

Gartner[®]

SYMPOSIUM | ITXPO[®]

17 – 19 September 2018 / Cape Town, SA
gartner.com/za/symposium

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

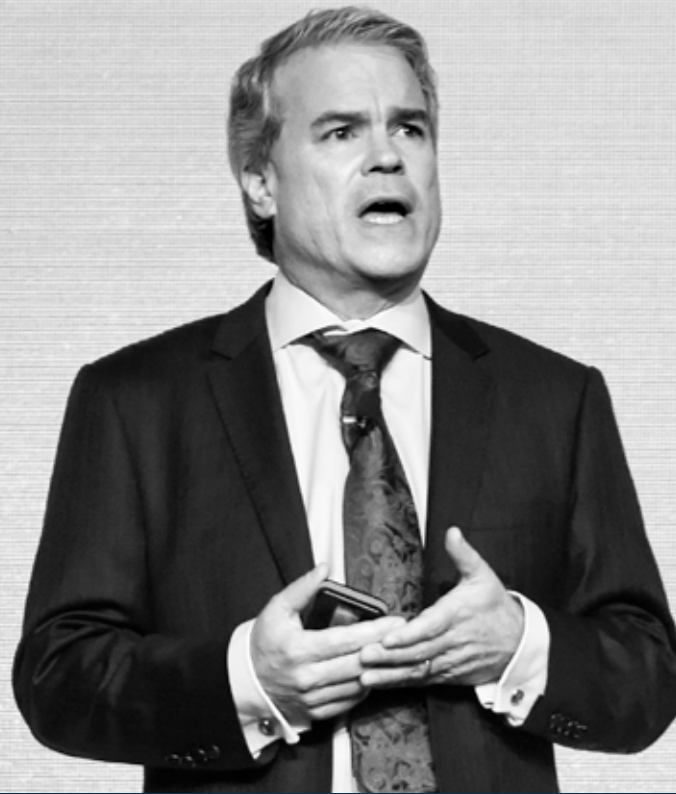
**Connect.
Discover.
Lead.**

Powering Digital Transformation

Turn your vision into action.

Digital transformation is everywhere, affecting every industry, organization and CIO. While no two CIO journeys are alike, the need to fuel their organization's digital future is common to all. Where will leaders find the ideas and technology to ignite innovation? How can talent and culture be managed to energize change?

Gartner Symposium/ITxpo provides the insights, tools and confidence needed to spur and sustain digital transformation as your organization defines it. Through the shared experiences of IT leaders from every major industry, region and enterprise size, you will determine the best ways to overcome barriers, accelerate momentum and drive the direction of digital in the context of your mission-critical priorities.



It's all here. Through an unparalleled intersection of Gartner analysts, industry experts, peers and solution providers, you will explore new ways to approach critical challenges, make decisions with confidence and achieve greater impact as a leader.



Expert **advice**

Connect with world-renowned Gartner analysts to learn what you need to know now and what's ahead. Be the first to hear the latest predictions and emerging trends, and leave with a solid action plan.



Guaranteed **inspiration**

Learn from visionary leaders and unconventional thinkers who will energize you and reveal surprising connections between life, business and technology.



Peer **networking**

From welcome receptions and special evening events, to networking with others from your industry, meet and engage with like minded leaders and build new business relationships.



Practical **solutions**

Analyze, test and compare multiple solutions and technologies in one place — and build a shortlist of the potential partners that will add the most value to your business.

An agenda for your **priorities**

This year's topic-focused agenda delivers the latest technology, strategy and leadership insights across 13 key disciplines, covering the challenges most critical to CIOs.

Application Modernization

Digital business demands that CIOs and application leaders deliver software capabilities to meet business goals. What are the emerging technologies, delivery models and skills required to create agile, flexible, versatile architectures to capitalize on opportunities? Discover how to foster innovation, evolve governance and modernize your application organization to create and deploy business critical solutions.

