Payers and Manufacturing. Yacht & Beach Meal Pavilion: Tables will be set ...

**AB3:Attendee Breakfast**

07:00 AM-09:00 AM

Dolphin, Swan and Yacht & Beach Meal Pavilions

Join other attendees for breakfast before the day's sessions.

**REG3:Registration and Information**

07:00 AM-07:15 PM

Registration and Information hours for the day.

### 07:30 AM Wednesday, October 23

#### MSEB3:Midsize Enterprise Networking Breakfast: Survive and Thrive in the New Cybersecurity Landscape (Exclusive to Midsize Enterprise Program)

07:30 AM-08:30 AM

Paul Furtado, Guru Rao

Newport D, Disney's Yacht &amp; Beach Resort

Join us for breakfast to learn about the never-ending sophistication of cyberattacks, the increased use of AI by cyber criminals and steady improvements in cybersecurity product offerings. We will then open the floor for group discussions to explore how you and your peer CIOs can creatively improve cyber defenses and ...

### 08:00 AM Wednesday, October 23

#### ES2:Executive Stories: Positioning AI to Deliver Value Across the Organization

08:00 AM-08:30 AM

Todd James

Grand Harbor North &amp; South, Disney's Yacht &amp; Beach Resort

Many organizations are able to get AI use cases up and running but fail to break through to broader transformation. Learn how one company, Kroger, is shifting from project to product to unlock speed and impact in its AI delivery, how capacity constraints are being addressed through managed democratization, and ...

#### GS3:Gartner Showcase

08:00 AM-06:00 PM

Gartner Showcase at Dolphin Central Pavilion, Pacific Terrace, Yacht &amp; Beach Foyer

Discover how we can partner with you to drive outcomes on your priorities by joining us at the Gartner Showcase for a customized Walkthrough of Gartner's Insights Platform tailored to your specific goals and initiatives. Dive into our leading tools, diagnostics, and resources that will empower you to achieve your ...

### 09:00 AM Wednesday, October 23

#### ESK4:Guest Keynote: Hidden Potential

09:00 AM-09:45 AM

Adam Grant

Live: WDW Dolphin Hotel | Remote Viewing: WDW Swan Hotel, Disney's Yacht &amp; Beach Resort, Boardwalk Inn

We live in a world that's obsessed with talent and intelligence. But the true measure of potential isn't where you start—it's how far you can travel. Building on his #1 New York Times bestseller, Hidden Potential, Adam Grant examines how to build the character skills, structures, and systems that accelerate ...

### 09:45 AM Wednesday, October 23

#### BRK5:Refreshment Break

09:45 AM-10:30 AM

Join us for refreshments in a brief break between sessions.

#### XP03:IT Xpo Open Hours

09:45 AM-07:15 PM

IT Xpo (Atlantic Hall, Pacific Hall and Pacific Terrace), WDW Dolphin Hotel

Visit IT Xpo to evaluate industry offerings that can move your business forward. Navigate Marketplaces to connect with solution providers aligned to your priorities. Explore Future Directions featuring thought-provoking Gartner insights. Attend a stage session to see technology in action.

### 10:00 AM Wednesday, October 23

#### FD13:Nexthink: The Future of DEX with AI & Automation to Improve IT Quality, Cost & Speed

10:00 AM-10:20 AM

Tim Flower

Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel

Nexthink has solved the visibility problem that technology teams have which creates disruptions and impairs our businesses from operating properly. We now take DEX into the future to simplify IT operations with AI assistance, gain insights with AI analysis, and operate the enterprise in truly compelling ways. Join Tim Flower, ...

#### TH53:IFS: Industrial AI in action: Creating a Positive, Sustainable Impact

10:00 AM-10:20 AM

Stage 1, IT Xpo, Atlantic Hall, WDW Dolphin Hotel

310m passengers fly safely every year thanks to aircraft maintained by IFS.ai; 105m US households have utilities powered by IFS.ai; 200bn packages are sustainably produced and distributed by manufacturers using IFS.ai. Join this session to learn about the power of IFS.ai and the ESG benefits leading industrial brands from across the ...

#### TH54:Asana: The Three Pillars of Work Transformation: How to Bridge Technology & Business Impact

10:00 AM-10:20 AM

Johan Dowdy

Stage 2, IT Xpo, Atlantic Hall, WDW Dolphin Hotel

According to Asana's 2024 State of the IT report, nearly two thirds of IT leaders report their departments' influence has grown significantly in the last 6 months. You are being asked to use technology to drive business impact through strategies like AI implementation and vendor consolidation. However, challenges like siloed ...

#### TH55:RiskOpsAI™:Third Party Threat Exposure Management – Using AI to Build Trust With Data

10:00 AM-10:20 AM

Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel

Organizations must adopt a forward looking data driven approach to stay ahead of the cyber and IT challenges created by third party vendors. Creating AI-driven data fabric provides a High Fidelity Single Source of Truth and solves the siloed Threat-Risk third-party vendor data dilemma. Learn how to generate threat-risk based exposure ...

#### TH56:DataRobot: Securing AI Initiatives Without Limiting Innovation at Razorpay and Freddie Mac

10:00 AM-10:20 AM

Stage 4, IT Xpo, Pacific Terrace, WDW Dolphin Hotel

Complex tech systems, disconnected workflows, and frequent changes in AI regulations and technology make it hard for AI leaders to drive AI progress. Learn how Razorpay and Freddie Mac boost teamwork and improve AI security without delaying innovation. Using DataRobot's flexible AI governance features and workflows, they built AI that ...

### 10:30 AM Wednesday, October 23

#### 31a:Signature Series: CEO Concerns 2025

10:30 AM-11:00 AM

Kristin Moyer, Don Scheibenreif

Northern Hemisphere C, WDW Dolphin Hotel

CEOs are enacting new post-crisis strategies to deal with geopolitical risks and talent challenges; leveraging AI and sustainability. Our annual global CEO survey will shine a light on the agenda shifts that CIOs should anticipate next.

#### 31b:When Not to Use Generative AI

10:30 AM-11:00 AM

Rita Sallam

Southern Hemisphere I, WDW Dolphin Hotel

Generative AI (GenAI) is only a small part of the AI landscape. Using GenAI for the wrong use cases leads to high failure rates and puts business value at risk throughout the organization. This session will help CIOs navigate the GenAI hype, providing guidance on when GenAI is not a ...

#### 31c:The Journey to Product Management and Fusion Teams at Scale: Four Keys to Success

10:30 AM-11:00 AM

Miles Gibson

Southern Hemisphere II, WDW Dolphin Hotel

Scaling product-based digital delivery with fusion teams delivers value faster, cheaper, better and happier but entails a multiyear journey to transform ways of working across the enterprise, not just IT. Learn how successful CIOs avoid common pitfalls and take an iterative, incremental approach to change, demystify product leadership, embed key ...

**31d:AI Will Transform Work: But When? and How?** 10:30 AM-11:00 AM

Jennifer Carter Southern Hemisphere III, WDW Dolphin Hotel

AI promises productivity, changing roles and a whole new set of talent challenges. But when will this come about? How? What roles? Setting the workforce up for a gradual but relentless shift will demand executive foresight, planning and tough decisions. Join this session to gain the tools and insights you ...

**31e:Strategic Roadmap to Becoming a World-Class Software Engineering Organization** 10:30 AM-11:00 AM

Bill Blösen Southern Hemisphere V, WDW Dolphin Hotel

Digital technology initiatives are a top priority for many boards of directors. Software engineering leaders are central to these initiatives. They must transform their organizations — redefining talent management and helping their teams to deliver value to business stakeholders and customers.

**31f:Life Sciences: Top Technology Trends That Will Shape the Industry's Future** 10:30 AM-11:00 AM

Michael Shanler Swan Ballroom 4, WDW Swan Hotel

New engagement models between IT and business are emerging to drive digital prowess in the wake of scientific, industry and technology disruption. This session will highlight the top technology trends life science CIOs need to be aware of to confront this disruption. Attend this session for actionable steps for success. ...

**31g:Wall Street Journal Interview Panel — The Business Value of AI** 10:30 AM-11:00 AM

Chris Howard,Sastry Durvasula,Karen Etkorn Swan Ballroom 6, WDW Swan Hotel

GenAI is acting as a catalyst for the expansion of AI in the enterprise while testing whether CIOs will be able to capitalize on this moment and deliver value at scale. Led by The Wall Street Journal enterprise technology reporter Belle Lin, and Gartner Chief of Research, Chris Howard, this ...

**31h:Is It Too Early for Midsize Enterprises and GenAI? Yes, But You Can't Wait to Start** 10:30 AM-11:00 AM

Donna Scott Swan Ballroom 10, WDW Swan Hotel

Midsize enterprises (MSEs) and brand-new, high-risk technologies are often not a good match. However, the transformational ease-of-access capabilities that generative AI (GenAI) promises make it an essential consideration for all organizations. This session will describe how MSEs are using GenAI, what use cases are delivering the most value and how ...

**31i:How to Be an Inclusive Leader** 10:30 AM-11:00 AM

Tori Paulman Osprey Ballroom, WDW Swan Hotel

In today's diverse and dynamic workplace, being an inclusive leader is crucial for fostering a culture of belonging and maximizing the potential of every employee. This session will help CIOs uncover the power of embracing and understanding various dimensions of diversity to create inclusive, high-performing teams.

