

# Gartner

## IT

### SYMPOSIUM | Xpo™

November 12 - 14, 2019 | Tokyo, Japan

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

**Gartner IT Symposium/Xpo™, November 12 - 14 2019**, in Tokyo, Japan, explores the strategic trends and technologies that are driving digital transformation and shaping the future of IT and business. At the conference, you'll interact with Gartner experts, industry thought leaders, cutting-edge solution providers and peers - and they'll all help you uncover innovative ways to approach challenges, make decisions with confidence and become an even more effective leader.



### This year's agenda tackles your biggest challenges from three angles

#### Technology & Information

Technologies are the pathway to enabling digital strategy and enterprise transformation. Examine the opportunities and risks in adopting emerging technologies such as these are specifics and aren't similar artificial intelligence, the Internet of Things and digital twins to help shape your digital transformation journey and the speed with which you arrive at your destination.

#### Leadership

All levels of enterprise leadership are finding themselves challenged by digital opportunities. The pressure to invest heavily in digital or become a digital company is reshaping enterprise relationships and organizational structures, from customer to employee, to the executive team and board, and now across digital ecosystems. Challenge how you think about leadership in a digital society, and discover new approaches for each level of leadership and the enterprise culture as a whole.

#### Business Strategy

Today's business environment is complex and chaotic. Enterprise business model success requires strategies and tactics to make complex business challenges merely complicated and market chaos decipherable. Discover business strategy tools and techniques to turn complexity and chaos into real strategy execution initiatives.

### Hot topics

- Artificial Intelligence and Machine Learning
- Business Intelligence and Advanced Analytics
- Cloud and Infrastructure Strategy
- Cost Optimization and Investment Strategies for Growth
- Customer and User Experience
- Digital Business Transformation
- Emerging and Disruptive Technologies
- Future of Work
- Innovation Management
- Leadership, People and Culture
- Security, Risk and Compliance
- Strategic Planning and Execution

**URL : [gartner.com/jp/symposium](https://gartner.com/jp/symposium)**

### Venue: International Convention Center Pamir, Grand Prince Hotel New Takanawa

- Early Bird Price: JPY185,000 +tax (Ends October 10, 2019)
- Standard Conference Price: JPY210,000 +tax
- Group Rate Discount: 5 for the price of 4, 10 for the price of 8, 15 for the price of 12

**Register  
now**

**Email:** [Japan.Conferences@gartner.com](mailto:Japan.Conferences@gartner.com) **Phone:** +81-3-6430-1810

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Agenda as of June 27, 2019 and subject to change

# Agenda at a Glance

November 12-14, 2019 | Tokyo, Japan | gartner.com/jp/symposium

■ CIO Experience members only     Ask the Expert (ASK) ..... Interactive Q&A session (end-user attendees only)     ▲ ..... Breakfast available  
■ Gartner Executive Programs/Majestic members only     Consulting Clinics Plus (CP) ... Roundtable by Gartner Consulting     ▲ ..... Space is limited and preregistration is required  
■ English session or Japanese session with English interpretation     Open Theater (OT) ..... IT Xpo Theater Presentation