Sample sessions

- How to Exploit RPA for Better Business Outcomes
- Managing an Application Portfolio Demands More Than Application Portfolio Management
- Top Trends in Application Architecture That Enable Your Digital Business Transformation

Cost Optimization

Cost optimization in the age of digital business means looking beyond IT, including business costs in the initiative. These sessions examine how organizations, particularly those being disrupted by digital business or under severe economic pressure, can look at cost optimization more holistically and step away from using IT cost cutting as a business growth strategy.

Sample sessions

- Strategic Cost Optimization
- Use Gartner's Four-Step Process to Negotiate With the Megavendors — IBM, Microsoft, Oracle, SAP

Business Intelligence and Data Analytics

Data and the ability to use it, is the gold rush in the digital age. Organizations can no longer differentiate themselves from their competitors with technology alone. These sessions take a closer look at the new strategies, skills, roles and methods needed to manage and analyze data, allowing decisions to be made with more confidence.

Sample sessions

- Top Trends in Analytics That Will Change Your Business
- Analytics Best Practices to Improve Customer Retention

Customer Experience

Customers are more empowered than ever, comparing experiences across industries and even potentially forcing regulators and governments to be more accountable. As a consequence, customer experience management is a key priority for CEOs, especially because in the majority of markets, competitive differentiation has diminished over time. In these sessions, discover how to create a superior customer experience that serves as a sustainable differentiator.

Sample sessions

- Designing the Customer Journey: A Multidisciplinary Team Approach
- Prepare for the Future Customer — Customer Scenario 2030
- Superior Customer Experience — The Winner Takes It All

Cloud Computing

The role of the cloud as a carrier or vehicle for digital business is paramount. The cloud is increasingly being relied on as a vehicle for agile, scalable and elastic solutions. In these sessions, discover how to build competitive advantage by constantly adapting your strategies to leverage cloud capabilities.

Sample sessions

- The Cloud Computing Scenario: Strategy and Tactics to Live by, 2018
- Is Cloud Computing Building or Destroying Your Infrastructure and Operations?

Digital Transformation, Platforms and Strategy

Technology will be embedded in everything in the digital business of the future. Rich digital services will be delivered to everything, and intelligence will be embedded in everything behind the scenes. Discover the steps needed to achieve digital transformation for your organization and understand how to further align the physical and digital worlds for employees, partners and customers.

Sample sessions

- Battle of the Business Models!
- Strategy at the Speed of Digital Business
- Staying Ahead of Disruptions By Creating Your Own Emerging Technologies Radar

Emerging and Advanced Technologies

Technology is changing everything, and the rate at which it's changing will never be this slow again. These sessions will focus on technologies such as blockchain, AI, machine learning and 3D printing. We will explore how to identify and capitalize on trends that are driving significant change across all industries and markets.

Sample sessions

- The Emerging Technologies That Will Drive the Future of IoT
- The Blockchain Scenario
- The AI Productivity Paradox's Implications for Business Strategies

Innovation

The ability to successfully engage with disruptions is the difference between thriving and declining. True innovators don't just innovate, they fundamentally shift the dynamics of their environments. These sessions show how to use disruption as a tool of normal competition and in turn shape the organizational dynamics, the nature of strategic planning, investment priorities and the technologies used to drive the future of business.

Sample sessions

- If You Really Want to Succeed at Innovation, Define Failure, Not Success
- The Emerging Technologies That Will Drive the Future of IoT
- Scaling Innovation Beyond Pretty Prototypes

Work, People and Culture

Leadership and culture have no purpose unless there is a priority placed on people. In these sessions, explore how to develop a change-ready culture by shifting the mindset of the IT organization as well as the mindset of the rest of the enterprise. Learn how to empower your team with the right combination of skills, competencies and experience.