**31j:Using Generative AI Without Compromising Sustainability** 10:30 AM-11:00 AM

Ed Anderson Newport West, Disney's Yacht & Beach Resort

Generative AI is a critical new technology innovation that promises to bring new value to organizations of all types. However, the potential environmental impacts of AI modeling and inference could negate any benefits. This session will provide 10 specific recommendations organizations can use to mitigate the negative environmental impacts of ...

**31k:The Cocktail Napkin Cloud Strategy: Align the Enterprise Around Key Principles** 10:30 AM-11:00 AM

Lydia Leong Newport East, Disney's Yacht & Beach Resort

CIOs must utilize several strategic principles for cloud adoption to ensure platform strategies and organizational priorities are aligned. Use the cocktail napkin cloud strategy to articulate a concise, pragmatic set of priorities and goals that can be used to drive key decisions about cloud governance and the cloud operating model. ...

**31l:3 Things CIOs Must Do to Improve Their Business Value Stories** 10:30 AM-11:00 AM

Robert Naegle Promenade Ballroom, BoardWalk Inn

The challenge of telling a more compelling business value of IT story is ubiquitous. This session will make the process of improving your business value of IT easier by focusing on three things that every CIO should do to create a more compelling value of IT message for their executive ...

**GFD8:Hype Cycle for Generative AI** 10:30 AM-10:50 AM

Arun Chandrasekaran Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel

Generative AI continues to be a top priority for the C-suite and there has been an accelerated innovation in new AI models and products to enable it. In this session, IT leaders can learn about the key techniques and technologies powering one of the most transformative technology trends of this ...

**GTH13:Hype Cycle for Data and Analytics and AI in Banking** 10:30 AM-10:50 AM

Mutusi Sau Stage 1, IT Xpo, Atlantic Hall, WDW Dolphin Hotel

In the dynamic banking world, CIOs constantly seek innovative ways to achieve growth and productivity objectives. Data and analytics, and AI provide CIOs with powerful tools to accomplish these goals. This session will delve into Gartner's Hype Cycle for Data and Analytics and AI in Banking, where we'll explore the ...

**GTH14:Hype Cycle for Advanced Technologies In Manufacturing** 10:30 AM-10:50 AM

Lillian Oyen-Ustad Stage 4, IT Xpo, Pacific Terrace, WDW Dolphin Hotel

This session will focus on the critical technologies for manufacturers, featured in the latest Gartner Hype Cycle for manufacturers. Attendees can expect to gain more insight into the five key tech areas with practical planning advice for each.

**GTH15:Magic Quadrant for Strategic Portfolio Management** 10:30 AM-10:50 AM

Daniel Stang Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel

Strategic portfolio management technologies enable continuous modeling and adaptation of the path to lead to successful business outcomes from digital investments. This session helps portfolio management leaders identify suitable vendors to support their organization's enterprisewide SPM capabilities.

**11:30 AM Wednesday, October 23**

**SPS61:IBM: Scale Productivity with Customizable AI Assistants for Any Domain** 11:30 AM-12:00 PM

Southern Hemisphere I, WDW Dolphin Hotel

By now most of us have experienced virtual assistants of some kind. But what separates a prompt engine from an AI-assistant? Critically, it's the ability to do real work. Learn how the latest AI assistants are empowering teams with needed expertise, turning piles of data into personalized insights and timely, ...

**SPS62:Okta: Unlock Growth and Developer Efficiency with Customer Identity** 11:30 AM-12:00 PM

Southern Hemisphere II, WDW Dolphin Hotel

Gen Z, Artificial Intelligence, and Passkeys. What do they all have in common? They're shaping the future of digital experiences across B2C and B2B apps. Done right, Customer Identity can help your business adapt to evolving preferences, standards, and technology. Discover how seamless customer experiences across all digital



touchpoints can ...

**SPS63:Salesforce: Unlocking Data Culture: Your Path to AI Success With Tableau**

11:30 AM-12:00 PM

Southern Hemisphere III, WDW Dolphin Hotel

Discover how a strong data culture helps your organization align on strategy, empower employees, and outperform competition. Join Tableau for tips to simplify your journey to data maturity.

**SPS64:Workday: Value of a Simplified IT Stack**

11:30 AM-12:00 PM

Paul Egenolf,Erik Hall

Southern Hemisphere V, WDW Dolphin Hotel

IT leaders look for technology and application suites to help them turn siloed and fragmented systems into a simpler landscape of interoperable systems. Join this session to hear how Workday customers have improved access to data for analytics, utilized embedded AI across business processes, and enhanced cybersecurity, all of which ...

**SPS69:Ardoq: Transforming Tradition: Driving Digital Change in a 100-Year-Old Industry Giant**

11:30 AM-12:00 PM

Osprey Ballroom, WDW Swan Hotel

Explore how CabinetWorks Group, America's largest privately held cabinet manufacturer, achieved a groundbreaking digital transformation in just 9 months. Join CTO Heidi Mattison and Ardoq as they discuss the strategies behind consolidating legacy systems, creating a unified digital ecosystem, and revolutionizing customer experience. Discover how to leverage IT to drive ...

**SPS70:Talkdesk: CAI's Service Desk Gets an AI Makeover**

11:30 AM-12:00 PM

Pedro Andrade,Thomas Grosso

Pelican 1, WDW Swan Hotel

Join this must-attend session to discover how Thomas Grosso, Executive Director, Service Desk at CAI, leveraged AI to transition from outdated technology to a modern customer service operation. Discover how AI automated tasks, offered actionable insights, and enabled proactive, personalized service. Grosso will share the challenges faced with legacy systems ...

**TL6:ThreatLocker Thought Leadership: How To Create Malware and Defend with Zero Trust**

11:30 AM-12:15 PM

Danny Jenkins

Northern Hemisphere C, WDW Dolphin Hotel

When anyone can create or have AI generate malware, it's imperative to know how malware can be successful and learn how adopting Zero Trust default-deny principles can keep your operations running and data safe from man or machine.

**12:00 PM Wednesday, October 23**

**AL3:Grab Lunch at a Meal Pavilion or on IT Xpo**

12:00 PM-02:15 PM

Dolphin, Swan and Yacht & Beach Meal Pavilions and IT Xpo Café

Head to the Meal Pavilions or visit the IT Xpo Cafés for a bite to eat! After lunch, join us on IT Xpo for our Dessert Reception to engage with your peers, Gartner experts, and exhibitors while enjoying delicious food and beverages. Evaluate industry offerings that can move your business ...

**12:05 PM Wednesday, October 23**

**FD14:Island: The Enterprise Browser - Improving Security, Transparency & Trust in the Workplace**

12:05 PM-12:25 PM

Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel

In today's digital working world, every company is a target. And the entire business bears revenue and reputational risk in the event of a breach. It makes sense, therefore, to protect the application the enterprise uses the most: the browser. While it may offer a great user experience, the browser ...

**TH58:Moveworks: Boosting Employee Productivity with a Single AI Copilot**

12:05 PM-12:25 PM

Bhavin Shah

Stage 2, IT Xpo, Atlantic Hall, WDW Dolphin Hotel

Copilots have become the main way for businesses to access genAI, but because buyers have turned to various app-specific copilots, it has created "copilot chaos" — replacing one workplace friction with another. Companies like Honeywell and GitHub have cut through this noise by using a single copilot across all enterprise ...

**TH60:Onapsis: RISE to the Challenge: Securing SAP Before, During, and After a RISE Transformation**

12:05 PM-12:25 PM

David D'Aprile

Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel

RISE with SAP offers an easier path for enterprises to more efficiently move and scale their SAP operations in the cloud. However, RISE projects can be large and complex with multiple stakeholders and moving parts. On top of this complexity, the customer must consider how to manage security responsibilities they ...

**12:30 PM Wednesday, October 23**

**32a:Maverick Research: Persistent Live Logging Is the Antidote to Deepfakes and Fake News**

12:30 PM-01:00 PM

David Furlonger

Southern Hemisphere I-II, WDW Dolphin Hotel

Trying to hide from a world of GenAI deepfakes just means that when you are accused of the worst, that's the story people will tell. Instead, people and business will proactively use cameras, bodycams, drones and other means to record themselves 24x7 and securely and credibly store those recordings with ...

**32b:Insider Risk: Protection From the Risk Within**

12:30 PM-01:00 PM

Paul Furtado

Southern Hemisphere III-V, WDW Dolphin Hotel

Trusted users with access to your data and systems pose one of the largest risks to your organization. In this session we will discuss the best practices for developing a robust insider risk program and show you some pitfalls to avoid.

**32c:Healthcare: Business Continuity Isn't Enough to Overcome the Industry's Resilience Emergency**

12:30 PM-01:00 PM

Mandi Bishop

Swan Ballroom 4, WDW Swan Hotel

Healthcare is a critical infrastructure — but it is a brittle system rife with single points of failure. This session will use recent failures and vulnerabilities to demonstrate how to transcend business continuity planning to build resilient enterprises and ecosystems.

**32d:Manufacturers: Invest in Industrial Data Management to Unlock Business Outcomes**

12:30 PM-01:00 PM

Lillian Oyen-Ustad

Swan Ballroom 6, WDW Swan Hotel

Manufacturers must translate dozens of data streams from old machines, libraries and databases into a standardized set of information that enables them to achieve business outcomes like operational excellence, profitable revenue growth and business resilience. This session will introduce the industrial data management framework and provide next steps to unlock ...

