The World’s Most Important Gathering of CIOs and Senior IT Executives


Lead 360
Drive digital to the core
Look ahead; plan accordingly. That strategy makes sense until you are competing at digital speeds and need to drive digital innovation to the core of every process, product, and service.

Your next asset or technology partner could be anywhere: Incubating just beyond your peripheral vision. Innovating outside everyone else’s comfort zone. The ability to expand your mindset and see the future in 360 becomes essential.

By thinking, acting and leading change in multiple directions, CIOs can perceive what others cannot: Emerging trends. Unexpected opportunities. Disruptive threats. New ways to create digital sources of revenue.

Leading 360 opens your eyes to a bigger picture from the edge to the core: revealing more strategic options and smarter decisions in every direction.
An agenda focused on your priorities

This year, the track structure is built on a framework of strategic and tactical priorities that overlap and interlock across leadership, technology and information, and business strategy.

**LEADERSHIP**
**Mastering Leadership**
With disruption and change at every turn, it’s time to lead in bold, creative new ways. Designed specifically to guide your leadership journey, this track helps you to strengthen your professional effectiveness, increase your influence and nurture your entrepreneurial spirit.

**Create a Dynamic Organisation**
People play a pivotal role in the successful digital enterprise. This track offers new ways to harness human potential. Learn how to acquire and develop IT talent, simplify cross-collaboration and coordinate the access and use of information across your organisation.

**TECHNOLOGY AND INFORMATION**
**Transform the Technology Core**
As IT legacy value drops and technical debt grows, you need to quickly build core capabilities that support your organisation’s goals. Discover fast ways to innovate so you can balance legacy and digital, optimise costs and benefits and deliver a robust, reliable IT ecosystem.

**Architect the Digital Platform**
Exciting possibilities are emerging to meet the demands of digital business. Take a technical deep-dive into enterprise and solution architecture and integrative platforms as you explore critical strategies for applications, information, security and other domains.

**BUSINESS STRATEGY**
**Drive Business Performance**
Transformative growth requires you to move beyond operational efficiency. Discover how to plan and execute a successful strategy to increase business agility, improve market responsiveness and deliver outstanding customer experiences.

**Plan for the Digital Future**
A future-focused digital strategy is your key to managing disruption and exploiting opportunity. Explore the technologies, economics and demographics that will emerge over the coming decade and how they can help you deliver long-term business benefits.

Register today at www.gartner.co.za
It takes boldness to rethink the way we lead

Recognised among the most influential individuals in their industry or field, guest keynote speakers shed light on the future in their own way, exploring leadership, pivotal IT issues, resistance to change and the mindset needed to transform organisations. This year’s guest speakers are unorthodox thinkers who offer a unique, commanding vision of what it takes to lead and thrive in a digital world.

Guest Keynote Speakers

Vusi Thembekwayo
Vusi Thembekwayo is a business speaker who empowers his audience with new knowledge, research findings and tools that can be applied immediately in businesses and careers to achieve “step-change” results.

Okendo Lewis-Gayle
Okendo Lewis-Gayle is Founder and Chairman of the Harambe Entrepreneur Alliance (HEA) and author of Harambeans, a collection of stories of young African entrepreneurial leaders.

The CIO Experience: Your journey starts here

At Gartner Symposium/ITxpo, we know one size does not fit all. And, because no two senior IT leaders are the same, we have defined four journeys to help you navigate the array of topics available and to provide you an initial framework for your on-site experience. We have provided a recommended agenda for each of the following journeys:

New CIO Journey
Whether promoted internally or recruited externally, as a new CIO, you are practical and tactical. You are looking for how-to guidance in your new position and you want to ensure technology runs efficiently across the enterprise.

Strategic Operational CIO Journey
As a strategic operational CIO, you are dedicated to enhancing operations and delivering business performance while cost-optimising IT assets. You have a strong voice in determining the strategic direction of the enterprise but focus on putting technology in place to make it happen.

Business Strategist CIO Journey
As a business strategist CIO, you thrive on working with other C-suite leaders to create and sustain a competitive advantage. As a trusted ally, you have a wide circle of influence and use it to enable a sustainable business advantage with technology.