Sample sessions

- How Employees Are Affected by Automation and How You Can Help
- Storytelling for Success: Techniques and Ideas That Create Enthusiasm

Enterprise Architecture

Enterprise architecture and technology innovation leaders are key enablers for digital business and are accountable for helping the enterprise balance the risks and benefits of digital business innovation. These sessions focus on the role of enterprise architects in supporting the operational and strategic direction of the business, sometimes through change and disruption, and sometimes in spite of them.

Sample sessions

- Top Trends in Application Architecture That Enable Your Digital Business Transformation
- Leadership Vision for 2019: Enterprise Architecture and Technology Innovation Leader

Leadership

CIOs act as the voice of information and technology in the enterprise strategic planning process. They help business leaders understand opportunities and threats that often go unconsidered when IT is an afterthought. In these inspiring sessions, take a deep-dive into ways to incorporate IT at the heart of your organization's core leadership strategy.

Sample sessions

- To Succeed as Digital Business Executives, CIOs Must Master the Pivot!
- The CEO Perspective 2018: How CIOs Should Respond
- The Politics of Consensus-Based Decision Making for CIOs

I&O Modernization

Digital transformation has put I&O at the center of business change and growth. New technologies, methodologies and tools demand I&O leaders, CIO's and CTO's to adapt their thinking and embrace the possibilities of cloud, digital ecosystems and big data. Learn how to collaborate with application and business peers to build I&O infrastructure, processes, skills and culture that will propel innovations in digital business.

Sample sessions

- An Infrastructure and Operations Vision for 2019 and Beyond
- Is Cloud Computing Building or Destroying Your Infrastructure and Operations?

Security and Risk

While information-centric security practice is still the dominant responsibility of most security organizations today, it fails to account for the increasing impact of technology use in other areas of business. In these sessions, explore the risks brought by the digital revolution, as well as methods to adapt your IT security requirements to encompass both digital and cyberphysical needs.

Sample sessions

- Articulating the Business Value of Digital Security
- The Leadership Vision for Security and Risk Management, 2019



Explore future trends in our **Signature Series**

Each year from the Gartner Symposium/ITxpo stage, we reveal never-before-seen research as part of our Signature Series. These sessions cover some of the most anticipated insights and findings to get you ready for the year ahead.



2019 CIO Agenda: Driving Business Model Transformation

Tomas Nielsen

CEOs are reimagining business models in pursuit of growth and enhanced mission fulfillment. Helping reimagine a business model, then deploying it at scale, is a challenge all CIOs will have to rise to, but the barriers can seem daunting. What should CIOs do to reimagine and implement business model change at scale?



The CEO Perspective 2018: How CIOs Should Respond

Mark Raskino

How are business leader priorities changing in response to market cycles and economic uncertainties? How is CEO thinking changing, as the digital era progresses? Based on our annual survey and other sources we assess major trends and pull out some key actions CIOs should consider to get ahead of the game.



The Top 10 Strategic Technology Trends for 2019

Brian Burke

Strategic technology trends have significant disruptive potential and set the stage for innovation over the next five years. Companies must examine the business impact of these trends and adjust business models and operations appropriately or risk losing competitive advantage to those who do. These are trends that IT cannot afford to ignore.



A CXO's Perspective on the Opportunities and Limits of AI

Magnus Revang

It's easy to hear great visions for what AI could do. It's more important to come and learn of its practical accomplishments and core limitations, as well as what Gartner clients are actually doing with AI technologies. Most visions are fanciful. Most limitations are manageable. Most accomplishments still await action by the bulk of organizations puzzling over what's next.

Be inspired by **keynotes**

Monday 17 September

Gartner Opening Keynote

Digital business transformation is upon us. Enterprises large and small recognize the power of technology to transform their ability to deliver value. But where is it leading? The opening keynote will connect the dots on your digital journey — from culture to technologies to strategy to operating models... all so you can adapt to a world of continuous change.