**MR29:Roundtable: Rightsizing Your IT Organization for Your Midsized Shop (Exclusive to Midsized Enterprise Program)**

12:30 PM-01:15 PM

Kathy Ameche,Amy Denkenberger,Rick Holgate,Vanessa Lapins

Peacock 2, WDW Swan Hotel

Running an MSE IT shop can be extraordinarily difficult with limited resources. MSE CIOs would love to have dedicated resources for cyber, budget management, governance, etc., but many struggle to retain just the basics. In this roundtable, discuss with your peers challenges and successes in your journey to rightsize your ...

**01:15 PM Wednesday, October 23**

<b>FD15:OneReach.ai: Unlocking Real ROI with Multi-Agent Systems</b>	01:15 PM-01:35 PM
Kevin Fredrick Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel	
For enterprise leaders, the point-solution approach of bolting AI onto existing software and silos is delivering limited ROI. Emerging multi-agent systems for AI agent orchestration deliver measurable returns within months. Kevin Fredrick, Managing Partner with OneReach.ai, will show you how to futureproof your organization by laying a flexible groundwork for ...	
<b>TH61:Workday: Gen AI Done Right: Taking a Value-Centric Approach</b>	01:15 PM-01:35 PM
Don Stacy,Joe Wilson Stage 1, IT Xpo, Atlantic Hall, WDW Dolphin Hotel	
Hear how Workday created a realistic Gen AI strategy and roadmap to deliver tangible business value with AI, while ensuring data security and responsible AI practices. Hear from Workday on our holistic approach to AI, how our customers accelerate AI innovation through platform development and our partner ecosystem, and see ...	
<b>TH62:Glean: Tools Not Toys: Make AI Drive Business Impact Not Just Buzz</b>	01:15 PM-01:35 PM
Stage 2, IT Xpo, Atlantic Hall, WDW Dolphin Hotel	
From ensuring data security and compliance to integrating AI seamlessly into complex data ecosystems, the obstacles to unlocking generative AI at work are significant. This session will delve into how enterprise-grade AI solutions can address these critical issues, providing a safe, scalable, and robust platform for innovation. Join Glean's Ryan ...	
<b>TH63:Salesforce: Transform How You Work with AI &amp; Copilot Directly in Slack</b>	01:15 PM-01:35 PM
Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel	
Explore the future of generative AI in Slack. Learn to interact with your data as easily as you talk to your colleagues, tapping into your company knowledge and into Salesforce with Einstein Copilot.	
<b>TH64:KnowBe4: AI's Dark Arts - Exposing AI's Cyber Tricks and Social Engineering Threats</b>	01:15 PM-01:35 PM
James McQuiggan Stage 4, IT Xpo, Pacific Terrace, WDW Dolphin Hotel	
Artificial intelligence (AI) revolutionizes multiple industries, providing unprecedented automation, analytics, and decision-making capabilities. However, the rapid advancements in AI technology have also led to the emergence of sophisticated social engineering attacks, posing significant challenges to individuals, businesses, and governments. This presentation will explore the impact of AI on social engineering, ...	
<b>01:40 PM Wednesday, October 23</b>	
<b>FD16:Grammarly: Ride the Wave of AI Adoption Into a More Unified Future</b>	01:40 PM-02:00 PM
Luke Behnke Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel	
AI has exploded into every aspect of the workplace, reaching every application, device, and employee. This excitement-fueled AI sprawl has created a maze of shadow AI and use cases for IT leaders to manage. While the current state of AI adoption is a web of complexity, the future must prioritize ...	
<b>TH66:Databricks: Data Intelligence Platform: Data Strategies and Lessons Learned</b>	01:40 PM-02:00 PM
Robin Sutara Stage 2, IT Xpo, Atlantic Hall, WDW Dolphin Hotel	
Get a blueprint —built from successful customer deployments —for how technology executives can develop and scale data and AI on the Databricks Data Intelligence Platform. In this session, you will hear from Robin Sutara, Databricks Field CDO, on how organizations can deploy a modern data architecture, unlock the ...	
<b>TH68:Spinnaker Support: Fund Your Modernization and AI Initiatives with AI. Support</b>	01:40 PM-02:00 PM
Stage 4, IT Xpo, Pacific Terrace, WDW Dolphin Hotel	
Digital transformation and AI projects demand significant investment, often stretching company budgets thin. Uncovering cost-effective strategies can free up resources for innovation. Join our session to learn how third-party software support for Oracle, SAP, and VMware can transform your IT operations and position you as the IT hero of your ...	
<b>02:15 PM Wednesday, October 23</b>	
<b>33a:You're in a Relationship With a Machine. How Healthy Is It?</b>	02:15 PM-02:45 PM
Mary Mesaglio Northern Hemisphere C, WDW Dolphin Hotel	
AI is not just a set of technologies and it's not just a business trend. It's a fundamental shift in how humans and machines relate to each other. Leaders should consider the financial, technical and relationship characteristics when designing AI solutions. This session describes healthy and unhealthy human-machine relationships at ...	
<b>33b:7 Disruptions You Might Not See Coming: 2024-2029</b>	02:15 PM-02:45 PM
Daryl Plummer Southern Hemisphere I, WDW Dolphin Hotel	
Disruptions are fundamental shifts that create lasting change that does not tend to die away unless disrupted by something else. CIOs must embrace the notion that disruption will continue and become more frequent. This will decide who leads and who follows. This session examines seven disruptions that are closer than ...	
<b>33c:How GenAI Is Reshaping Application Modernization Strategy</b>	02:15 PM-02:45 PM
Howard Dodd Southern Hemisphere II, WDW Dolphin Hotel	
Enterprise leaders are looking to GenAI to reinvigorate their application modernization efforts. This session provides a pragmatic viewpoint on where GenAI can impact existing constraints, provide new strategic options and reshape the expectations of modernization.	
<b>33d:Customer Experience Concepts That All CIO's Need To Know</b>	02:15 PM-02:45 PM
Michael Chiu Southern Hemisphere III, WDW Dolphin Hotel	
Organizations increasingly are asking CIOs to be involved in, and even lead CX initiatives. This session will cover the CX concepts that CIOs need to know including what CX is, getting your organization started on it, and understanding your customers. It will explain some of the key CX tools like ...	
<b>33e:Measuring and Quantifying Cost, Risk and Value of AI Initiatives</b>	02:15 PM-02:45 PM
Frances Karamouzis Southern Hemisphere V, WDW Dolphin Hotel	
AI investment is undeniable and irreversible, and it will continue to grow to "material levels" that must be reported on by CFOs. However, only a small percentage of organizations can adequately estimate the cost, identify the risks, and showcase value or benefits that are identifiable and measurable. Here Gartner will ...	
<b>33f:Crossroads: Should You Hire a Chief AI Officer?</b>	02:15 PM-02:45 PM
Whit Andrews,Carlton Sapp Swan Ballroom 4, WDW Swan Hotel	
Join us as Gartner experts consider, discuss and debate two sides of a provocative scenario; whether to hire a chief AI officer.	
<b>33g:How to Develop the Skills Needed to Realize Generative AI Results</b>	02:15 PM-02:45 PM
Jose Ramirez Swan Ballroom 6, WDW Swan Hotel	
Enterprises that build superior agile learning capabilities will develop AI and other skills needed to out-compete their competition. Generative AI promises	

