GET
THE JOB
DONE

CIODAY
25&26 NOV 2019

Themes & Topics at CIODAY 2019

15th edition!
CIODAY 2019 – GET THE JOB DONE

CIODAY, the largest event for CIOs in Europe, is celebrating its fifteenth anniversary this year. But 2019 is a crucial year for CIOs, CDOs and CTOs for boards and supervisors for even more reasons. The digital transformation changes the rules of the game. It has never been so easy to quickly develop new market propositions. (Also for the competition ...) And it was never necessary to change the organisation so drastically, in terms of method, culture, competencies and especially leadership.

What is needed to get this done? To get the job done?

Earlier this year we inspired, during the Business Innovation Summit, and showed successful cases during the CIO & CDO Insights. It's your turn on CIODAY2019. We are going to give you everything needed to get your organisation up and running in the digital transformation! Think of top speakers, break-out sessions, best practices and well-facilitated knowledge exchange with your peers.

This under the motto: Get the job done! No misunderstandings, the digital transformation is not a one-off, but a going concern. Your participation in CIODAY2019 will help you rig the ship in such a way that it will sail. Inspiration is beautiful, insight too, but now the job needs to be done. Full speed ahead!

During the 15th edition of CIODAY we help you to get the job done in a structured way. The theme of the sessions is derived from the Digital Acceleration Index (DAI), a structured way to map the digital maturity of an organisation. The DAI has been used successfully for many years in the selection process of the CIO of the Year Award.
Insights from knowledge programs that ICT Media carries out with top CIOs and partners, such as the High Performance Digital Organisation, also form the basis of the CIODAY program.

At CIODAY 2019 we will present some of the most inspiring cases. Real-world models of how to deal with fundamental changes and disruption, and classic examples of how to achieve top-line growth in a disruptive, digital era. Presented by CIOs and CEOs of inspiring organisations.

Do you want to make huge steps in digital leadership, digital business, people & organisation, data & analytics and ecosystems? And enjoy the great ambiance, inspiring innovations and networking opportunities? Then don't miss CIODAY!

TOPICS OF 2019

The Bigger Picture
Like in previous years, CIODAY2019 puts the annual theme in the broader context of leadership, technology, economy and society. During the pre-conference on 25 November, some 100 top CIOs will zoom in on leadership. On 26 November, the focus will be on trends and developments within the bigger picture of society and the economy, with the aim of getting the job done.

With the output of several surveys we recently conducted and a great number of personal meetings with CIOs, we created the so-called content/context matrix for all types of sessions. In principle, every session will be kicked off or led by a CIO.

NEW DIGITAL GROWTH
BUSINESS MODELS & DISRUPTION
VALUE CHAIN
NEW CHANNELS
ULTIMATE CUSTOMER EXPERIENCE

DIGITIZE THE CORE
SUPPLY CHAIN
NEXT GEN SALES
PROCES DIGITIZATIONS& ROBOTICS

PEOPLE & ORGANISATIONS
DIGITAL LEADERSHIP
ECOSYSTEM LEADERSHIP
SKILLS & PEOPLE ACCELERATION
CHANGE MANAGEMENT

DATA & ANALYTICS
DATA STRATEGY
ADVANCED ANALYTICS
AI
GOVERNANCE
MDM

TECHNOLOGY
DATA PLATFORMS & INFRA
SIMPLIFY IT
CLOUD
DIGITAL DELIVERY (DEVOPS)
DIGITAL INTELLIGENCE & AI

ECOSYSTEMS
PARTNERSHIPS
INNOVATION
CONTRACTING & MONITORING
COORDINATION

CUSTOMER FOCUS
CUSTOMER OBSESSION
DESIGN THINKING
JOURNEYS
INNOVATION & TIME TO MARKET

SECURE ORGANIZATIONS
CYBER SECURITY
GOVERNANCE
HUMAN BEHAVIOUR
PRIVACY

PLATFORM ECONOMIES
BUSINESS PLATFORMS
INNOVATION

TOPIC TRAILERS

New Digital Growth
Digital is no longer 'just another channel', but a means of business growth by itself. It provides the basis of new business models, but also the possible disruption of your traditional business. New digital growth is all about exploring new channels, guided by value streams, with the goal of providing the ultimate customer experience.

Digitize the Core
It is the heart of every organisation, the so-called backoffice, the transactional systems and the supply chain. They are subject to a rapid modernisation. The move to the cloud started a few years ago, but now we also see extreme automation, made possible by process mining and innovative technology. The heart of the organisation is beating faster every day.

People & Organisations
Technology helps, but people make the difference. Many organisations struggle with the 'people's dilemma'. What competences are needed to cope with change? How do you manage talent and who takes the lead? What skills do we need in ecosystems? From the CIO we need both leadership and ownership.

Data & Analytics
Leading companies agree: everything starts with data. Not only in the context of a better understanding of customers, market dynamics and finance, but also for streamlining the process, both internally and across the chain. Here is an ever-increasing call for the correct meta and master data. After all, data is the basis for AI!

Technology
Robotics, process automation, block chain, internet or things, artificial intelligence, smart devices and sensors often encite a direct business need. No push from IT but a pull from the organisation. How do you as a CIO and IT organisation cope with this? It's a matter of betting on the right horse, of making the right choices.

Ecosystems
Organisations do not stand by themselves, but derive their value of their place in the value chain. Besides chain partners, suppliers also play a role. Take a look at the modern business ecosystem, which is becoming more and more dynamic today. What does this change mean for cooperation and contracting?