Mark Raskino

VP & Gartner Fellow,
Gartner Research



Helen Huntley

VP, Gartner Research



Kristin R. Moyer

VP Distinguished Analyst,
Gartner Research

Tuesday 18 September

Guest Keynote

A New Type of Leader for the 21st Century Mindset: Insights from Neuroscience

The wonderful thing about being a human being is that although we are born with a full complement of brain cells, it is the growth of connections between the cells that accounts for the growth of the brain after birth. These connections reflect the unique sequence, - a life-story, of individual experiences and interactions with the outside world: a phenomenon known as 'plasticity' that leads to the personalisation of the physical brain, amounting to a 'mind'. Given the unprecedented challenges posed by the digital world to emotions and well-being, we need to devise the best ways for optimising fulfilment of each individual's potential with a correspondingly new type of leadership.



Baroness Susan Greenfield

British Scientist, Writer, Broadcaster and Member of the House of Lords

Wednesday 19 September

CEO interview

Brian Burke to interview **Setumo Mohaphi** from the State Information Technology Agency (SITA).



Brian Burke

VP, Gartner Research and
Conference Chair



Setumo Mohaphi

CEO, State Information Technology
Agency (SITA)

Gartner Closing Keynote

Leadership in the ContinuousNext

As we move to the ContinuousNext, CIOs and IT leaders will need to up their leadership game. The ContinuousNext will require CIOs to develop continuous transformation skills and the capability to deliver both amazing talent and transformative technology enabled innovation to the enterprise.



**Leigh
McMullen**

VP, Gartner
Research



Brian Burke

VP, Gartner
Research and
Conference
Chair



Join a **global con**

The digital era has brought unprecedented change to technology, business and society. Beyond managing IT, CIOs are called to lead and inspire their teams and business stakeholders through deeply transformative business models, practices and cultures.

The CIO Experience offers CIOs the opportunity to connect with peers across regions and industries, and gain new perspectives on the challenges and opportunities of digital business. As a CIO attendee, you will benefit from:

- CIO workshops, designed to provide valuable how-to insight from CIO peers and Gartner facilitators
- Access to CIO-only networking lunches with keynote presentations by visionaries and market leaders
- Early registration privileges for Gartner one-on-one meetings*

Apply to participate in the CIO Experience when you register for Gartner Symposium/ITxpo 2018.**

Community of CIOs

CIO Experience Lunch Keynotes

Monday 17 September



Abdullah Verachia
Global Strategist &
International Speaker

**Disruption, Disintermediation
and Digital**

Tuesday 18 September



Peter van Kets
Professional Endurance Adventurer,
Inspirational Speaker

“The presentations were outstanding. The content was relevant, speakers and presenters were excellent.”

CIO, Department of Science and Technology

For up-to-the-minute keynote announcements, visit gartner.com/za/symposium

*Gartner one-on-one meetings are 30-minute private on-site consultations with a Gartner analyst; each attendee is entitled to two meetings.

**There are no additional costs associated with the CIO Experience. Preregister on Gartner Events Navigator. To ensure an exclusive CIO-only experience, attendees must qualify and meet the criteria to participate. CIO primary members of Gartner Executive Programs enjoy all of the benefits associated with this program. Visit gartner.com/za/symposium and click on The CIO Experience to view a complete list of eligibility criteria.



Lead with Gartner

Most organizations invest significant time and money in developing a sound IT strategy. But a strategy is only as effective as the technical team's ability to execute it.

Gartner provides the insights, guidance and best practices you need to deliver flawless execution and outstanding results on the initiatives that support your IT strategy.

Gartner is the world's leading research and advisory company, helping business leaders make the right decisions, every day. Our research is:

100% independent and impartial. Our independence as a research firm is the key to our objectivity, and enables our analysts and consultants to provide unbiased advice you can trust.

Proven and reliable. Our methodologies consist of research practices, procedures and rules that distill large volumes of data into clear, precise, actionable insight.

Relevant to your role. We cut through the complexity, and deliver the knowledge you need to make the right decisions quickly and with confidence.

