

Ready, Set, Sprint: Accelerating Business Growth with Strategic IT

TENTATIVE SUMMIT AGENDA

08:30 – 09:15	REGISTRATION
09:15 – 09:25	Welcome Remarks
09:25 – 09:55	<p>Opening Keynote: First Class IT Management: The Boeing Case Study</p> <p>In his keynote speech, Tim Wentz, leader of Boeing's IT International organization, will discuss how Boeing manages Information Technology with a focus on growth and productivity. Tim will talk about the methodology the company uses for managing accelerated change by using a management model, leadership attributes and six standard priorities. Tim will present a case study to show how these elements work together to drive IT operations toward functional excellence.</p> <p>Mr. Timothy Wentz CIO International The Boeing Company</p>
09:55 – 10:25	<p>Keynote One: Innovating Collaboration: Cloud Computing and the Enterprise</p> <p>Thanks to the Internet, Asia is fast adopting modern technologies to build new models for delivering and consuming goods and services. The innovative use of technologies have created new markets and economic opportunities, utilizing new talents and attracting capital in undreamed of permutation and combination.</p> <p>Today's leading global enterprises seek innovative ways to empower employees to collaborate effectively, and the ongoing revolution in cloud computing enables these businesses to deliver high impact solutions while reducing IT management costs. Join Google to learn how businesses have harnessed the power of these technologies, and how your organization can benefit from the constant innovations in the cloud.</p> <p>Mr. Doug Farber Managing Director, Enterprise, Asia Pacific Google</p>
10:25 – 10:55	<p>Keynote Two: Is Your Mobility Strategy Well Defined?</p> <p>Mr. Robert Kleinschmidt Executive Director GMS Mobility Pte Ltd</p>
10:55 – 11:05	Morning Networking Coffee Break
11:05 – 11:35	<p>Industry Insights Keynote: Leveraging Social Media for Customer Experience & Collaboration</p> <p>Social media has crossed the stage where it can be ignored as a passing fad. This session discusses how social media is impacting our business, and what can businesses do to leverage social media. Social media strategies are becoming a necessity for many organizations and it is important to consider how should any organization go about using social media. This session covers the key trends & best practices of using social media for internal collaboration as well as for building customer experience.</p> <p>Mr. Shivanu Shukla Associate Director, ICT Practice, APAC</p>

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	Frost & Sullivan
<p>11:35 – 12:05</p>	<p>Keynote Three: IT and the 21st Century Customer</p> <p>How data & analytics can drive your strategic investment decisions</p> <p>Getting to know your customer didn't used to be important, outside of premium business. Treat everyone the same - that's what your competitors did. In just 20 years this world has disappeared. Understanding and differentiating between your customers is now a mass market concern. And it's all about data.</p> <p>The digitalisation of doing business has caused a data explosion which overwhelms most organisations. In some cases the sheer volume of data is expanding by a factor of 10 every 5 years - but it's the richness of this data which is most challenging. If you've got it, it's likely that your competitor has it. But which of you is going to be able to exploit its value?</p> <p>The race to turn data into information, and an ever more intimate handling of customers is getting fiercer. The winners will be those better able to use this information to execute their corporate strategies across risk, marketing, sales and product - better able to pick, keep and maximise the value of the right customers. And just as good at turning away the wrong ones.</p> <p>This business imperative to get better at handling the data (better than your competitors) creates large bear traps for the unwary - misplaced technology investment, breached privacy boundaries, lost opportunities.</p> <p>Tim will explore why that rate of change is about to accelerate, driven by competitive pressures and the coming of age of insight technologies, why this presents the Asian CIO with a strategic conundrum, and how smart use of data and analytics is a vital capability to drive strategic decision making.</p> <p>Mr. Tim Pullan Managing Director, Marketing Analytics Asia-Pacific Experian HK</p>
<p>12:05 – 13:00</p>	<p>CXO DIALOGUE: Powerful Leadership: Driving growth, Managing a Turnaround and Championing Technology Advancements.</p> <p>Today, more than ever, CXOs must navigate strategic business and technology planning and investments that drive business growth, against a backdrop of change and ongoing compliance, and waves of next generation technologies and communications services that are making their way into the digital economy and marketplace. This compelling panel will delve into the course of CXO repositioning the IT as a fully engaged proponent of growth, and what roles will the C-level executives play to support IT's new function, for a change.</p> <p>Panel discovery topics:</p> <ul style="list-style-type: none"> • Running IT as a business – the management prospective • IT as a fully engaged proponent of growth: Focusing on business value, not technology solutions • Delivering business value to the enterprise – be the “right cost” IT service provider • Nurturing business relationships and taking a leadership role in business innovation