breakthrough benefits but these will not be realized, nor the risks mitigated, without upskilling and reskilling employees. This session covers leading practices and new case studies to harness the ...	
<b>33h:Gartner's Cybersecurity Radar for CIOs, 2025-2026</b>	02:15 PM-02:45 PM
Leigh McMullen	Swan Ballroom 10, WDW Swan Hotel
Digital business defense is the defining problem of the digital era. This session will review the top threats and opportunities CIOs must have on their radar for 2025 through 2026.	
<b>33i:The 7 Forces Impacting Your Organization's Future: Tapestry 2025</b>	02:15 PM-02:45 PM
Marty Resnick	Osprey Ballroom, WDW Swan Hotel
To thrive in this age of disruption, just looking at trends is no longer enough. Executive leaders must consider these seven forces that will actively influence their organization's short- and long-term responses to future opportunities and risks.	
<b>33j:Overcoming Diversity Challenges — Getting to CIO and Beyond</b>	02:15 PM-02:45 PM
Kenneth Coleman, Gene Alvarez	Newport D, Disney's Yacht & Beach Resort
Diversity challenges come in many forms and CIOs face many, such as building a diverse culture of teams with diverse skill sets and learning how to prioritize and act on all these challenges. This session, presented in collaboration with the Hispanic Technology Executive Council (HITEC) and the Information Technology Senior ...	
<b>33k:Copilot for Microsoft 365: Assessing the Impact and Value so Far</b>	02:15 PM-02:45 PM
Max Goss	Newport West, Disney's Yacht & Beach Resort
With the surging interest in Copilot for Microsoft 365, CIOs are under increasing pressure from business leadership to launch Copilot initiatives. However, Copilot use cases remain unclear, and ROI is uncertain. Join this session for a data driven analysis where we assess the results from our recent 2024 Digital Workplace ...	
<b>33l:Reimagining the Future of Work for Productivity and Performance</b>	02:15 PM-02:45 PM
Tori Paulman	Newport East, Disney's Yacht & Beach Resort
AI and digitalization are revolutionizing work, yet fewer than 14% of organizations are equipped to fully harness these changes. In this session you will learn how CIOs can take their organizations from friction to flow by leveraging the builder workforce, the CEO's new strategy, and a digital employee experience DEX...	
<b>GFD9:Life in 2045: Building the Spatial World</b>	02:15 PM-02:35 PM
Austin Steinmetz	Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel
This session will explore the future spatial world where physical and virtual spaces seamlessly merge, enabling a digital environment that allows for interactive and immersive experiences that go beyond conventional boundaries. To build this dynamic and interconnected digital ecosystem, it entails the combination of multiple emerging technologies.	
<b>MR33:Roundtable: Cultivating Digital Vanguard in Your C-Suite (Exclusive to Midsize Enterprise Program)</b>	02:15 PM-03:00 PM
Steve Bozzo, Jay Hemmady, Rick Holgate, Vanessa Lapins	Peacock 2, WDW Swan Hotel
Gartner research identified four leadership profiles among CxOs in their involvement with enterprise digital initiatives, ranging from complete abdication of responsibility to being highly involved as a Digital Vanguard. Join your peers in discussing how MSE CIOs can co-lead digital initiatives and cultivate more Digital Vanguard among their c-suite peers. ...	
<b>03:05 PM Wednesday, October 23</b>	
<b>TH59:Microsoft: How Microsoft is Reimagining Knowledge Management with Generative AI: 7 Learnings</b>	03:05 PM-03:25 PM
Michael McLoughlin	Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel
Every organization faces a continual flood of new information flowing in from many sources. Generative AI (Gen AI) is the indispensable tool for mastering that flood and converting it into actionable insight. For the past year, Microsoft Corporate, External & Legal Affairs team has been using Gen AI to explore ...	
<b>03:15 PM Wednesday, October 23</b>	
<b>SPS73:IBM: Deliver Better Outcomes with AI-Driven Technology Cost and Operations Management</b>	03:15 PM-03:45 PM
	Southern Hemisphere I, WDW Dolphin Hotel
Technology is advancing faster than ever, driving up both IT complexity and costs. Today, the average enterprise uses multiple clouds and thousands of physical assets while generative AI is predicted to bring about over 1B new applications. Increasing complexity leads to inefficiencies, risk and waste, while limited visibility across disparate ...	
<b>SPS75:Salesforce: Build and Govern Custom AI Apps and Agents with Low Code</b>	03:15 PM-03:45 PM
	Southern Hemisphere III, WDW Dolphin Hotel
Learn how to use AI and low code innovations like Agent Builder & Data Cloud in Sandboxes, and new security tools like Salesforce Archive, to build and secure AI agents and apps, fast.	
<b>SPS77:ThreatLocker: Applying Zero Trust Controls at the Endpoint, A Case Study</b>	03:15 PM-03:45 PM
Danny Jenkins	Asia 1, WDW Dolphin Hotel
Zero Trust isn't a product, it's a security posture that requires planning and strategy. Hear the real-life implications of how moving to a default-deny state of operations can be applied to endpoint security. Learn the challenges and results possible from an IT professional who has been charged with executing on ...	
<b>SPS81:Neo4j: Knowledge Graphs &amp; GraphRAG - Essential Ingredients for Enterprise GenAI</b>	03:15 PM-03:45 PM
	Osprey Ballroom, WDW Swan Hotel
Knowledge graphs are emerging as useful and often necessary for bringing Enterprise GenAI projects from PoC into production. They make GenAI more dependable, transparent and secure across a wide variety of use cases. They are also helpful in GenAI application development: providing a human-navigable view of relevant knowledge that can ...	
<b>TL7:Okta Thought Leadership: AI @ Work Report</b>	03:15 PM-03:45 PM
Bhawna Singh	Northern Hemisphere C, WDW Dolphin Hotel
Each day seems to bring a new AI-related development. Despite AI's many unknowns, business leaders must make critical decisions about how and to what extent to use this technology. We were curious about how AI is impacting strategies, priorities, and concerns in the business world. That's why we surveyed 125 ...	
<b>03:45 PM Wednesday, October 23</b>	
<b>BRK6:Refreshment Break</b>	03:45 PM-04:15 PM
Join us for refreshments in a brief break between sessions.	
<b>04:15 PM Wednesday, October 23</b>	
<b>34a:What CIOs Can Learn From High-Growth Companies</b>	04:15 PM-04:45 PM

David Furlonger	Northern Hemisphere C, WDW Dolphin Hotel
This session reveals what CIOs can learn from high-growth companies in 2024. In particular, we highlight what and how high-growth companies use advanced technologies (like generative AI) to drive growth outcomes; how they view leadership as a team sport to create more agency in decision making; and where to focus ...	
<b>34b:The CIO Cybersecurity Playbook</b>	04:15 PM-04:45 PM
Paul Proctor	Southern Hemisphere I, WDW Dolphin Hotel
CIOs play a critical role in cybersecurity readiness. Whether security reports to you, or security is a peer, this playbook was developed for the parts of security that squarely hit CIO responsibility and influence. Covering key topics like the operating model, board engagement, balancing security with IT operations, and investing ...	
<b>34c:Industry Generative AI Models for Enterprises</b>	04:15 PM-04:45 PM
Sid Nag	Southern Hemisphere II, WDW Dolphin Hotel
While general-purpose models perform well across a broad set of applications, they can be impractical for use cases that require domain-specific data. IT leaders should explore industry-focused models and use cases that can be adapted to their specific user requirements using available resources.	
<b>34d:Word Wizardry: How Powerful Language Can Empower CIOs to Thrive</b>	04:15 PM-04:45 PM
Rob O'Donohue	Southern Hemisphere III, WDW Dolphin Hotel
CIOs and IT executives spend more time communicating on a weekly basis with the CEO and executive team compared to the rest of the ELT. It's important to make these interactions count. This session shows you how specific words you speak and write can propel your persuasion and influence within ...	
<b>34e:AI Strategy &amp; Maturity: Value Lessons From Practice</b>	04:15 PM-04:45 PM
Svetlana Sicular	Southern Hemisphere V, WDW Dolphin Hotel
What are the drivers for success in organizations that are the most mature in their adoption of AI? How do they identify and prioritize AI value opportunities in their business? How do they scale and accelerate AI? This presentation explores the best practices for building and improving your AI strategy, ...	
<b>34f:The New CIO's First Year: Accelerating Impact and Value as an Executive and Functional Leader</b>	04:15 PM-04:45 PM
Madelin Santana	Swan Ballroom 4, WDW Swan Hotel
New CIOs need to make a strategic impact fast, not only as the leader of IT, but as a key player in the C-suite as well. This session shares the key outcomes, actions, pitfalls and leadership traits new CIOs can prioritize for delivering quick wins and long-term transformation.	
<b>34g:Banking: Winning Techniques to Unlock GenAI Success</b>	04:15 PM-04:45 PM
Jasleen Kaur Sindhu	Swan Ballroom 6, WDW Swan Hotel
Efficiency and productivity are paramount for banking CIOs, yet most lack confidence in achieving these goals. Fortunately, GenAI presents new opportunities to enhance productivity and reshape work within banking. Join us for a session to discover how CIOs in banking are harnessing the power of GenAI. Gain practical insights and ...	
<b>34h:CIOs Must Reinvent IT's Business Engagement for the Era of AI and Fusion Teams</b>	04:15 PM-04:45 PM
Miles Gibson	Swan Ballroom 10, WDW Swan Hotel
As AI advances and business areas take on greater responsibility for digital delivery, CIOs must leapfrog from "taking and shaping demand" toward "enabling and empowering" fusion teams. This requires upgrading IT's business engagement roles: business analysts, business relationship managers and more. Learn how CIOs reinvent business engagement to maximize the ...	
<b>34i:Higher Education: Overcome Institutional Inertia, Expand Your Role and Deliver Business Outcomes</b>	04:15 PM-04:45 PM
Robert Yanckello	Osprey Ballroom, WDW Swan Hotel
The higher education CIO plays a critical role in successful higher education institutions, yet is often challenged by institutional politics, faculty oversight and tradition rather than ambition. Higher education's unique dynamics and organizational landscape require CIOs to partner with their CxO peers to overcome this inertia. Join this session and ...	
<b>34j:Insurance: Enabling Agility in a Multicore Portfolio</b>	04:15 PM-04:45 PM
James Ingham	Grand Harbor Salon 1, Disney's Yacht & Beach Resort
Whether complex multi-line insurers or single line insurers undertaking core modernization, insurance CIOs have long dreamt of a scenario of a single core platform that can support their business and IT ambitions. Re-useability of common components, lower costs, standardization of processed and increased agility make for a compelling business case. ...	
<b>34k:The Future of Cloud in 2029</b>	04:15 PM-04:45 PM
David Smith	Grand Harbor North & South, Disney's Yacht & Beach Resort
By 2029, cloud computing will be a platform to launch a new wave of disruption driven by artificial intelligence, enabling organizations to unlock business value at scale. This will provide organizations a means to foster innovation, create market disruptions and enhance customer retention in order to gain a competitive edge. ...	
<b>34l:Retail: Machine Customers Will Upend Business Models</b>	04:15 PM-04:45 PM
Robert Hetu	Newport West, Disney's Yacht & Beach Resort
How do the hyped "machine customers" point the way to the future of shopping? The rise of these technologically supercharged customers is no longer a hype but an imminent reality. Where will this start? What does this mean for retailers? How can they be prepared for the changes needed to ...	
<b>GFD10:Gametime on IT Xpo: Play 'Footprints and Footholds'</b>	04:15 PM-05:15 PM
Marty Resnick, Austin Steinmetz	Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel
Join your peers and play our Footprints and Footholds trading card game in which you are the executive leader of a multiversal organization with footprints across four different "worlds": Earth, Space, Spatial, and Synthetic. Your goal is to create footholds that represent strategic opportunities and entries into new markets. Victory ...	
<b>GTH16:Magic Quadrant for Augmented Data Quality Solutions</b>	04:15 PM-04:35 PM
Mark Beyer	Stage 1, IT Xpo, Atlantic Hall, WDW Dolphin Hotel
Data quality is an ever-lasting challenge and has significant impacts. Augmented data quality solutions fueled by AI/ML and metadata are disrupting traditional data quality practices. They also facilitate GenAI adoption by providing capabilities to improve datasets. This session showcases our findings from the most recent Magic Quadrant.	
<b>GTH17:Magic Quadrant and Critical Capabilities for SIEM</b>	04:15 PM-04:35 PM
Mitchell Schneider	Stage 4, IT Xpo, Pacific Terrace, WDW Dolphin Hotel
The security information and event management market continues to add more functionality and support modern infrastructure to meet client demands. Security operations teams require the ability to identify and respond to critical security incidents through effective data collection, investigation and response. The appropriate use of threat intelligence, behavior profiling and ...	
<b>GTH18:Magic Quadrant for Digital Experience Platforms</b>	04:15 PM-04:35 PM