Customer Focus
The traditional focus of IT used to be on systems in the back office. A few years ago, the customer was suddenly seen as the starting point. Process optimization and streamlining of systems are still important, but mostly in the context of creating an optimal customer experience. Today, the customer is at the center of most innovations.

Secure Organisations

Cybersecurity is an important pillar of business continuity and data privacy protection. Most boards have traditionally not paid enough attention to these issues. Nevertheless, security and data privacy deserve all the attention. To prevent any problems and to take chances. It is a matter of security, compliance and also reputation!

Platform Economies

More and more companies are emerging as platforms. An increasing number of companies want to become a platform. How do the big tech organisations like Amazon, Google, IBM, Microsoft and Apple make the change? How can you benefit from their platforms as a company? And above all, how do you become the platform for your business?

SESSIONS TYPES

Breakfast Tables

Participants will get first-hand knowledge on specific topics from users and vendors at these sessions. The sessions are all about sharing hands-on knowledge and putting this into practice. These sessions are on invitation only and the capacity is limited to approximately 10 people per table.

HSKs (High-Speed Keynotes)

The aim of the high-speed keynote sessions is to develop a new picture on an important topic within the context of an increasingly digital organisation, economy and society. The session offers different insights provided several speakers. HSKs are open to all attendants, and the capacity is approximately 100 people.

Discussion Tables

Interaction is key at discussion tables. Participants discuss one or more topics outlined by a peer or an expert vendor. Topics are generally user-driven. DTs are open to all attendants, but the capacity is limited to ten people.

Expert Sessions and Workshops

Participants will get first-hand knowledge on specific topics from users and vendors at these sessions. Workshops are all about sharing hands-on knowledge and putting this into practice. These sessions are open to all attendants, but the capacity is limited to approximately 50 people.

BACKGROUND: THE BIGGER PICTURE

The world is changing

It is a cliché, for change is a thing of all time, and yet we are currently right in the middle of an unprecedented transformation – one that is bigger than the IT industry (and everything and everybody involved) suggests, since the changes go beyond technology alone. Where Gartner and others talk about a 'nexus of forces' in the field of IT (social, mobile, analytics and cloud) and vendors warn of data tsunamis, it is rather an alliance of powers in the fields of technology, economy and society that has the upper hand. The result is a totally new paradigm, consisting of a democratized IT basis, a centre partly influenced by technological modernization, and new dynamics at the top.

THE BASIS (TECHNOLOGY)

Reversal

Fair is fair: consumer-driven and end-user-driven IT democratization of technology that is increasingly easier to use, play a major part, but especially the reversal of top-down control to bottom-up change is revolutionary. The individual rather than the (boards of) organisations determines the future. The new interaction between technology, society and economy has its own dynamics, and the new balance has not been achieved yet. The pyramid is turned upside down, and everybody is looking for a new role. Those who want to participate, however, can continue to do so.

New stakeholders

Technology is too important for the CIO or the manager with IT responsibility to claim for himself or herself exclusively. Not only is the consumer pushing technological progress, but also business end-users are increasingly at the controls. In this new context, the boffin of the old days has to reckon with fellow CxOs and therefore with wishes, processes and initiatives that are to be newly supported. Some IT leaders start from their own strength and transform from someone with chiefly operational responsibility into an innovator or driving force of change. After all, now that IT is the core of many business processes, CIOs are in the ideal position to seize control of the desired changes and play a part in the digital disruption. Others particularly opt for a position as facilitator and creator of the conditions for other stakeholders to distinguish themselves, or they choose the role of efficiency driver or cost saver. One is not better than the other. What is good, depends on the person, the situation and the organisation.

THE CENTRE (ECONOMY AND SOCIETY)

Aims and means
Vendors, consultancy firms and research agencies still consider technology (in the basis of the model) a relatively stand-alone phenomenon. Their reports, recommendations and advertisements indicate that companies have to develop a cloud strategy, and they have to do something with the Internet of things, robots and artificial intelligence. In this way, new technology and products are aims in themselves instead of a means. This vendor push is typical of the IT market that is disappearing fast. If you look closely, you can see that something completely different is happening. Never before, the pressure for change from social and economic quarters has been this strong. As we said before, technology pushes back with equal force! Consumers and end-users of IT influence organisations, as organisations (and their IT departments) influence individuals. Contemporary IT strategy tries to find the optimum between the push from technology and the pull from the user and end-customer.

Joined forces
In the old reality, the governments and education on the one hand and stakeholders such as companies and individuals on the other hand primarily influenced the socio-economic balance. In modern reality, this is radically changing. Technology, economy and society together constitute a new super power that will bring changed dynamics in the fields of talent (education), markets, business, processes and operational models. The phrase 'forewarned is forearmed' applies to leaders too.

THE TOP (BOARD)

Boardroom dynamics
The new alliance of powers brings on a recalibration of governance and the board member's role and position. Bottom-up in addition to and instead of top-down means that today's boards are challenged to keep their organisation as flexible and adaptive as possible to be ready for every new development, regardless of whether it comes from their own ranks or from outside. In these cases, boards (from companies and governments) ideally operate more from the centre than from the top. DevOps, agile and autonomous teams made up of business people and IT staff who are collectively responsible for the end-product or a part of it, are the new way. Besides, the influence from technology, economy and society leads to more intensive interaction between the board of directors and the supervisory board. The IT leaders who take their positions in this new 'boardroom dynamics', have the future. The new reality is one of radical change but is also full of opportunities. It is up tom every individual to assess if they are a part of the outlined dynamics and then enter into a dialogue with each other and secure a place in this new order.