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	<ul style="list-style-type: none"> Roles of C-level executives play to support IT's new function, for a change. <p><u>Panel Chair:</u> Ms. Jessica Tan, Partner, McKinsey and Company</p> <p><u>CXO Panelists:</u> Mr. Samir Dewan, CFO & COO, ABN AMRO Bank Singapore Mr. Peter Morgan, CIO, Agency for Integrated Care Mrs. Usha Sekhar, Head of IT, Singapore, AXA Life Insurance Mr. Krishnan Narayanan, Head of IT, Investment Bank, UBS Singapore Ms. Janet Chew, IT Director, Asia Pacific, GlaxoSmithKline Mr. William Chong, Business Technology Director, Jones Lang LaSalle</p>
13:00 – 14:00	CXO Networking Luncheon Roundtables
14:00 – 14:45	<p>CIO DIALOGUE: Taking your Business to the Next Level with Innovation that's Right Around the Corner</p> <p>Many technology leaders have created revolutionary ideas to take their business to the next level. Yet many feel stymied about how to create and develop the big things to increase revenue and expand the business. By joining this panel discussion, you will know how to use technology to help the organization reach a new level of innovation and creativity.</p> <p><u>Panel Chair:</u> Ms. Jessica Tan, Partner, McKinsey and Company</p> <p><u>CIO Panelists:</u> Mr. Shivanu Shukla, Associate Director, ICT Practice, APAC, Frost & Sullivan Mr. John Lee, CIO & LEAN Leader, Asia Pacific, GE Healthcare Dr. Leong Chou Ching, Head of Global Technology, International Baccalaureate Org Mr. George Wang, Director of Infrastructure Technology, Neptune Orient Lines (NOL) Group Mr. Simon Moorfield, CIO Asia Pacific, GE Capital</p>
14:45 – 15:15	<p>Keynote Four: Information Management: Where do we go from here?</p> <p>There's a saying, "The more things change, the more they stay the same."</p> <p>The idea and objectives of Information Management have been around in one shape or form for the past 30 years. The terms have evolved, the tools are in constant flux, the complexity of the methodology has increased by leaps and bounds and the scope of information management continues to expand.</p> <p>But it's essence, converting data into insights that help people manage their business, has not changed.</p> <p>So, where are we now and where do we go from here? See how organizations in this region view Information Management and gain an understanding of some of the practical realities going forward.</p> <p><u>Mr. Donald Shin</u> Executive Director, Performance Improvement Ernst and Young</p>
15:15 – 15:40	Afternoon Networking Tea Break



The Asia CXO Leadership Summit 2010 - Singapore
Grand Ballroom, Singapore Marriott Hotel
7 September, 2010 [Tuesday]

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<p>15:40 – 16:25</p>	<p>CIO DIALOGUE: CIO Next Steps: A Focus on Customer, Culture, Commercial</p> <p>Emerging leaders require the CIO to transform from a department head focused on IT operational excellence to a business leader who is focused on business strategy, innovation and differentiation, so unifying business and IT has become an elusive goal for IT executives. This panel discussion will give you insights on the new role of CIO.</p> <p>Panel discovery topics:</p> <ul style="list-style-type: none">• Building a customer-centric IT strategy – establish common goals and shared responsibilities• Showing IT’s value – delivery solutions for less• Increasing business focus – cultivate a business-centric IT workforce• Creating long-term value – IT as a strategic value creator <p><u>Panel Chair:</u> Ms. Jessica Tan, Partner, McKinsey and Company</p> <p><u>CIO Panelists:</u> Mr. Tony Yeoh, Vice President, Global Technology, Asia Pacific, Intercontinental Hotels Group Mr. Richard Tan, CIO, Institute of Systems Science, NUS Mr. James Loo, Chief Information Officer, YCH Group Mr. Mark Fancourt, Vice President, Information Technology, Pan Pacific Hotels Group Mr. Nick Sawyer, Global Head of Technology Operations, Sales & Trading, Thomson Reuters Ms. Eva Wang, Head of IT, Adidas AG</p>
<p>16:25</p>	<p>Closing Remarks by Chair</p>