Insurance Industry Program

Insurers face intense challenges in maintaining relevance in a rapidly changing market. Success requires them to reimagine the future of this industry and identify the appropriate business models and technologies for their organizations. Whatever stage they have reached in their digital journeys, insurance leaders have no choice but to accelerate the pace of change to avoid being disintermediated. A must-attend session for all Insurance 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 insurance industry

- Building the Data-Driven Insurance Organization: Leveraging Data and Analytics for Optimal Value  
  Kimberly Harris-Ferrante

- Digital Transformation in Insurance: What Laggards can Learn from Leaders  
  Juergen Weiss

- Ordinary Budget Cutting Doesn’t Pay Off: Why Insurance CIOs Need to Balance Value and Costs  
  Laurie Shotton

- Using AI to Transform and Supercharge the Insurance Enterprise  
  Kimberly Harris-Ferrante

- 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. Insurance CIOs can leverage the content presented at Gartner Symposium/ITxpo 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

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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</table>
| 10:00  | Building the Data-Driven Insurance Organization: Leveraging Data and Analytics for Optimal Value  
Kimberly Harris-Ferrante |
| 11:00  | Digital Transformation in Insurance: What Laggards can Learn from Leaders  
Juergen Weiss |
| 12:30  | Ordinary Budget Cutting Doesn’t Pay Off: Why Insurance CIOs Need to Balance Value and Costs  
Laurie Shotton |
| 13:00  | Networking Lunch                                                                            |
| 14:15  | Using AI to Transform and Supercharge the Insurance Enterprise  
Kimberly Harris-Ferrante |
| 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

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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</thead>
<tbody>
<tr>
<td>09:30</td>
<td>Gartner Opening Keynote: Winning in the Turns: Leadership in a Digital Society</td>
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</tbody>
</table>
| 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-policies  
Hung LeHong |
| 16:15  | How to Engage Senior Executives on AI  
Dave Aron |

## Tuesday 5 November 2019

<table>
<thead>
<tr>
<th>Time</th>
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| 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

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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</table>
| 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

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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</table>
| 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                                                                     |

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