Mike Lowndes	Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel
This session will cover the market trends and the current state of the digital experience platforms market.	
<b>MR39:Roundtable: What is the CIO's Role in Future-Proofing Your Organization's D&amp;A Strategy? (Exclusive to Midsize Enterprise Program)</b>	04:15 PM-05:00 PM
Maria Nelson,Fabrizio Zano, Rick Holgate, Vanessa Lapins	Lark 2, WDW Swan Hotel
CIOs and experts agree that data will be the cornerstone of effective technology strategies over the next five years. This roundtable will be a facilitated conversation on the growing importance of CIOs' command of enterprise data including data organization, preparation, access, analysis and security.	
<b>05:15 PM Wednesday, October 23</b>	
<b>35a:Enterprise Governance of AI Requires a Blended Approach</b>	05:15 PM-05:45 PM
Joanne Kopcho	Northern Hemisphere C, WDW Dolphin Hotel
As organizations evolve from pilots to operationalize AI, governance will become crucial to success. To get it right, CIOs and executives must blend governance approaches across the enterprise to align information technology, risk and data impacts. This session will cover how a blended approach to governance practices can be structured ...	
<b>35b:Power Tactics to Win Support for Your IT Strategic Plan</b>	05:15 PM-05:45 PM
Brandon Germer	Southern Hemisphere I, WDW Dolphin Hotel
Creating IT strategy is one of the top priorities for CIOs, but 53% of strategies fail to deliver on their objectives. Building stakeholder support for execution is one of the foundations for success. This session will explain the power tactics CIOs can use to build support and commitment for their ...	
<b>35c:CIO Metrics for Sustainability</b>	05:15 PM-05:45 PM
Chet Geschickter	Southern Hemisphere II, WDW Dolphin Hotel
Ninety-four percent of business leaders state that growth is dependent on the increased use of technology. With increased technology adoption comes environmental and social impacts. CIOs must be able to measure sustainability impacts to make informed trade-off decisions.	
<b>35d:Innovate With Lasting Impact: A Framework for Applied Innovation</b>	05:15 PM-05:45 PM
Peter Skyttegaard	Southern Hemisphere III, WDW Dolphin Hotel
Unleash the power of innovation with Gartner's new Innovation Framework. Move beyond experimental innovation to systematic execution and application. Design robust innovation programs, shifting from sporadic attempts to a repeatable and sustainable innovation process. Scale innovative ideas into tangible, impactful outcomes and lead your team into a future where innovation ...	
<b>35e:How CIOs Can Secure Funding by Defining the Value Proposition of Technology Innovation</b>	05:15 PM-05:45 PM
Darren Topham	Southern Hemisphere V, WDW Dolphin Hotel
CIOs lack sufficient innovation funding and must justify investments in technology innovation capabilities. To get funding, they should define a value proposition that shows technology innovation is critical to thriving in a VUCA world. This session advises how to demonstrate that technology innovation provides value to key stakeholders by driving ...	
<b>35f:Government: Digital Services Must Evolve Towards the Era of Machines</b>	05:15 PM-05:45 PM
Dean Lacheca	Swan Ballroom 4, WDW Swan Hotel
Emerging technologies are changing how governments deliver services and meet their mission objectives. As the balance shifts between humans and machines in delivering services, governments need to reassess their relationship with constituents, employees and partners. This session will help CIOs create their strategy by defining three scenarios and actions in ...	
<b>35g:Oil and Gas: CIO Guide for AI in OT Domains</b>	05:15 PM-05:45 PM
Rich McAvey	Swan Ballroom 6, WDW Swan Hotel
CIO participation in OT system management is increasing as business demand for AI in OT domains requires greater IT/OT unification. Oil and gas companies have significantly progressed, but years of challenging work remain. CIOs need a roadmap for new IT/OT management and new technology models to create alignment, orchestrate resources ...	
<b>35h:Power and Utilities: Adopt Industry Cloud to Accelerate Business Value of AI and Mitigate Risk</b>	05:15 PM-05:45 PM
Jo-Ann Clynch	Swan Ballroom 10, WDW Swan Hotel
From mitigating cyber to climate risk, AI deployed on-premises is not the answer to operational pressures intensified by stressors. Attend this session to learn the power of utilizing industry cloud to manage data, and accelerate AI-adoption to address these risks. This session will uncover ways to use intelligent operations to ...	
<b>35i:How AI Will Change the IT Department</b>	05:15 PM-05:45 PM
Christie Struckman	Osprey Ballroom, WDW Swan Hotel
Of all the areas in an enterprise, the IT organization will go through the most change due to AI. Almost every part of the IT organization can be improved with AI (e.g., SW dev, help desk, legacy modernization, IT procurement and portfolio, etc.). This session will explore all the options ...	
<b>35j:Key Design Considerations to Kickstart Your Digital Delivery Franchise</b>	05:15 PM-05:45 PM
Daniel Sanchez Reina	Grand Harbor Salon 1, Disney's Yacht & Beach Resort
Franchising digital delivery is an effective way to democratize digital delivery safely and securely (i.e., democratization "by design"). It requires an intelligent co-design with the C-suite. In this session, you will learn which aspects of the context of your enterprise are critical to making a good design.	
<b>35k:Control Your AI Before It Controls You: Manage AI Trust, Risk and Security</b>	05:15 PM-05:45 PM
Avivah Litan	Grand Harbor North & South, Disney's Yacht & Beach Resort
Securing and derisking AI requires new processes, tools and mindsets. Risks abound internally and externally while regulations take hold. This session outlines frameworks, tools and processes for managing AI trust, risk and security.	
<b>35l:AI Will Not Replace Software Developers (and May, in Fact, Require More)</b>	05:15 PM-05:45 PM
Philip Walsh	Newport West, Disney's Yacht & Beach Resort
Generative AI is reshaping software engineering, sparking predictions that developers will be replaced. Yet, increased efficiency may paradoxically boost demand for skilled engineers. Software engineering leaders must plan for the differentiated impact of AI on developer roles and workflows, from augmentation to automation, and prepare for the potential increase in ...	
<b>05:45 PM Wednesday, October 23</b>	
<b>NR3:IT Xpo Networking Reception</b>	05:45 PM-07:15 PM
	IT Xpo (Atlantic Hall, Pacific Hall and Pacific Terrace), WDW Dolphin Hotel
Join us for the Networking Reception on the IT Xpo where you can engage with your peers, Gartner experts, and exhibitors while enjoying delicious food and beverages. Evaluate industry offerings that can move your business forward. Attend a Stage session to see technology in action.	

05:55 PM Wednesday, October 23

**TH71:Upwork: The New Work Reality: Studying AI's Impact on Work**

05:55 PM-06:15 PM

Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel

As AI redefines the boundaries of technology and human creativity, its rapid emergence poses profound questions for the future of work. What is its impact on employment and the global job market? Is it equalizing global work opportunities, and what roles are disrupted and new roles created? Drawing from recent ...

06:20 PM Wednesday, October 23

**TH73:Yellow.ai: Automating Customer Support with Generative AI: Beyond the Basics**

06:20 PM-06:40 PM

Stage 1, IT Xpo, Atlantic Hall, WDW Dolphin Hotel

Discover how Generative AI transforms customer service by scaling support and reducing costs. Trusted by 1,100+ enterprises, we're experts in deploying Generative AI in complex environments, staying ahead of competitors. This talk reveals how Generative AI-driven customer support enables businesses to exceed expectations, boost efficiency, and achieve growth. Explore the latest ...

**TH74:Aisera: Exploring Enterprise GenAI & Use Cases to Supercharge Employee Productivity**

06:20 PM-06:40 PM

Stage 2, IT Xpo, Atlantic Hall, WDW Dolphin Hotel

GenAI is transforming enterprises by enhancing user productivity, improving customer satisfaction, & reducing costs. Leading this shift is AI Copilot, seamlessly answering questions and executing complex tasks. Operationalize your GenAI vision with: - A Universal AI Copilot using domain-specific LLMs for IT, HR, Finance, Procurement, Customer Service and more to ...