Innovation and Inspiration

Gartner Symposium/ITxpo gives you the opportunity to learn from, and exchange ideas with, leading CIOs and Senior IT Executives from across a range of industries and organizations. Groundbreaking projects and cutting edge initiatives will be discussed by prominent CIOs and IT leaders from Africa.

Please review the full agenda on gartner.com/za/symposium for complete details on CIO Story sessions.

“This has been one of the best Gartner events I have attended. The agenda is relevant and covering my priorities. My most critical issues are being covered. Oh! I also love those interactive Gartner sessions.”

CIO, Sanlam Group





Gartner **one-on-one** meetings

Take the opportunity to discuss your strategy, technology decisions and next steps face-to-face with a Gartner analyst. You'll tap years of expertise and insight and find answers to your key questions. These valuable sessions book quickly — many attendees have commented that the Gartner one-on-one meeting is “worth the price of admission”.

Analysts at this year's Symposium/ITxpo



Brian Burke
Research VP and
Conference Chair



Ian Cox
Research Director



Andrea Di Maio
Managing VP



Ed Gabrys
Research Director



Milind Govekar
Research VP



Deonn Griffin
Research Director



Peter Havart-Simkin
Research Director



Gareth Herschel
Research VP



Helen Huntley
Research VP



Rajesh Kandaswamy
Research VP



Leigh McMullen
Research VP



Kristin R. Moyer
VP Distinguished Analyst



Tomas Nielsen
Research Director



Mark Raskino
VP & Gartner Fellow



Magnus Revang
Research Director



Roberto Sacco
Research Director



Don Scheibenreif
VP Distinguished Analyst



Mbula Schoen
Principal Research Analyst



Tom Scholtz
VP & Gartner Fellow



Nicole Sturgill
Principal Executive Advisor



Anne Thomas
VP Distinguished Analyst



Ed Thompson
VP Distinguished Analyst



Cathy Tornbohm
Research VP



Stefan Van Der Zijden
Research Director



Erik Van Ommeren
Research Director



Lee Weldon
Managing VP



David Willis
VP Distinguished Analyst

Leverage **industry** insights

Gartner's Industry content provides an exceptional platform for CIOs and IT leaders to gain multifaceted insight into the opportunities and challenges of powering digital transformation in key verticals, as well as to exchange ideas and experiences with others from similar organizations. Attendees will be exposed to the latest thinking around business model innovation, explore future industry scenarios and hone and validate their strategies for the successful adoption of critical technologies.

Banking-Investment Services

Throughout 2018, the core of all the research done by Gartner's Banking and Investment Services team has been "How to become a digital bank". The focus of the banking content at Symposium/ITxpo in Cape Town is no different. Banks understand why they need to change — now they need guidance on how to make that change happen.

Government: Transitioning to Digital Government

Technological capabilities and social forces have converged to encourage government organizations to advance beyond simple online efficiencies and take full advantage of digital data to optimize, transform or create entirely new services, while renovating back-end systems. However, many government CIOs and other executives struggle to articulate a compelling business vision on which to base a digital strategy. This track helps you articulate a realistic digital ambition, and to connect your IT strategy, roadmap and KPIs to the organization's mission, program outcomes and roadmap.



Top 10 reasons to attend

CIO Story Sessions

These real-life, insightful stories delivered by CIOs bring to light many of the challenges and opportunities you may be facing in your role.

Contract Negotiation Clinics

Gain Gartner insights, tactics and concrete guidance to help you cost-optimize your assets, stretch your budget and save money when you're preparing for vendor contract negotiations.

Gartner One-on-One Meetings

Pre-book a 30 minute meeting that offers you the undivided attention of a Gartner analyst who will help validate your IT strategy, identify areas for improvement and provide clear options for next steps and outcomes.

ITxpo Exhibit Showcase

Discover the most innovative solutions in one convenient location so you can quickly evaluate the provider landscape and source technologies that will best help you achieve your enterprise objectives.

Guest Keynotes

Enjoy industry and market insights from cutting edge technology leaders, who will give you a broader vision for leadership and development.

