



Tuesday, July 24, 2018

8:00 am - 5:00 pm

8:00 am - 9:00 am

9:00 am - 9:15 am

9:15 am - 10:45 am

10:45 am - 11:05 am

Registration Open

Continental Breakfast & Networking

Welcome & Opening Remarks

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

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

KC Cowling, Vice President, Digital Corporate Services & Solutions, HR Portfolio, Kaiser Permanente

Ann Dunkin, CIO, County of Santa Clara, Calif.

Matthew Karlyn, Partner, Technology Transactions & Outsourcing Practice, Foley & Lardner LLP

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

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

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

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

How AI and Cloud Will Reshape the Future of Business Communications

Brooke Julicher, VP, Enterprise Sales, West, Dialpad

Work doesn't work like it used to – especially when it comes to the way your employees

rely upon a combination of voice, video, messaging and meetings to get their jobs done. The two biggest trends shaping the future of business communications are cloud and AI. While cloud helps the enterprise throw off the shackles of aging, on-premise software and systems, artificial intelligence is moving us into the future, eliminating busy work and unlocking valuable customer insights. In this industry expert session, you'll learn how a pure-cloud phone system – one that easily integrates across existing devices -- can accelerate your company's ability to serve the needs of today's modern, mobile workforce.

[View Presentation](#)

Networking and Refreshment Break

What is Company Culture in a Digital World?

Stephen Comstock, CIO, CBSInteractive

As CIO of the digital division at CBS, Steve has enabled the transformation of multiple brands into the digital, direct-to consumer-era — including CBS All Access, CBSN digital news, and digital streaming of the Super Bowl. In this fireside chat interview, he'll share his insights and ideas on how IT leaders can create a thriving digital culture inside a large traditionally structured enterprise. "Technology without culture is just technology" is one of his favorite mantras, reflecting his belief that IT can and should be used to support a culture of collaboration. "What is culture in a digital world? It's not a foosball table and a chef — it's a unifying voice in approaching things," he explains. "It's about how you build it, communicate it and align it with your company to make sure they're not conflicting."

Networking Lunch with Hosted Discussion Tables

- Cloud Adoption, *hosted by Dialpad*
- How Will You Tackle the Most Complex Security Threats?, *hosted by Kaspersky Lab*
- Turning Shadow IT into Shadow Innovation, *hosted by Quick Base*
- Connecting Today's Enterprise Workforce with Collaborative Communications, *hosted by RingCentral*

Transforming Smiles Through Digital Technologies

Mary Kumar, Vice President, Global IT Enterprise Platforms, Align Technology, Inc.

In the "era of the selfie," smiles are on display more than ever and live for a lifetime in the digital world — so consumers want a smile they love to share. Thanks to usage data

11:05 am - 11:35 am

11:45 am - 12:15 pm

12:15 pm - 1:30 pm

1:30 pm - 2:15 pm

spanning more than two decades and insights from over 5.5 million consumers treated, Align Technology manufactures the most advanced clear aligner solution and digital scanning system in today's market, helping doctors transition from traditional analog systems to a fully integrated end-to-end digital workflow for creating better smiles. Behind the consumer success stories is a sophisticated global IT operation leading the company's digital transformation by leveraging data science, cloud, machine learning, 3D scanning technologies and more. In this fascinating look inside a rapidly growing business and a thriving IT-business collaboration, Mary will talk about technology's growing role in delivering a new consumer experience.

2:15 pm - 3:15 pm

Choose Your Adventure: How NASA Missions Leverage Six Key IT Trends

Tom Soderstrom, IT Chief Technology Officer, NASA Jet Propulsion Laboratory
On the final frontier, IT is (quite literally) out of this world. For the tech innovators at NASA's Jet Propulsion Laboratory, space missions function as both a testing and a proving ground for the leading technology trends of the future. From mega-trends such as AI Everywhere and Software Defined Everything to experiments with ubiquitous computing and cybersecurity safeguards, JPL's IT team explores and implements many of the technologies that will impact the enterprise for the next decade and beyond. In this entertaining "choose-your-own-adventure" session, IT Chief Technology and Innovation Officer Tom Soderstrom will offer the audience the chance to pick which of six IT trends and related space missions you'd like to hear more about — or vote to enjoy an overview flight of them all. Either way, you may be surprised to discover how relevant these technologies can be today (or very soon) to your business.

3:15 pm - 3:40 pm

Refreshment & Networking Break

3:45 pm - 4:45 pm

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

Bernie Cowens, VP & CSO, Pacific Gas and Electric Company
Nannette Cutliff, SVP / CIO / CISO, Pacific Service Credit Union
Ian Law, Deputy Airport Director & CIO, San Francisco International Airport
Nicholas Shevelyov, Chief Security and Privacy Officer, Silicon Valley Bank
Bob Bragdon, Publisher, CSO

Day-in-day-out security is a core competency that businesses of all sizes today must master. Those basics of blocking and tackling -- including responding to the daily assault of PII data breaches -- are now table stakes in a larger game being redefined by regulatory requirements like GDPR privacy compliance, shared risks within the digital business ecosystem and encroachments by adversarial nation-states. But beyond that, businesses in 2018 must focus on building resiliency into their operations -- the kind of resiliency that allows an enterprise to take a hit and bounce back. Those business disruptions that can shut you down for weeks pose the greatest dangers to your company's future. In this candid and practical session, we'll hear from CIOs and CISOs about how they stay on top of the "table stakes" while at the same time building-in the right shock absorbers to keep the business moving forward.

4:45 pm - 5:00 pm

5:00 pm - 5:30 pm

Closing Remarks
Moderator: Maryfran Johnson, Executive Director of CIO Programs, CIO Events and the CIO Executive Council
Cocktail Reception