Aspiring CIO Journey
As an aspiring CIO, you are future-focused, preparing your career to become tomorrow’s CIO by acquiring the leadership, people skills, technical know-how and business acumen needed to lead a diverse team.

All CIOs

“2016 should be the year for digital tenacity for CEOs and their CIO co-pilots.”
Mark Raskino, Vice President and Gartner Fellow, Gartner Research
Meet the Speakers

George Ambler  
Executive Partner

Phil Dawson  
Research VP

Andy Kyte  
VP & Gartner Fellow

Peter Norris  
Executive Partner

Massimo Pezzini  
VP & Gartner Fellow

Stephen Prentice  
VP & Gartner Fellow

Tom Scholtz  
VP & Gartner Fellow

Lee Weldon  
Managing VP

Frank Buytendijk  
VP & Gartner Fellow

Rene Jacobs  
Managing Director, Gartner Africa

Jeffrey Mann  
Conference Chair & Research VP

Elise Olding  
Research VP

Darryl Plummer  
VP & Gartner Fellow

Mark Raskino  
VP & Gartner Fellow

Peter Sondergaard  
Senior Vice President

Terry Cosgrove  
Research VP

Rishen Kyarkanaye  
Executive Advisor

Clifford Martin  
Executive Partner

Neil Osmond  
Research VP

Kurt Potter  
VP & Distinguished Analyst

Roberto Sacco  
Research Director

Ed Thompson  
VP & Distinguished Analyst

* We reserve the right to change speakers without notice.

Register today at www.gartner.co.za
### Monday, 26 September
#### 07:30
Registration

#### 09:30
Gartner Analyst Keynote: Building Platforms for a Digital Society – Rene Jacobs, Peter Sondergaard, Daryl Plummer & Mark Raskino

#### 10:45
Comfort Break

#### 11:00
Digital Business Platforms: Integrating Your Business Ecosystems – David Willis

#### 11:45
Guest Keynote – Vusi Thembekwayo

#### 12:30
Lunch

#### 14:00
Competing in a Platform World – Daryl Plummer

#### 14:45
The CEO Perspective 2016: How CIOs Should Respond – Mark Raskino

#### 15:30
Refreshment Break

#### 16:00
Guest Keynote - Okendo Lewis-Gayle

#### 16:45
ITxpo Cocktail Reception

#### 20:00
Close

### Tuesday, 27 September
#### 09:00
**Mastering Leadership and Creating a Dynamic Organisation**

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<th>Tracks</th>
<th>Transform the Technology Core</th>
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<tr>
<td>N</td>
<td>Build Understanding to Make Change Stick - Elise Olding</td>
<td>Top 10 Technology Trends and Their Impact on IT and Operations - Phil Dawson</td>
<td>The CIO’s New Digital Business Advisor: The Increasing Importance of Enterprise Architecture in Digital Business - Lee Weldon</td>
<td>Leading IT Cultural Change and Transformation Through the Adoption of DevOps - Neil Osmond</td>
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#### 09:45
Refreshment Break

#### 10:15
Solution Provider Sessions

#### 11:00
Refreshment Break

#### 11:30
Ten Management Techniques and Beliefs to Copy from Born Digital Companies - Mark Raskino

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#### 12:15
Refreshment Break

#### 12:45
Creating Monitoring Metrics and Scorecards: Practical Structures and Visualisation Art - Kurt Potter

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<td>N</td>
<td>The Future of Endpoint Management - Terrence Cosgrove</td>
<td>The Cloud Strategy Cookbook: Becoming a Cloud Chef Instead of a Cloud Fry Cook - Daryl Plummer</td>
<td>Five Steps to Customer Experience Transformation - Ed Thompson</td>
<td>Africa’s Aspiring Innovators 2016 - Jeffrey Mann</td>
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</table>

#### 13:30
Lunch

#### 15:00
Solution Provider Sessions

#### 15:45
Refreshment Break

#### 16:15
From Partner to Trusted Ally - How to Stay Relevant as a CIO - Lee Weldon

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<td>Creating the Agile Enterprise-Defined Data Centre - Phil Dawson</td>
<td>Bimodal - Raising Everyone’s Game for Digital Business - Neil Osmond</td>
<td>The Future of Data and Analytics: Empowerment and Anarchy - Frank Buytendijk</td>
<td>How to Digitalise Your Business by Blending Analytics and Transaction Processing - Massimo Pezzini</td>
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#### 17:00
Transition Break