**TH75:CYERA: The Art of Data Mastery**

06:20 PM-06:40 PM

Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel

As a security leader you're being asked to find ways to securely enable your business to use data to drive innovation - and become a data master. But this takes a fundamental understanding of what data exists within your environment, where it's running, its risk level, who has access to ...

06:45 PM Wednesday, October 23

**TH79:Miro: Rearchitecting Your Organization to Accelerate Innovation Starts with Your Tech Stack**

06:45 PM-07:05 PM

Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel

Companies have never placed a higher priority on innovation — and yet, their readiness to deliver is at an all time low. Why? Join Miro on a deep dive into new, original research that identifies organizations' inadequate technological infrastructure as a top obstacle — often, their tooling is too complex, outdated, ...

07:15 PM Wednesday, October 23

**EHR4:Okta's Sip & Socialize**

07:15 PM-08:45 PM

Atlantic Dance Hall, BoardWalk Inn

Join Okta and our partners for a night of good food, drinks and fun entertainment! We'll have a DJ and various games to help you unwind with your peers after a long day of sessions. Walk on over to the Atlantic Dance Hall, located on the Disney Boardwalk Entertainment District, ...

07:00 AM Thursday, October 24

**4INB:Attendee Breakfast: Networking by Industry**

07:00 AM-08:00 AM

Dolphin, Swan and Yacht & Beach Meal Pavilions

Enjoy breakfast and informal networking with your industry peers. Dolphin Meal Pavilion: Tables will be set aside for Federal Government, State & Local Government, Banking/Finance and Insurance. Swan Meal Pavilion: Tables will be set aside for Healthcare Providers, Healthcare Payers, Life Sciences and Manufacturing. Yacht & Beach Meal Pavilion: Tables will be ...

**AB4:Attendee Breakfast**

07:00 AM-09:00 AM

Dolphin, Swan and Yacht & Beach Meal Pavilions

Join other attendees for breakfast before the day's sessions.

**REG4:Registration and Information**

07:00 AM-03:45 PM

Dolphin Central Pavilion, WDW Dolphin Hotel

Registration and Information hours for the day.

08:00 AM Thursday, October 24

**ES3:Executive Stories: Increasing Team Credibility and Effectiveness by Building Business Acumen**

08:00 AM-08:30 AM

Michael Eubanks

Grand Harbor North & South, Disney's Yacht & Beach Resort

In today's rapidly evolving business landscape, IT teams are expected to go beyond technical expertise and contribute to strategic decision-making. Join this dynamic session with Michael Eubanks as he shares what he's learned with goeasyLTD. (Financial Services) in building business acumen to enhance the credibility and effectiveness of IT ...

**GS4:Gartner Showcase**

08:00 AM-03:45 PM

Gartner Showcase at Dolphin Central Pavilion, Pacific Terrace, Yacht & Beach Foyer

Discover how we can partner with you to drive outcomes on your priorities by joining us at the Gartner Showcase for a customized Walkthrough of Gartner's Insights Platform tailored to your specific goals and initiatives. Dive into our leading tools, diagnostics, and resources that will empower you to achieve your ...

09:00 AM Thursday, October 24

**ESK5:Guest Keynote: Small Steps, Big Impact — A "Small Victories" Approach to Leadership**

09:00 AM-09:45 AM

Mallory Weggemann

Live: WDW Dolphin Hotel | Remote Viewing: WDW Swan Hotel, Disney's Yacht & Beach Resort, Boardwalk Inn

According to Mallory Weggemann, one of the keys to leadership is to tackle a seemingly insurmountable challenge by achieving small victories along the way. While fighting her way to the Rio Paralympic Games in 2016 after suffering a debilitating arm injury, Weggemann discovered one of the greatest qualities leaders possess ...

09:45 AM Thursday, October 24

**BRK7:Refreshment Break**

09:45 AM-10:30 AM

Join us for refreshments in a brief break between sessions.

**XPO4:IT Xpo Open Hours**

09:45 AM-01:45 PM

IT Xpo (Atlantic Hall, Pacific Hall and Pacific Terrace), WDW Dolphin Hotel

Visit IT Xpo to evaluate industry offerings that can move your business forward. Navigate Marketplaces to connect with solution providers aligned to your priorities.

Explore Future Directions featuring thought-provoking Gartner insights. Attend a stage session to see technology in action.

#### 10:05 AM Thursday, October 24

##### TH81:Cato Networks: What's Common to Apple's iPhone and Single-vendor SASE?

10:05 AM-10:25 AM

Stage 1, IT Xpo, Atlantic Hall, WDW Dolphin Hotel

Apple's iPhone revolutionized multiple and separate industries through convergence to a single solution, which has since evolved far beyond what we imagined when launched in 2007. Single-vendor SASE is very similar, but at an earlier stage of the revolution. Join this unique session to hear what the parallel lines are, ...

##### TH83:Adobe: How to Evaluate and Adopt AI Responsibly within your Organization

10:05 AM-10:25 AM

Toni Vanwinkle

Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel

In today's rapidly evolving digital landscape, the integration of AI is no longer a choice—it's a necessity for staying competitive. But how do you ensure that your AI investments deliver maximum impact while maintaining secure, compliant, and ethical standards? Join Adobe's Toni VanWinkle, VP of Employee Experience, and Emily McReynolds, Global ...

##### TH84:Monday.com: From Strategy to Execution: How to Strengthen Alignment and Deliver Lasting Impact

10:05 AM-10:25 AM

Stage 4, IT Xpo, Pacific Terrace, WDW Dolphin Hotel

Your strategic vision is strong and competitive, but the graveyard of airtight strategies is often littered with poorly executed plans, lack of alignment, and lost data. This session addresses the crucial gap between strategic vision and achieving tangible results. Learn how to empower your employees with the tools and technology ...

#### 10:30 AM Thursday, October 24

##### 41a:Top Trends in Data and Analytics 2024

10:30 AM-11:00 AM

Rita Sallam

Northern Hemisphere C, WDW Dolphin Hotel

AI has a huge impact but is not the only thing with societal, technological, and organizational implications driving change in data and analytics. We examine trends in areas such as complexity, trust, and empowerment-facing leaders and teams as they make decisions in all aspects of their bet-the-business D&A strategy.

##### 41b:CIO Checklist for Dealing With Token-Based Pricing (for Generative AI and More!)

10:30 AM-11:00 AM

Hannah Decker

Southern Hemisphere I, WDW Dolphin Hotel

Token- or credit-based pricing is not new. But with the rapid rise of generative AI and LLMs, this cost model has proliferated, as vendors in this space consistently use this to monetize their offerings. This session shows three things to negotiate to ensure control of consumption and costs.

##### 41c:Maverick: The Far Future According to Maverick

10:30 AM-11:00 AM

Frank Buytendijk, Marty Resnick

Southern Hemisphere II, WDW Dolphin Hotel

A new presentation format, but an instant classic. What are Gartner's most Maverick and controversial predictions? Things that at first make you raise your eyebrows, but also make you think "There might be something to it ..." Join this entertaining, energetic and 100% interactive session.

##### 41d:How CIOs Can Turbocharge Their Digital Strategy With Open Source

10:30 AM-11:00 AM

Arun Chandrasekaran

Southern Hemisphere III, WDW Dolphin Hotel

Open source is the backbone of digital innovation. CIOs must manage their unique risks and rewards by establishing a strategy to leverage the advantages of this powerful software development model.

##### 41e:Manufacturers: What We Have Learned About GenAI

10:30 AM-11:00 AM

Mike Ramsey

Southern Hemisphere V, WDW Dolphin Hotel

AI, GenAI especially, is underutilized in manufacturing today. Product design, process optimization and frontline workers could be prioritized if better understood. Previous digitalization efforts have fallen short because of widely disparate data sources hampering integration efforts. This presentation will give CIOs the tools to overcome resistance and pursue the most ...

##### 41f:Government: Successfully Deploying and Sustaining AI

10:30 AM-11:00 AM

Dean Lacheca

Swan Ballroom 4, WDW Swan Hotel

Government organizations are signaling broader adoption of AI capabilities and increasing investments. Various national and regional governments have published directives that provide guardrails to ensure safe, secure and trustworthy implementation of AI. This session addresses the necessary ingredients through example use cases for deploying and scaling AI capabilities in government. ...

##### 41g:Insurance: Combinatorial Technology Innovation Will Cause an Industry Reinvention

10:30 AM-11:00 AM

Kimberly Harris-Ferrante

Swan Ballroom 6, WDW Swan Hotel

AI, generative AI, data and analytics, and automation enable a reinvention of business processes with the promise of significant productivity gains. Join this session to gain actionable insights through use cases and scenarios on the evolution of the future of work in insurance. Learn how being business-outcome-focused while applying a ...

##### 41h:Consumer Goods: Build Your Business Capabilities to Protect, Grow, and Amplify Your Brand

10:30 AM-11:00 AM

Michelle DeClue

Swan Ballroom 10, WDW Swan Hotel

In an environment where change is inevitable, transformation is a radical but necessary choice to boost flexibility and agility for resilience. This session will focus on key capabilities that consumer goods companies need to revive and improve their fitness to survive and thrive. Join this session to inspire your transformation ...

##### 41i:Higher Education: How CIOs Align Technology to Navigate Enrollment Challenges

10:30 AM-11:00 AM

Marlena Brown

Osprey Ballroom, WDW Swan Hotel

Enrollment is a growing and perennial challenge for many institutions. In this session, we will explore the role of the CIO in identifying and deploying solutions that leverage data, analytics and CRM technologies to address this challenge. Join this session to learn more.

