



Wednesday, August 6, 2014

7:30 am - 8:45 am

Registration and Networking Breakfast

8:45 am - 9:00 am

Welcome and Opening Remarks

9:00 am - 10:00 am

Surviving the Cybersecurity Cold War: A CIO's Practical Guide for Risk Management

John Halamka, MD, MS, CIO, Beth Israel Deaconess Medical Center

In the aftermath of the 2013 Boston Marathon bombing, the city's six major hospitals were flooded with critically injured patients, national media attention and many federal, state and local government officials demanding information. For Beth Israel Deaconess CIO John Halamka -- whose IT team was responsible for guarding patient privacy and healthcare records -- the disaster presented numerous security challenges. Since that time, increased government regulation, novel threats from cyberterrorists and escalating board scrutiny have combined to make cybersecurity his top IT priority. In this riveting opening keynote, John will share stories from the front lines and discuss his multi-year plan to make Beth Israel Deaconess one of the nation's most secure healthcare providers. He'll also offer candid advice to fellow CIOs about confronting and managing cybersecurity risks.

10:00 am - 10:30 am

Expanding the Talent Pipeline: A Fireside Chat with Randstad Technologies

Andrew Speer, President of Technology Solutions and B2B Workforce Technologies, Randstad Technologies

Moderator: Maryfran Johnson, Editor in Chief, CIO magazine & Events

When CIOs work with outside partners to find or augment technology staff, talent alone doesn't always solve the problem. Contractor tenure limits, cyclical labor needs or workspace limitations can introduce complexities that slow down projects and delay business success. "What many companies today need is talent plus real estate, or talent plus methodologies," says Andrew Speer of Randstad Technologies, a large global provider of technology staff, managed services and recruitment. In this Q&A with CIO's Editor in Chief, Andrew will talk about how leading enterprises are managing talent shortages in high-growth areas like mobility, cloud and data analytics. He'll also discuss the key trends in outsourced project management, emerging talent development programs and workforce management.

10:30 am - 11:00 am

Refreshment and Networking Break

11:00 am - 11:30 am

Building a Digital Enterprise at Liberty Mutual

Mojgan Lefebvre, SVP & CIO, Global Specialty, Liberty Mutual

Every industry is effected by digital technology. The future of insurance lies in our ability to master mobility and customer analytics across a fully digitized enterprise, says CIO Mojgan Lefebvre of Liberty Mutual's \$9 Billion Global Specialty unit. "There's no doubt that insurance companies have to get there," she says. In this presentation, Mojgan will talk about how the Global Specialty division is moving towards an "anywhere/anytime" mode of doing business in everything from document management and publishing solutions to underwriting platforms.

11:30 am - 12:00 pm

Accelerating Transformation Inside the IT Organization

Meredith Whalen, SVP, IT Executive, Industry and Financial Research, IDC

Businesses everywhere are transforming the way they engage with customers and how they innovate in product and service delivery. Information technology is especially vital to these efforts, often through the use of "3rd platform" technologies such as cloud, mobile, social and analytics. But is the IT organization transforming quickly enough to keep pace? In this session, IDC's Meredith Whalen will share the latest research on how IT leaders can accelerate transformation within their own organizations. She'll also provide insight into evolving industry best practices in strategy and innovation, talent management, service management, enterprise architecture and vendor management.

12:00 pm - 1:15 pm

Networking Lunch with Hosted Discussion Tables

- Strategies for Managing Talent Shortages in High-Growth Areas like Mobility, Cloud and Data Analytics, hosted by Randstad Technologies
- Groundbreaking way to Critical Infrastructure Protection, hosted by Unisys
- Simplify Branch Office IT Infrastructure and Lower TCO, hosted by StorMagic
- Bottlenecks to Cloud Adoption, hosted by 2nd Watch
- IncidEX, the Component of TCO that Gartner Missed, hosted by Pythian
- Meeting the Growing Demands of the Customized User Workspace, hosted by AppSense
- The Challenges of Customer Identity Management in a Digital World, hosted by UnboundID
- Perspectives on Business Rules, hosted by Progress

1:15 pm - 2:15 pm

Unlocking Innovation: A Culture Transformation Workshop for Business Leaders

Frank Wander, Author, Former CIO & Founder, PeopleProductive



Years of cost cutting has disenfranchised a large portion of the workforce, creating a pressing need for top-line growth and renewed leadership. Companies in both the private and public sectors must find ways to awaken the innovative capacity that lies dormant in their organizations. But how? In this engaging, high-energy presentation and workshop, former Guardian Life CIO Frank Wander will conduct a fast-paced, creative exercise to build an "Innovation User Manual." Each table will explore a set of human factors and workplace practices that unlock innovation, recording these ideas and experiences to include in the manual. Every participant will receive a soft copy of the user manual they helped create. The results will be valuable, fun and enlightening.

2:15 pm - 2:45 pm

Transforming IT through Agile Development and the Cloud

Mark Carbrey, SVP & CIO, Agero

A leading provider of vehicle and driver safety services for drivers, car manufacturers and insurance companies, Medford, MA-based Agero prides itself on leveraging technology to help people through high-anxiety events like roadside breakdowns and accidents. As consumers continue to evolve technically, with smartphones and tablets now mainstream, companies in this market must innovate more quickly than ever before, says CIO Mark Carbrey. That need for speed, flexibility and client-facing innovation led to the creation of Agero's FastLane, a series of methodologies and technologies that were blended together to radically transform the IT organization. In this session, Mark will discuss how his IT group applied disciplined agile methodologies for software development, project portfolio management for governance and a move to the cloud for greater environmental efficiencies.

Afternoon Networking Break

2:45 pm - 3:00 pm

Double Espresso IT: Keeping Pace with Mobile Consumers at Dunkin' Brands

Jack Clare, CIO, Dunkin Brands



Millions of Dunkin' Brands customers are fans of the mobile app that launched shortly after CIO Jack Clare arrived two years ago at the franchisor of quick service restaurants, with \$9.3 billion in system-wide sales. But these days, a good app is just table stakes -- and a growing global business like Dunkin' demands a lot more from its IT group. "Our CEO (Nigel Travis) is a huge proponent of the use of technology to enable our business, and he expects us to execute with precision" on new technologies, says Jack. In this compelling look inside Dunkin's IT strategy, he'll talk about moving more aggressively into Customer Relationship Management (CRM) systems with its DD Perks loyalty program and how IT partners with marketing to engage more directly with consumers.

CXO Talk: A Live Google Hangout on VC Investment Trends

Brook Colangelo, EVP & CTO, Houghton Mifflin Harcourt

Michael Skok, Partner, North Bridge Venture Partners

Vala Afshar, CMO, Extreme Networks

Michael Krigsman, CEO, Asuret



Each week, the co-producers of CxO Talk bring prominent IT and business executives onto their live, unscripted Google Hangout to discuss innovation in enterprise business and technology. Hosts Michael Krigsman and Vala Afshar are masters at finding the most provocative ideas on leadership to explore with their guests. In this unique spin on the classic CxO Talk format, we've expanded this Google Hangout into an interactive CIO town hall discussion. Our panel brings a venture capitalist and an experienced IT leader together to talk about the market dynamics driving technology spending today, as well as the hottest trends and technologies attracting VC investment.

Closing Remarks

Moderator: Maryfran Johnson, Editor in Chief, CIO magazine & Events

Cocktail Reception

4:30 pm - 4:45 pm

4:45 pm - 5:30 pm