#### 17:15
If You Dare: Radical Cost Optimisation to Match the Severity of Enterprise Emergencies - Kurt Potter

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<td>A</td>
<td>Select the Right I&amp;O Automation Tools to Drive Efficiency, Improve Reliability and Reduce Costs - Terrence Cosgrove</td>
<td>Risk and Security Governance in a Bimodal World - Tom Scholtz</td>
<td>Use Brain-Aware Techniques for Organisational Change Success - Elise Olding</td>
<td>Bytes, Bots, Brains and Business - The Digital Disruptor - Stephen Prentice</td>
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**Note:** BS denotes Business Services, A denotes Asia Pacific, S denotes South Africa, and N denotes North America.
## Agenda

### Wednesday 28 September

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<td>10:45</td>
<td>To the Point: “3-2-1” a Simple but Powerful Way for CEOs to Strategically Align Technology Investment - Mark Raskino</td>
<td>To the Point: Cloud-Based Office Applications Require Bimodal IT Operations - Terence Cosgrove</td>
<td>To the Point: Foster a Growth, Not a Fixed Mindset - Elise Olding</td>
<td>To the Point: 15 Years of Best Practices From the Eight Building Blocks of CRM - Ed Thompson</td>
<td>To the Point: Adopt Digital Workplace Because of, not in Spite of, Security Issues - Jeffrey Mann</td>
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<td>Maverick: Disband Your Security Team Now! - Tom Scholz</td>
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<td>13:30</td>
<td>Closing Keynote - Jeffrey Mann</td>
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Content subject to change and Gartner Africa reserves the right to alter this program without notice.

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### Gartner Events on Demand

Have you missed a Gartner session or would like to listen again?

Registered attendees will receive access to streaming videos from all the analyst sessions at the Orlando Gartner Symposium/ITxpo for a full 12 months post event. Fully synchronised video, slides and captions let you experience the session exactly as it happened live. For details and sample trailers visit www.gartnereventsondemand.com

Register today at www.gartner.co.za

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In the next five years, digital revenues, processes and transactions will grow at an unprecedented pace.
Hear it first. Remain at the forefront of strategy and technology with the Gartner Signature Series.

Digital Business Platforms: Integrating Your Business Ecosystem - David Willis

Competing in a Platform World - Daryl Plummer

The CEO Perspective 2016 - How CIOs Should Respond - Mark Raskino

The Top 10 Strategic Technology Trends for 2017 - Stephen Prentice

The Future of Data and Analytics: Empowerment and Anarchy in SA - Frank Buytendijk

Top 10 Technology Trends and Their Impact on IT and Operations - Phil Dawson

Industry Day

We will begin this year’s Symposium with an in-depth Government Industry Day. *(End Users Only)*

Mike Lithgow
Managing VP

Chris Smith
Managing VP

Paul Turton
VP Consulting

Clifford Martin
Executive Partner

Agenda

Sunday - 25 September

10:30 -11:00 Registration

11:00 -11:05 Welcome Address - Barbara Robertson

11:05 -11:50 Improving Citizen Experience is One Step Towards Digital Government - Mike Lithgow

11:50 -12:00 Comfort Break

12:00 -12:45 Aligning Project Portfolios to Strategic Objectives to Drive Business Value - Clifford Martin

12:45 -14:15 Lunch

14:15 -15:00 Roundtable Discussions

15:00 -15:30 Refreshment Break

15:30 -16:15 Benchmarking for Government - how to communicate value for money with a citizen centric focus - Chris Smith

16:15 -16:30 Comfort Break

16:30 -17:15 A Decomposition of Digitalised Citizen Services - Paul Turton

17:15 -17:30 Closing - Jeffrey Mann

17:30 -18:30 Industry Day Drinks Reception
Technology in action

The ITxpo show floor offers you and your leadership team direct access to leading technologies and services - an ideal way to link your mission-critical priorities with the most relevant solutions and providers. In fact, CIOs report that ITxpo is their best opportunity to thoroughly evaluate the vendor landscape and prepare for future projects.