##### 41j:7 Predictions to Shape Your Digital Workplace Strategy

10:30 AM-11:00 AM

Adam Preset

Grand Harbor Salon 1, Disney's Yacht & Beach Resort

CIOs and their teams must deliver technologies and experiences daily to help employees drive the best outcomes. How will work evolve and what do you need to do to prepare for what's coming next? Join this session for our predictions about the workday, megavendor AI and digital employee experience, and ...

##### 41k:IT Strategy on a Page: 4 Simple Steps for Success

10:30 AM-11:00 AM

Ian Cox

Grand Harbor North & South, Disney's Yacht & Beach Resort

The success of your strategy depends on how well you communicate it. A one-page version of your strategy, besides offering a memorable summary, provides a powerful and versatile visual setting for telling stories that bring your strategy to life. Discover why the one-page technique is a powerful tool and learn ...

##### 41l:Embed Environmental Sustainability into IT Strategy

10:30 AM-11:00 AM

Kristin Moyer

Grand Harbor Salon 5, Disney's Yacht & Beach Resort

CEOs view environmental sustainability as a growth opportunity. CIOs play a key role in sustainability, starting with sustainable IT. This session provides a step-by-step approach to include sustainability, and specifically sustainable IT, in IT strategy.

**GFD11:Maverick Research: Artificial General Intelligence Is in the Eye of the Beholder** 10:30 AM-10:50 AM

Philip Walsh Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel

The promise or threat of artificial general intelligence makes us wonder how far away we are from machines surpassing humans. But is intelligence a fixed property that can be measured objectively with benchmarks? Join this session to explore the provocative idea that ascribing intelligence to a machine is more like ...

**GTH19:Hype Cycle for Disruptive and Emerging Technologies in Healthcare and Life Sciences** 10:30 AM-10:50 AM

Michael Shanler Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel

An explosion of new technologies has emerged in the last two years, acutely impacting healthcare and life science CIOs. Attend this session to learn about the technologies with the most hype in 2024 for healthcare and life science firms.

**GTH20:Magic Quadrant for SaaS Management Platforms** 10:30 AM-10:50 AM

Tom Cipolla Stage 2, IT Xpo, Atlantic Hall, WDW Dolphin Hotel

SaaS management platforms empower organizations to address the compounding challenges of SaaS application usage across the business that lead to overspend, elevated risk, lack of visibility and contract sprawl. This session highlights the market and vendors featured in the inaugural Magic Quadrant for SaaS Management Platforms.

**MASK41:Ask the Expert: IT Strategy for Midsize Enterprises (Exclusive to Midsize Enterprise Program)** 10:30 AM-11:15 AM

Joseph Provenza Peacock 1, WDW Swan Hotel

This interactive session will allow participants to explore the opportunities and challenges of developing an effective IT strategy in a midsize enterprise. Bring your questions (e.g., What are the critical ingredients for creating a strategy? What pitfalls should I expect/try to avoid during this process? How do I engage the ...

**MR40:Roundtable: Do You Need an IT Strategy to Influence Business Results? (Exclusive to Midsize Enterprise Program)** 10:30 AM-11:15 AM

Mo Gomes,Jeff Read,Rick Holgate,Vanessa Lapins Peacock 2, WDW Swan Hotel

CIOs in midsize enterprises must redirect their strategy development to the business in a way that it does not sound like an IT strategy but a business strategy with a technology flavor. In this roundtable session, you will discuss with your peers and define the best way to execute the ...

**11:30 AM Thursday, October 24**

**SPS84:IFS: Industrial AI: A Top US Utility Transforming Asset and Service Operations** 11:30 AM-12:00 PM

Southern Hemisphere II, WDW Dolphin Hotel

Building reliability and efficiency into any business is important; but in no industry is it as pronounced as the energy sector. In this session, a major US utility company sector will talk about how Industrial AI is being used to improve asset and service operations, how technology aids in the ...

**SPS85:Celonis: Process Intelligence: The Missing Link in Your IT Stack** 11:30 AM-12:00 PM

Gregory Saxton Southern Hemisphere III, WDW Dolphin Hotel

Explore how Celonis delivers the only truly horizontal Process Intelligence platform. This platform is designed to harmonize processes end-to-end, regardless of source systems, and across all systems. It empowers IT leaders by generating high-quality process insights that seamlessly integrate with existing tools and systems. Celonis plays a pivotal role in ...

**SPS88:Infor: Anguish to Accolades, Customer Case Studies in Hyperautomation & AI Magic** 11:30 AM-12:00 PM

Rick Rider Swan Ballroom 4, WDW Swan Hotel

Join us on an exciting journey through the world of hyperautomation and AI, where business transformations come to life! We'll guide you from the initial challenges to the ultimate triumphs, sharing valuable lessons and stories on how companies from manufacturing, healthcare, retail and more have partnered with Infor to deliver ...

**SPS89:Tanium: Enabling Safe & Reliable Automation for Cyber Hygiene & Operational Confidence** 11:30 AM-12:00 PM

Vivek Bhandari Swan Ballroom 6, WDW Swan Hotel

This session will cover how one can mitigate risk and maintain the highest levels of operational confidence using a real-time converged endpoint platform like Tanium that delivers autonomous solutions and enables the AI ecosystem. The session will cover where we have opportunities to revamp existing processes and tooling for routine ...

**11:45 AM Thursday, October 24**

**AL4:Grab Lunch at a Meal Pavilion or on IT Xpo** 11:45 AM-01:45 PM

Dolphin, Swan and Yacht & Beach Meal Pavilions and IT Xpo Café

Head to the Meal Pavilions or visit the IT Xpo Cafés for a bite to eat! After lunch, join us on IT Xpo for our Dessert Reception to engage with your peers, Gartner experts, and exhibitors while enjoying delicious food and beverages. Evaluate industry offerings that can move your business ...

**12:15 PM Thursday, October 24**

**FD20:Unqork, Inc: Migrate for the Last Time: Transform Application Development Once & for All** 12:15 PM-12:35 PM

Gary Hoberman Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel

The cloud promised freedom from hardware, data management, and complexity. It delivered - all the way up to the application layer. Enterprises still create, secure, and manage apps as they did pre-cloud. Enterprises require a new approach to create, secure, and maintain their applications in the cloud to unlock true ...

**TH85:Nile: AI Networking Automates Wired & Wireless LAN Experience** 12:15 PM-12:35 PM

Stage 1, IT Xpo, Atlantic Hall, WDW Dolphin Hotel

AI-native networking is a critical & powerful tool to automate lifecycle management across both wired & wireless LAN. Built to withstand the rigors of the most trying environments, Nile's new enterprise network fabric delivers the industry's first-ever guaranteed service. A guarantee made possible by a deterministic approach that removes decades ...

**TH87:MyWave.AI: Unlocking Rapid ROI with MyWave's Agentic GenAI** 12:15 PM-12:35 PM

Stage 3, IT Xpo, Pacific Hall, WDW Dolphin Hotel

Discover how MyWave's Agentic GenAI is revolutionising business processes across industries. This session will demonstrate how MyWave is seamlessly streamlining business across any System of Record, including SAP ECC, SAP S/4, Salesforce, Oracle, and more. Gain critical insights into reducing Total Cost of Ownership (TCO), automating complex workflows, simplifying and ...

**12:45 PM Thursday, October 24**

**42a:6 Keys to Digital Product Funding Success** 12:45 PM-01:15 PM

Jim McGittigan Southern Hemisphere I-II, WDW Dolphin Hotel



To get the full value of a product-centric model, creating product teams is not enough. The need to get senior executives onboard and shift the CFO away from project funding, with an understanding of the cost of more than just product teams is needed. We will examine six key steps ...

**42b:Measuring Trust: The Unspoken Value for AI Success** 12:45 PM-01:15 PM

Frances Karamouzis Southern Hemisphere III-V, WDW Dolphin Hotel

Engendering trust is the key to AI success. However, strategic approaches to engendering trust are unspoken and unclear. And measuring it is often not even attempted. This session will help attendees understand and engender trust and learn how to measure it.

**42c:Read Between the Lines: Ready Yourself for Legal Impacts on Your AI Ambitions** 12:45 PM-01:15 PM

Whit Andrews Swan Ballroom 4, WDW Swan Hotel

The US, Europe and China all have their own way of exercising power over AI in and outside their markets -- but so does the UK and so do other nations as well as states and cities. How can an IT executive plan and execute strategy in such a fragmented ...

**42d:AI Augmented Leadership: The New Skill Every CIO Needs** 12:45 PM-01:15 PM

Kristin Moyer Swan Ballroom 6, WDW Swan Hotel

Just like athletes use AI to augment their athletic performance, CIOs should use AI to improve their leadership skills and performance. This session will equip CIOs with use cases and advice to improve their leadership skills in 2025.

**GFD12:Exponential Technologies That Will Disrupt Your Digital Futures** 12:45 PM-01:05 PM

Chirag Dekate Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel

GPU and AI processors powered supercomputing is driving the GenAI era today. This is the foundation that catalyzes the future. Pioneering executive leaders are expecting to see what is around the corner in future technologies (including neuromorphic, quantum, photonic and biocomputing) and how impactful it will be for technology portfolios. ...