Networking

From welcome receptions to special evening events, build new business relationships with like-minded attendees.

Opening Analyst Keynote

Be the first to hear exclusive new content and forthcoming trends that will catalyze your discussions and validate your strategy — at the event and throughout the year.

Roundtables

Collaborate with fellow attendees on lessons learned and best practices giving you a fresh perspective and tangible action plan.

CIO Workshops

Be innovative and get answers from your CIO peers to enhance skills and develop new ideas in this 90 minute Gartner facilitated workshop.

“I think all CIOs and CEOs should attend Gartner Symposium/ITxpo together to move their companies forward in this digital age.”

CIO, South African National Blood Services

Discover the latest technology

Representing the full range of solutions to drive your digital business, the ITxpo exhibit showcase empowers you to expand your understanding of what's possible, explore new technologies, validate ideas and discuss strategic direction. ITxpo streamlines your search by allowing you to compare more solutions in less time.

2018 ITxpo highlights include:

ITxpo stage sessions

These briefs offer a quick snapshot of the solution landscape and hot technology areas today. Exhibitors reveal novel new offerings.

Exhibitor consultation meetings

Looking to get to the heart of an exhibitor's offering? Meet face-to-face and remove all distractions. Exhibitor consultations are an ideal way to listen and be heard. Exhibitors tailor advice to your business priorities and offer tangible next steps to achieve them.

ITxpo receptions

Network, find solutions and learn about the latest technologies by attending lively receptions that facilitate a meaningful exchange of ideas — all in an environment enhanced by good food and drink.



PREMIER EXHIBITOR*



Launched in 1994, the MTN Group is a multinational telecommunications group, operating in 22 countries in Africa, Asia and the Middle East. The MTN Group is listed on the JSE Securities Exchange in South Africa under the share code: "MTN". As of 30 June 2017, MTN recorded 231,8m, million subscribers across its operations in Afghanistan, Benin, Botswana, Cameroon, Cote d'Ivoire, Cyprus, Ghana, Guinea Bissau, Guinea Republic, Iran, Liberia, Nigeria, Republic of Congo (Congo Brazzaville), Rwanda, South Africa, Sudan, South Sudan Swaziland, Syria, Uganda, Yemen and Zambia. Visit us at www.mtn.com and www.mtn.co.za

PLATINUM EXHIBITORS*



Avaya is a global leader in digital communications software, services and devices for businesses of all sizes. Our open, intelligent and customizable solutions for contact centers and unified communications offer the flexibility of Cloud, on-premises and hybrid deployments. Avaya shapes intelligent connections and creates seamless communication experiences for our customers, and their customers. Our professional planning, support and management services teams help optimize solutions, for highly reliable and efficient deployments. Avaya Holdings Corp. is traded on the NYSE under the ticker AVYA. www.avaya.com



Cofense, formerly PhishMe, is the leading provider of human-driven phishing defense solutions worldwide. Our collective defense suite combines best-in class incident response technologies with timely attack intelligence sourced from employees. Cofense enables thousands of global organizations to stop attacks in progress faster and stay ahead of breaches. www.cofense.com



KYOCERA Document Solutions South Africa are renowned for tailor-made document solutions that provide a perfect blend of premium products, software solutions and professional services that increase an organization's workflow efficiency, enhance employee productivity, minimise environmental impact and reduce operating costs, whilst focusing on an impactful overall value proposition. www.kyoceradocumentsolutions.co.za



Liquid Telecom is a leading communications services and solutions provider across 13 countries in Eastern, Central and Southern Africa that serves carrier, enterprise and retail customers with high-speed, reliable connectivity and digital services. It has built Africa's largest independent fibre network, spanning over 50,000km, and operates state-of-the-art data centres in Johannesburg, Cape Town and Nairobi, with a combined 6,800 square meters of rack space. This is in addition to leading cloud-based services, such as Microsoft Office365 and Microsoft Azure, and innovative digital content provision, including Netflix, NBA, TED and Kwese Play. Through this combined offering, Liquid Telecom is enhancing customers' experience on their digital journey. www.liquidtelecom.co.za



