Digitalization, profitable growth and operational excellence are the top 3 priorities for banking CIOs in 2019. Banking and investment services (BIS) institutions are convinced about why they need to change — now they need guidance on how to lead that change. This leadership is as much about culture and talent as it is about technology. This program highlights topics spanning business and IT transformation, such as digital economics, innovation patterns, business ecosystems, disruptive technologies and customer experience insights. A must-attend session for all BIS Program attendees is our Eye on Innovation Awards where you can learn directly about competing innovation initiatives from your industry peers and select the award winners.

**Recommended sessions for the banking and investment services industry**

- **Pause for Thought: Reimagining the Digital Economics of Banking**
  *Alistair Newton*

- **Out-Innovate Your Bank Competition**
  *Vittorio D’Orazio*

- **Disruptive Technologies and Trends in Financial Services**
  *Pete Redshaw*

- **Banking on Digital Business Ecosystems: Reinventing Business and Operating Models**
  *Alistair Newton*

- **2019 Financial Services Eye on Innovation Awards — Learn from Industry Peers and Pick the Winners**
  *Pete Redshaw & Juergen Weiss*

- **Gartner Opening Keynote: Winning in the Turns: Leadership in a Digital Society**

- **Gartner Closing Keynote**

“The Financial Services industry faces intense challenges in maintaining relevance in a rapidly changing environment. Banking & Investment Services CIOs can leverage the content presented at Gartner IT Symposium/Xpo in Barcelona to help lead their firms through a period of ongoing digital disruption. They must do this while modernizing a mass of legacy systems and never, ever failing to “keep the lights on” as they run the firm’s IT estate.”

*Pete Redshaw, Practice VP*
Suggested Agenda

**Sunday 3 November 2019**

- 10:00 Pause for Thought: Reimagining the Digital Economics of Banking
  - Alistair Newton
- 11:00 Out-Innovate Your Bank Competition
  - Vittorio D’Orazio
- 12:30 Disruptive Technologies and Trends in Financial Services
  - Pete Redshaw
- 13:00 Networking Lunch
- 14:15 Banking on Digital Business Ecosystems: Reinventing Business and Operating Models
  - Alistair Newton
- 15:45 2019 Financial Services Eye on Innovation Awards — Learn from Industry Peers and Pick the Winners
  - Pete Redshaw & Juergen Weiss
- 16:45 Industry Sunday Closing Keynote: Creating a Culture of Innovation
  - Fons Trompenaars, Authority on Leadership and Cultural Diversity, THT Consulting

**Monday 4 November 2019**

- 09:30 Gartner Opening Keynote: Winning in the Turns: Leadership in a Digital Society
- 11:15 The Future of Business: Funding Models for Digital Transformation
  - David Furlonger
- 12:00 Networking Lunch
- 14:00 How Ecosystems Will Dominate Our Digital Future With Ego-systems, Eco-stries and Eco-polies
  - Hung LeHong
- 16:15 How to Engage Senior Executives on AI
  - Dave Aron

**Tuesday 5 November 2019**

- 09:00 The Culture Hacking Roadmap
  - Mary Mesaglio
- 11:15 APIs Have Changed Your Life — But the Main Disruptions Are Yet to Come
  - Paolo Malinverno
- 12:00 Networking Lunch
- 14:00 Nine Corporate Digital Business Transformation Mistakes and How to Avoid Them
  - Mark Raskino
- 15:45 Reinvent Without Changing Everything
  - Kristin Moyer
- 17:00 Guest Keynote: A Look Ahead into the Future of Tech
  - Sir Tim Berners-Lee, Inventor of the World Wide Web

**Wednesday 6 November 2019**

- 09:00 Digitopia 2035 — Why the Future Has a Bad Rep and How the “Pragmatic Futurist” Will Save the Day
  - Frank Buytendijk
- 11:15 10 Ideas That Must Die (for Digital Business to Thrive)
  - Jorge Lopez
- 12:00 Networking Lunch
- 14:00 Moving Beyond the Blockchain Hype — Lessons From Early Adopters
  - Rajesh Kandaswamy
- 15:45 Business as Usual and Digital Transformation — CIOs Will Orchestrate Them to Optimize Outcomes
  - Cassio Dreyfuss
- 16:30 Refreshment Break
- 17:00 Guest Keynote: When: The Scientific Secrets of Perfect Timing
  - Daniel Pink, Best-selling Author, To Sell Is Human: The Surprising Truth About Moving Others, Drive and A Whole New Mind

**Thursday 7 November 2019**

- 09:00 CIO Guide to RPA (Robotic Process Automation): From Hype to Reality
  - Katie Gove
- 10:00 Baby Steps: How to Innovate in a Resource-Constrained or Risk-Averse Environment
  - Jackie Fenn
- 11:00 Top Challenges to Transforming Your IT Operating Model to Digital and How to Overcome Them
  - Donna Scott
- 12:00 Gartner Closing Keynote