Tuesday  
November 12

<b>GG1 9:15-9:20</b> <span style="float: right;">E</span> Opening    Tsuyoshi Ebina									
<b>GK1 9:20-10:30</b> <span style="float: right;">E</span> Gartner Opening Keynote    Yuko Adachi / Dave Aron / Lee Weldon / Koji Motoyoshi									
<b>GU1 10:50-11:50</b> <span style="float: right;">E</span> Guest Keynote    TBD    Katsunori Tanizaki, Sumitomo Mitsui Financial Group, Inc.									
12:05-12:50 Luncheon Sessions    11:50-13:05 Attendee Lunch									
13:05-13:50 Solution Provider Sessions									
<b>12A 14:05-14:50</b> <span style="float: right;">E</span> Build Your Knowledge of Your Digital Dragons Dave Aron	<b>12B 14:05-14:50</b> <span style="float: right;">E</span> IoT Is Becoming a Standard Cloud Offering: Time to Think Differently! Peter Havart-Simkin	<b>12C 14:05-14:50</b> <span style="float: right;">E</span> Key Agenda for Security Leaders in Japan Yuichi Isoda	<b>12D 14:05-14:50</b> <span style="float: right;">E</span> Digital Transformation Is Nothing Without a Digital Workplace Strategy Jeffrey Mann	<b>12E 14:05-14:50</b> <span style="float: right;">E</span> IT Investment Strategy for Growth in Digital Age 2020 Hiroyuki Katayama	<b>12F 14:05-14:50</b> <span style="float: right;">E</span> CIO's Actions Taken to Support CX Initiatives Without Going Behind Kensuke Kawabe	<b>12G 14:05-14:50</b> <span style="float: right;">E</span> [Signature Series] 2020 CIO Agenda: Winning in the Turns Tsuneo Fujiwara			
15:05-15:50 Solution Provider Sessions									
15:50-16:30 Exhibit Showcase Hour									
<b>14A 16:30-17:15</b> <span style="float: right;">E</span> Digicorp — The Ultimate Destination of Digital Business Transformation Mark Raskino	<b>14B 16:30-17:15</b> <span style="float: right;">E</span> Develop Successful Metrics to Win in the Turns Paul Proctor	<b>14C 16:30-17:15</b> <span style="float: right;">E</span> Building the Digital Business Platform David Willis	<b>14D 16:30-17:15</b> <span style="float: right;">E</span> How to Solve CIO Issue of "Security vs UX" in Digital Workplace Kaoru Yano	<b>14E 16:30-17:15</b> <span style="float: right;">E</span> Five(5) perspectives of business application integration required for digital business Kimihiro Iijima	<b>14F 16:30-17:15</b> <span style="float: right;">E</span> The Real Business of Blockchain: How Leaders Can Create Value in a New Digital Age David Furlonger	<b>14G 16:30-17:15</b> <span style="float: right;">E</span> 5G Impact: What and How — CIOs Update Your IT Strategy for 5G Takeshi Ikeda	<b>14H 16:30-17:15</b> <span style="float: right;">E</span> Storytelling Techniques That Create Enthusiasm for Your Digital Journey Yuko Adachi	<b>14WS 16:30-18:00 (90min)</b> Workshop: TBD	
17:30-18:00 Solution Provider Sessions									
<b>16A 18:15-18:45 (30min)</b> <span style="float: right;">E</span> Find, Stalk, Attract and Delight (or Pacify) the Wild Digital Worker Whit Andrews	<b>16B 18:15-18:45 (30min)</b> <span style="float: right;">E</span> Leadership Techniques to Overcome Barriers and Drive Digital Business Transformation Tsuneo Fujiwara	<b>16C 18:15-18:45 (30min)</b> <span style="float: right;">E</span> Digital Workplace Initiatives Must Accommodate Frontline Workers to Achieve Broader Goals Jeffrey Mann	<b>16D 18:15-18:45 (30min)</b> <span style="float: right;">E</span> How to Develop an Agile Human Harutoshi Katayama	<b>16E 18:15-18:45 (30min)</b> <span style="float: right;">E</span> Shift From Project Management to Product Management: Three Points the CIO Needs to Know Wataru Katsurashima	<b>16F 18:20-18:50 (30min)</b> <span style="float: right;">E</span> When Things Become Customers: Get Ready for Earth's Ultimate Emerging Market Mark Raskino	<b>16G 18:20-18:50 (30min)</b> <span style="float: right;">E</span> How CIOs Improve Companywide Digital Capability Yoshi Matsumoto	<b>CP11 18:15-19:00 (45min)</b> <span style="float: right;">E</span> Improving Digital Customer Experience using IT4C Yujiro Kodan / Susumu Watanabe		
18:45-20:15 IT Xpo Reception Day!									

<b>OT11 12:00-12:20</b> Magic Quadrant for Full Life Cycle API Management Kimihiro Iijima
<b>OT13 12:45-13:05</b> The Evolution of Procurement and Vendor Management Organization for Digital Transformation Ryuichi Tsuchiya