With the hyper-growth and hyper-sprawl of today's data, traditional data management is not enough. Data must become Hyper-Available. Getting there requires a new approach that merges the traditional disciplines of data backup and recovery, data protection and data security. Moving from policy-based to behavior-based management to make data both intelligent, and ultimately, self-governing. As the leader in Availability across multi-cloud environments, Veeam® is uniquely positioned to help customers along their journey to Intelligent Data Management. <http://veeam.com/>

SILVER EXHIBITORS*



BotRepublic is an agile new player in the artificial intelligence (AI) space. We focused our attention on information technology helpdesks — using AI chatbots to create phenomenal customer experiences. We specialise in creating chatbots for Enterprise Resource Planning, Helpdesk and employee self-service applications. www.botrepublic.co.za



Corr-Serve is an authorised distributor of select IT performance monitoring and operations management products in Southern Africa. The company's portfolio of products reduces information and communication technology (ICT) spend and empowers informed decisions for operational excellence. www.corrserve.co.za



Darktrace is the world's leading AI company for cyber security. Darktrace's Enterprise Immune System uses AI algorithms to defend networks of all types and sizes. www.darktrace.com



Forcepoint's human-centric cybersecurity systems protect your most valuable assets at the human point: the intersection of users, data and networks. www.forcepoint.com



Fortinet secures the largest enterprise, service provider, and government organizations around the world. Fortinet Security Fabric architecture delivers security without compromise to address the most critical security challenges, whether in networked, application, cloud or mobile environments. www.fortinet.com



Liferay makes software that helps companies create digital experiences on web, mobile and connected devices. The Liferay platform is open source, which makes it more reliable, innovative and secure. Companies such as Carrefour, Coach, Danone, Domino's, Lufthansa Aviation Training, Siemens, Société Générale and VMware use Liferay. www.liferay.com



Redstor's next generation cloud data management unifies backup, DR and archiving, providing instant access to data — wherever it's stored, from a single control centre. www.redstor.com



Software AG is a global, independent software company that uses best-in-class software to enable our customers to unleash their vision in a smarter, connected world. www.softwara.com

*Exhibitors as of 29 June 2018, and subject to change; Premier exhibitors presenting a solution provider session, also subject to change



Be here for what's next

3 ways to register

Web: gartner.com/za/symposium

Email: GartnerGlobalEvents@gartner.com

Phone: : +27 87 550 3913

What's included in your registration?

- Conference attendance 17 – 19 September 2018
- Gartner one-on-one meetings (preconference scheduling required)
- Planned functions and meals
- Networking receptions
- The CIO Experience (eligible CIO attendees only; application required)



The CIO Experience

If you are a CIO, confirm your eligibility to participate in the CIO Experience — you will be prompted to apply during the online registration process.

Bring Your Team

Attending as a group has clear benefits. It's about getting inspired. Making new business partnerships. Exploring innovative processes. And celebrating the incredible breadth of knowledge on hand. As a team, align mission-critical priorities — yours and those of the enterprise — to drive business outcomes.

Visit the website for special team pricing.

Hotels

You can book your Gartner Symposium/ITxpo accommodation from the list of preferred hotels that can be found on the events website.

Gartner Executive Programs Members

Take advantage of the complimentary VIP attendance and benefits your Executive Programs membership provides. Contact your service delivery associate to register today to attend Gartner Symposium/ITxpo 2018.

Gartner Events On Demand

In addition, registered attendees receive access to recorded videos of analyst sessions from Gartner Symposium/ITxpo 2018 in Orlando for a full 12 months, post-event.

For details and sample trailers, visit gartnereventsondemand.com

Gartner Symposium/ITxpo

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in your region

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



For details on the global series, visit
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