**01:20 PM Thursday, October 24**

**FD21:Cassie: Empowering Tomorrow's IT: Strategies for Consent in the Connected Era** 01:20 PM-01:40 PM

Glenn Jackson Future Directions Stage, IT Xpo, Pacific Hall, WDW Dolphin Hotel

This session dives into the evolving concept of consent, beyond accept and reject. We'll look at how to embed universal consent mechanisms into IT infrastructure to future-proof organizations, allowing user preferences to be honored in real-time across various systems, devices, and domains. Additionally, the session covers strategies for protecting and ...

**TH89:Capsifi: Enterprise Architecture co-pilot for building an interactive business operating model** 01:20 PM-01:40 PM

Stage 1, IT Xpo, Atlantic Hall, WDW Dolphin Hotel

Watch a live demonstration of an AI-enabled Enterprise Architecture CoPilot for constructing an interactive Enterprise Operating Model, streamlining the traditionally complex process of consolidating fragmented knowledge sources to accelerate EA time-to-value with AI co-pilots. Explore the essential components & structure of an enterprise operating model. Leverage intelligent agents to proactively ...

**01:45 PM Thursday, October 24**

**43a:Security 2.0 — The Evolution of Security in Midsize Enterprises** 01:45 PM-02:15 PM

Paul Furtado Southern Hemisphere I, WDW Dolphin Hotel

Midsize enterprises are challenged with addressing the changing cyber landscape with minimal resources. The importance of maturing and evolving your security program is paramount for success. This session will provide guidance on strengthening security and addressing threats, such as AI, cyber-physical systems, SaaS and insider risk.

**43b:The CIO's Guide to Platform Engineering** 01:45 PM-02:15 PM

Paul Delory Southern Hemisphere II, WDW Dolphin Hotel

Platform engineering is one of Gartner's Top Strategic Technology Trends for 2024. It represents a new operating model for IT, and the foundation for new techniques such as GitOps. But it means sweeping changes for people, policy, and process. Join us to discuss platform teams, budgets, skills, tools and ways ...

**43d:Innovation as a Service: How CIOs Can Support Democratized Innovation Across the Enterprise** 01:45 PM-02:15 PM

Darren Topham Southern Hemisphere V, WDW Dolphin Hotel

CIOs are no longer owning or controlling innovation across their organizations. It is becoming democratized and ownership of the innovation space is shifting. But CIOs still have a vital role to play in innovation. By creating an innovation-as-a-service offering they can continue to play a vital role in supporting, orchestrating ...

**43e:Listen to Weak Signals for Technologies Going Viral** 01:45 PM-02:15 PM

Christian Stephan Swan Ballroom 4, WDW Swan Hotel

ChatGPT hit the adoption of 100 million users in only two months. This increasingly rapid adoption time makes it important for CIOs and executive leaders to be aware of emerging technology trends that could disrupt their enterprises and industries. In this session, we describe how we use social media analysis ...

**43f:What Digital Transformation Means to CIOs Across Different Industries and Company Sizes** 01:45 PM-02:15 PM

Cesar Lozada Swan Ballroom 6, WDW Swan Hotel

From automation to IoT to artificial intelligence, technology is transforming our lives. CIOs charged with planning, implementing and delivering digital services must know where to focus their resources to benefit their business. This session will explore top practices for digital transformation by industry, drawing on insights from Gartner's Digital Execution ...

**43g:CIO Executive Essentials: The Right Approach to Infrastructure, Operations and Cloud Modernization** 01:45 PM-02:15 PM

Mike Cisek Swan Ballroom 10, WDW Swan Hotel

CIOs must programmatically influence infrastructure, operations and cloud environments to execute their vision for modernization. Leading and orchestrating business and technology change requires a holistic, forward-looking strategy aligned to organizational priorities, cost-aware design principles, a workload centric approach and the involvement of I&O leaders from the onset. Join this session ...

**02:30 PM Thursday, October 24**

**44a:Become More Customer-Centric With Gartner's CX CORE Model** 02:30 PM-03:00 PM

Don Scheibenreif Southern Hemisphere I, WDW Dolphin Hotel

Gartner's CX CORE Model is prompting organizations to think differently about their approach to customer relationships. But how do you get started? In this session, we'll share examples of how the model can be applied and what CIOs can do to help their organization focus more on customers.

**44b:Take a "Data First" Approach to Sustainability** 02:30 PM-03:00 PM

Chet Geschickter Southern Hemisphere II, WDW Dolphin Hotel

CIOs are under pressure to deliver sustainability applications to meet regulatory demands and stakeholder expectations. However, data is scattered across the

enterprise and a lot needs to be done to make it investment grade. A data-first approach focuses on identifying the relevant sustainability use cases and users to determine the ...

**44c:SaaS Sprawl: How to Turn Shadow IT Into Democratized Delivery (and Save Money)**

02:30 PM-03:00 PM

Tom Cipolla

Southern Hemisphere III, WDW Dolphin Hotel

SaaS spend and demand for new solutions from business units continues to grow. IT typically is aware of only a third of applications used due to decentralized ownership and sourcing. Gartner estimates that as many as 25% —and vendors report that up to 50% —of licenses are not ...

**44d:How to Shift Organizational Culture to Embrace Generative AI**

02:30 PM-03:00 PM

Kevin Rose

Southern Hemisphere V, WDW Dolphin Hotel

Does your organization have an AI-ready culture? Organizational culture is the shared identity that shapes our work norms — work norms that generative AI is about to disrupt. This session provides five steps to cultivate a generative AI culture — using generative AI — that will propel your organization into ...

**44e:Resolve IT Governance Gaps for Better Value Realization**

02:30 PM-03:00 PM

Joanne Kopcho

Swan Ballroom 4, WDW Swan Hotel

Diagnosing and remedying governance is about asking the right questions and checking the right vitals before taking remedial actions. This session discusses how CIOs can resolve disconnects within existing IT governance to accelerate decision making and the delivery of business outcomes.

**44f:How to be the Generative AI Champion Your Organization Needs**

02:30 PM-03:00 PM

Adam Preset

Swan Ballroom 6, WDW Swan Hotel

Generative AI (GenAI) is a top technology imperative with the potential to create extensive value. Organizational leaders who may know the least about it are being asked to make decisions with long-term impacts. What does the C-suite think about GenAI and how can CIOs get the support they need to ...

**44g:How to Deal With Adversarial Behaviors in the C-Suite**

02:30 PM-03:00 PM

Jennifer Carter

Swan Ballroom 10, WDW Swan Hotel

Uncover the secrets of C-executives when dealing with adversarial behaviors in the Executive Leadership Team. Gain valuable insights and practical hacks and tactics to effectively address these behaviors, safeguard your professional reputation and navigate political gaslighting.

**03:15 PM Thursday, October 24**

**45a:Mastering Cloud Cost Management: Essential Strategies for CIOs**

03:15 PM-03:45 PM

Douglas Toombs

Southern Hemisphere I, WDW Dolphin Hotel

In today's rapidly evolving digital landscape, the democratization of IT has brought a mix of both benefits and challenges — including the complexities of addressing the dynamic, real-time nature of cloud spending. This session will review Gartner's Cloud Financial Management framework, empowering CIOs to establish powerful financial controls and foster ...

**45b:The Silent Shift in Innovation Priorities From Quantum Computing**

03:15 PM-03:45 PM

Matthew Brisse

Southern Hemisphere II, WDW Dolphin Hotel

Navigating quantum computing to quantifiable business outcomes and protecting it from security risk is top of mind for many boards of directors. CIOs must create a plan of action to address these two key growth challenges. Will the shift in innovation focus toward GenAI impact quantum development? The session will ...

**45c:Make IT the Innovation Incubator for Digital Products**

03:15 PM-03:45 PM

Brandon Germer

Southern Hemisphere III, WDW Dolphin Hotel

Digital delivery is happening throughout your company. To give these ideas and solutions the best chance of creating lasting value, IT should offer foundational digital products and services that enable all teams leading digital delivery to succeed. Join this session to learn what the CxO needs of IT to support ...

**45d:Hype Isn't Value: Evaluate Emerging Technologies for Your Industry**

03:15 PM-03:45 PM

Mandi Bishop

Southern Hemisphere V, WDW Dolphin Hotel

Are emerging technologies like generative AI creating a buzz in your institution? Do you struggle to see the business value and quantify whether it's worth the effort and investment? This session will give you the tools to horizon scan and cut through the hype to unleash the power of technologies ...

**45e:Mastering the Merger: The Rise of the CIO in M&A**

03:15 PM-03:45 PM

Mark Carroll

Swan Ballroom 4, WDW Swan Hotel

Not all CIOs are brought into the mergers and acquisitions (M&A) process, but when they are, they need to lean into the process to add value. In an environment where digital business acceleration is paramount, CIOs can and must play a key role in the M&A process. In this session, ...

**45f:How to Compete at the Speed of Innovation**

03:15 PM-03:45 PM

Peter Skyttegaard

Swan Ballroom 6, WDW Swan Hotel

How is it possible for a company of modest resources, or a company that is deeply entrenched in how it does business to compete with companies holding enormous resources? The key is to compete on the speed of innovation. It stems from a deep understanding of how time can be ...

**45g:Use AI to Supercharge Innovation and Creativity**

03:15 PM-03:45 PM

Christian Stephan

Swan Ballroom 10, WDW Swan Hotel

Innovation with AI is rapidly changing creativity and problem solving. This session delves into the practical application of AI within the innovation process itself, leveraging the synergistic potential of AI and human creativity, and examining strategies for integration. Investigating real-world examples will uncover how to harness AI as a transformative ...