Wednesday  
November 13

<b>21A 8:00-8:45</b> <span style="float: right;">E</span> Seven Digital Disruptions You Might Not See Coming David Willis	<b>21B 8:00-8:45</b> <span style="float: right;">E</span> 10 Ideas That Must Die (for Digital Business to Thrive) Dave Aron	<b>21C 8:00-8:45</b> <span style="float: right;">E</span> Digital Twin Integration Challenges: Who Owns Your Data? Peter Havart-Simkin	<b>21D 8:00-8:45</b> <span style="float: right;">E</span> [Cross-Industry] Become Digital Grade for a Cross-Industry World Stephen Smith	<b>21E 8:00-8:45</b> <span style="float: right;">E</span> Drive the Smart Workplace by Three Digital Technologies Eri Hariu	<b>21F 8:00-8:45</b> <span style="float: right;">E</span> How ContinuousNext Will Impact the Future of Customer Experience Michael Chiu	<b>21G 8:00-8:45</b> <span style="float: right;">E</span> Surviving the Digital Talent War Scenario Yuko Adachi	<b>21H 8:00-8:45</b> <span style="float: right;">E</span> Lessons learned through global S/4HANA engagements Mike Parrish				
<b>22A 9:05-9:50</b> <span style="float: right;">E</span> 3 Reasons CIO need IT Financial Management and 5 Keys to a Successful Program Robert Naegle	<b>22B 9:05-9:50</b> <span style="float: right;">E</span> Digital Revenue: The Business of Digital Business Hung LeHong	<b>22C 9:05-9:50</b> <span style="float: right;">E</span> CIO Leadership in 2023 Alvaro Mello	<b>22D 9:05-9:50</b> <span style="float: right;">E</span> The Rapidly Increasing 'Data' of Digital Transformation Era: Protect Secure and Move Forward Yoji Kimura	<b>22E 9:05-9:50</b> <span style="float: right;">E</span> How to Improve Meeting Efficiency by Digital Technologies Katsushi Shiga	<b>22F 9:05-9:50</b> <span style="float: right;">E</span> [Signature Series] The Top Ten Strategic Technology Trends for 2020 David Cearley	<b>22G 9:05-9:50</b> <span style="float: right;">E</span> How to Improve Your BI Environment Now Hideaki Horiuchi	<b>CP21 9:05-9:50</b> <span style="float: right;">E</span> [Consulting Clinics Plus] Identifying Cyber-Security Threats and Testing Resiliency Atsushi Takano	<b>22WS 9:00-10:30 (90min)</b> Workshop: TBD			
10:10-10:55 Solution Provider Sessions											
<b>24A 11:10-11:55</b> <span style="float: right;">E</span> CIO Story: TBD	<b>24B 11:10-11:55</b> <span style="float: right;">E</span> Without Great Employee Experience, You Can Forget Great Customer Experience Gene Phifer	<b>24C 11:10-11:55</b> <span style="float: right;">E</span> The Blockchain Society David Furlonger	<b>24D 11:10-11:55</b> <span style="float: right;">E</span> 2 in 1: Boost Engagement in Your Team While Creating a Constant-Learning Mindset Daniel Sanchez Reina	<b>24E 11:10-11:55</b> <span style="float: right;">E</span> Latest Trends in Global Sourcing Japan Akimasa Nakao	<b>CP22 11:10-11:55</b> <span style="float: right;">E</span> [Consulting Clinics Plus] Business-driven EA Atsuyuki Takahashi / Takahiro Yamano						
12:10-12:55 Luncheon Sessions    11:55-13:10 Attendee Lunch											
13:10-13:55 Solution Provider Sessions											
<b>GU2 14:10-15:10</b> <span style="float: right;">E</span> Guest Keynote    TBD    Shinichi Koide, salesforce.com Co., Ltd.											
15:10-15:50 Exhibit Showcase Hour											
<b>26A 15:50-16:35</b> <span style="float: right;">E</span> The Basics of Customer Experience Michael Chiu	<b>26B 15:50-16:35</b> <span style="float: right;">E</span> Hyperconverged Infrastructure Matters for the Next-Gen Cloud Strategy: What and How to Select Hiroko Aoyama	<b>26C 15:50-16:35</b> <span style="float: right;">E</span> How to Engage Senior Executives on AI Hung LeHong	<b>26D 15:50-16:35</b> <span style="float: right;">E</span> Why and How CEO Need to Drive Digital Strategy Yoshi Matsumoto	<b>26E 15:50-16:35</b> <span style="float: right;">E</span> Cloud Computing Trend 2020 Tadaaki Mataga	<b>26ASK 15:50-16:35</b> <span style="float: right;">E</span> [Ask the Expert] IoT x 5G: How to Accelerate IoT Initiative With 5G Takeshi Ikeda				<b>26WS 15:50-17:20 (90min)</b> Workshop: TBD		
16:50-17:35 Solution Provider Sessions											
<b>28A 17:50-18:50 (60min)</b> <span style="float: right;">E</span> CIO Experience Guest Session: TBD	<b>28B 17:50-18:35 (45min)</b> <span style="float: right;">E</span> Manage Cybersecurity With Business-Facing Services and Descriptions Paul Proctor	<b>28C 17:50-18:35 (45min)</b> <span style="float: right;">E</span> Achieving the Drastic Cost Optimization of Application Managements Tsuyoshi Ebina	<b>28D 17:55-18:40 (45min)</b> <span style="float: right;">E</span> [Signature Series] The Present and Future of Artificial Intelligence Whit Andrews	<b>28E 17:55-18:40 (45min)</b> <span style="float: right;">E</span> What Should IT Do of the Data Delivery for Supporting Data-Driven Business Tatsuya Ichishi	<b>28F 17:55-18:40 (45min)</b> <span style="float: right;">E</span> Do Investors Dream of Your Digital Strategies? Satoshi Yamanoi	<b>28ASK 17:50-18:35 (45min)</b> <span style="float: right;">E</span> [Ask the Expert] Why Didn't the CEO Understand the CIO's Story? Yoshi Matsumoto					
18:50-20:30 Executive Programs Special Reception    18:35-20:00 IT Xpo Reception Day2											