Sponsors

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GOLD SPONSOR:

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BRONZE SPONSORS:

Should you wish to exhibit, please contact Laura Meintjes on: +27 11 803 4706 laura.meintjes@gartner.co.za
Join an influential network

Affinity groups
Connect with others who have a common interest, such as an activity or topic

Roundtable discussions
Solve problems and share best practices with peers in small-group discussions

Meetups
Discuss highly relevant topics in small-group, self-facilitated peer-to-peer exchanges

Social events
Engage with peers at receptions, meals and special events

Ask the Analyst
45 minute sessions for end-users only, designed to provide a highly interactive Q&A session with an analyst on a specific topic

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Get up-to-the-minute event updates - the latest session or room changes, alerts and more.

Social media integration. View event social media feeds; tag event content to your favourite social sites.

Access to all session documents. Review relevant session docs and add your notes right in the app.

Prepare for a great experience
The Experience

Meet the Advisory Board
Symposium/ITxpo operates with the advice and input from individuals from a number of organisations, to help guide the content and direction, and ensure that the event addresses the needs of the audience. We would like to thank the following for their advice and support:

Franz Muller, Shoprite - Chief Information Officer
Peter du Plooy, Engen - Chief Information Officer
Tshifhiwa Ramuthaga, Financial Services Board - Chief Information Officer
Chris Holland, Nedbank - Head: Research & Emerging Technologies
Sean Maritz, Eskom - Chief Information Officer

Go One-On-One With Gartner Analysts
At Symposium/ITxpo everyone wants to ask Gartner analysts the big questions – and get specific answers to their current challenges. Attendees registered for Symposium have the exclusive opportunity to speak directly with up to two Gartner analysts in private half-hour One-on-One meetings. This personal consultation gives you direct access to the wealth of expertise of Gartner’s analysts.

Bring Your Team
Attending as a group has clear benefits. It’s about getting inspired, making new business partnerships and exploring new innovative processes across a breadth of content. As a team, align your mission critical priorities to drive business outcomes. Visit www.gartner.co.za for special team pricing.

Who Should Attend
Everyone who makes IT strategy and investment decisions will benefit from attending Gartner Symposium/ITxpo Africa 2016, including:

- Chief Information Officers
- Technology & Service Providers
- IT leaders across all roles and industries
- Chief Digital Officers, Chief Financial Officers, Chief Technology Officers, Chief Innovation Officers
- Technology & Business Strategy Executives
- Institutional Investors & Venture Capitalists
- Technology Professionals
- Press and Media

Hotels
Visit www.gartner.co.za to book your hotel accommodation.

Media Partners

[cliffcentral.com](http://cliffcentral.com)  [ITWeb](http://www.itweb.co.za)
PAYMENT METHOD:

NB: Payment required prior to event – delegates who have not paid, will not receive conference material and may be denied access to the event.

Electronic Funds Transfer or Direct Deposit (Banking details will be supplied with the invoice)

Credit Card payments:

Mastercard                   Visa Card                   American Express                   Diners Club

Card No:                                                                  Exp. Date:                                                 CVV No. (back of card):

Card Holder's Signature: ____________________________________________

Purchase Order Number (If Required):

Our VAT registration number is 4620262156. A VAT invoice will be issued on receipt of registration. All the above fees include lunches, refreshments and certain evening functions, but exclude flight and accommodation costs.

CANCELLATIONS AND SUBSTITUTIONS:

Registrations may be cancelled in writing up to a calendar month before Symposium/ITxpo without penalty. Cancellations received on or after that date (26 August 2016) or non-attendance, will be subject to the full Symposium/ITxpo fee. Substitutions may be made at any time up to the start of the programme. Sharing attendee passes is not accepted (one pass per person). Delegates who have not paid, will not receive Symposium material and may be denied access to the event. Gartner reserves the right to alter the programme without notice.

I hereby agree to the above terms and conditions.

Signature: ________________________________

For further information, please contact:
Tel: +27 (0)21 794-4569, Fax: +27 (0)21 794-3313   |   E-mail: symposiumafrica@gartner.co.za