<b>OT21 12:05-12:25</b> Light and Darkness of RPA: What CIO Should Be Aware Yoshifumi Abe
<b>OT23 12:50-13:10</b> Challenges in Changing Culture in Japan for Digital Business Transformation Tsuneo Fujiwara

Thursday  
November 14

<b>31A 9:00-9:45</b> <span style="float: right;">E</span> [Signature Series] CEO Concerns 2019: Implications and Actions for CIOs Mark Raskino	<b>31B 9:00-9:45</b> <span style="float: right;">E</span> Use Design Thinking to Integrate Customer Experience Into Your Digital Platforms Gene Phifer	<b>31C 9:00-9:45</b> <span style="float: right;">E</span> Action Plan for "Year 2025 Problem" of SAP ERP Koji Motoyoshi	<b>31D 9:00-9:45</b> <span style="float: right;">E</span> The Cloud Computing Scenario: Strategy and Tactics for Success David Cearley	<b>31E 9:00-9:45</b> <span style="float: right;">E</span> The Truth of Blockchain in Japan Masaki Suzuki	<b>CP31 9:00-9:45</b> <span style="float: right;">E</span> [Consulting Clinics Plus] Fundamentals of Developing a Digital Strategy Ryuichi Toda / Mikhael Boukraa	<b>31WS 9:00-10:30 (90min)</b> Workshop: TBD			
10:00-10:45 Solution Provider Sessions									
<b>GU3 11:00-11:45</b> <span style="float: right;">E</span> Guest Keynote    TBD    Aya Komaki, Sanrio Entertainment Co., Ltd.									
12:00-12:45 Luncheon Sessions    11:45-13:00 Attendee Lunch									
<b>33A 13:00-13:45</b> <span style="float: right;">E</span> Now Is the Time for CIOs to Move From AI Pilots to AI at Scale Whit Andrews	<b>33B 13:00-13:45</b> <span style="float: right;">E</span> Motivating the Unmotivated Alvaro Mello	<b>33C 13:00-13:45</b> <span style="float: right;">E</span> Address These Critical Business Themes to Ensure Long-Term Success David Furlonger	<b>33D 13:00-13:45</b> <span style="float: right;">E</span> [Cross-Industry] How to Build a Cross-Industry Innovation Playbook Stephen Smith	<b>33E 13:00-13:45</b> <span style="float: right;">E</span> Japan DevOps Started Moving: Catch the Wind Yoshifumi Abe	<b>33F 13:00-13:45</b> <span style="float: right;">E</span> Develop New Mindset for a New Era Tadaaki Mataga	<b>33ASK 13:00-13:45</b> <span style="float: right;">E</span> [Ask the Expert] The Art of Building High-Performing Teams Daniel Sanchez Reina			
14:00-14:45 Solution Provider Sessions									
14:45-15:30 Exhibit Showcase Hour									
<b>GU4 15:30-16:15</b> <span style="float: right;">E</span> Guest Keynote    TBD    Sputnikol, Artist									
16:30-17:00 Solution Provider Sessions									
<b>36A 17:15-18:00</b> <span style="float: right;">E</span> [Signature Series] Gartner's Top Strategic Predictions for 2020 and beyond: Technology Tactics Shape Business Strategy David Willis	<b>36B 17:15-18:00</b> <span style="float: right;">E</span> Ego-systems, Eco-stries and Eco-polies: How Ecosystems Will Dominate Our Digital Future Hung LeHong	<b>36C 17:15-18:00</b> <span style="float: right;">E</span> Build a Programmatic Approach to Cost Optimization to Minimize Reactive Cost Cutting Robert Naegle	<b>36D 17:15-18:00</b> <span style="float: right;">E</span> How Should Organizations Deal With Privacy Risk in Japan Yuichi Isoda	<b>36E 17:15-18:00</b> <span style="float: right;">E</span> Baby Steps: How to Innovate in a Resource-Constrained or Risk-Averse Environment Tsuneo Fujiwara	<b>36ASK 17:15-18:00</b> <span style="float: right;">E</span> [Ask the Expert] What Is the Chief Data Officer and Why It Should Be Separate From the CIO Tatsuya Ichishi				
<b>GK2 18:15-19:00</b> <span style="float: right;">E</span> Gartner Closing Keynote    Tsuyoshi Ebina									
<b>CP33 15:30-16:15</b> <span style="float: right;">E</span> [Consulting Clinics Plus] Confronting SAP S/4HANA Yasuto Matsuoka									
<b>35WS 16:30-18:00 (90min)</b> Workshop: TBD									

<b>OT31 11:55-12:15</b> Leverage IT vendor to Be Successful Digital Transformation in Japan Yoshi Matsumoto
<b>OT33 12:40-13:00</b> Measures Against Data Center Aging — Foundation of the Future Data Center Strategy Takuma Yamamoto