



Monday, April 8

11:00 a.m. **Registration**

12:00 p.m. - 1:00 p.m. **Networking Lunch**

1:00 p.m. - 1:15 p.m. **Welcome and Opening Remarks**

Michael Bock, Sales Director, CDW

Adam Dennison, Publisher, CIO; SVP/General Manager, IDG Events

1:15 p.m. - 2:00 p.m. **The Future of Work, and the Environment Top Management Expects You to Create**

Ryan Estis, Business Performance Expert & Agent of Change

As our workforce and customers evolve, management's approach to effective leadership is transforming. Traditional command and control leadership is giving way to a more connected, collaborative and flexible approach to managing people and performance. To maximize employee commitment and satisfaction, elevate productivity, and drive business growth, top management expects IT leaders to explore progressive techniques and technologies that correspond with the continuously expanding needs of today's knowledge worker. Join us for this session to learn about global workforce trends, understand how IT leaders can embrace and lead change, discover four key leadership competencies for progressive IT leaders, and hear case studies on how leading companies have built a winning work culture powered by technology.

2:00 p.m. - 2:30 p.m. **Recipes for Success in the Future of Work**

Tom DeCoster, VP, Integrated Services Sales, CDW

Fueled by rapidly advancing digital platforms, today's workforce and work spaces continue to evolve and adapt to maximize innovation, productivity, teamwork and speed. Join us for this session to learn how some organizations are addressing up-to-the-minute trends of where today's workplace technologies are headed and why they're critical to success in today's innovation and teamwork-driven business environment.

2:30 p.m. - 3:00 p.m. **Networking Break**

Ask the experts in "CDW's Bring IT On" area during the break. The answer to your challenge might be right here onsite!

3:00 p.m. - 3:25 p.m. **Modernizing the Workforce and Workplace for the Digital Future**

Jay Ferro, CIO, QUIKRETE

Adam Dennison, Publisher, CIO; SVP/General Manager, IDG Events

Founded in 1940 in Columbus, Ohio, The QUIKRETE Companies is the largest manufacturer of packaged concrete and cement mixes in North America, and an innovative leader in the building and home improvement industries. As a family owned business, the organization experienced substantial growth over the decades and now operates 300 plants on two continents, but it needed to get past processes mired in a "we've always done it this way" culture. To compete in today's digital business environment, the company chose to appoint their first CIO who could lead the organization through not only technology transformation, but the cultural journey it requires. Join us for this session to hear their lessons learned from reorienting the organization, reskilling and rehiring across the workforce and workplace, and where QUIKRETE has made strides on their path to "stabilize, improve and transform."



3:45 p.m. - 4:30 p.m.

Cognitive Collaboration: The Next Frontier in Team Dynamics and Productivity

Lawrence Tanguilig, Technical Solutions Architect, Cisco

Business needs continue to adjust, and so do the ways we work. By creating a better work experience for employees, organizations enable them to focus and be productive on the mission at hand. Join us for this session to understand how meeting and team dynamics are changing and how organizations can be ahead of users' needs by leveraging cognitive collaboration.

How KPI Analysis Improves an Organization's "Always On" Experience

Paul Riebock, Director, Federal Government & Major Accounts, NetMotion

Today's mobile workforce needs and expects the same experience as their wired peers on the network. And to drive revenue, organizations are increasingly relying on the reliability and stability of key applications and device adoption. Join us for this session to understand how statistical analysis of Key Performance Indicators (KPIs) can ensure an organization's "always on" experience is delivered no matter the network, application or device.

4:30 p.m. - 5:30 p.m.

Free Time

5:30 p.m. - 7:00 p.m.

Networking Reception in IT Showcase

Grab a cocktail and network with Summit attendees and partners. Don't miss the opportunity to ask the experts at CDW's "Bring IT On" area!

Tuesday, April 9

8:00 a.m. - 9:00 a.m.

Networking Breakfast with Discussion Tables

Engage with your executive peers in meaningful discussions. Pick a topic and share how it's working in your organization—or learn from others about what's working for them, including:

- Integrating Collaboration Tools for the Digital Workplace
- Securing the Digital Workplace
- Modernizing the Network for the Digital Workplace
- Adapting to Increasing Remote Worker Volume
- Best Practices in End-Point Management

9:00 a.m. - 9:15 a.m.

Welcome

Adam Dennison, Publisher, CIO; SVP/General Manager, IDG Events



9:15 a.m. - 9:45 a.m. Why Effective Collaboration is a Critical Business Need

Jason James, CIO, Optima Healthcare Solutions
Adam Dennison, Publisher, CIO; SVP/General Manager, IDG Events

Optima Healthcare Solutions provides cloud-based clinical, operational and billing solutions for contract therapy companies, skilled nursing facilities (SNFs), assisted living facilities (ALFs), outpatient therapy practices and hospice organizations. When CIO Jason Jones joined the organization two years ago, he not only discovered many challenges, but he turned them into opportunities. For example, he faced uptime problems, which aren't acceptable for a company producing a SaaS application for two million patients. Moreover key people and roles were missing from the workforce. The organization's transformational journey to become a more technologically advanced organization required that they modernize and transform the IT organization by addressing the culture, upskilling and ensuring employees have adequate training, and making innovation part of the next-generation DNA. Join us for this session to see why they recognize the ability to collaborate more effectively is a business need, and that their focus isn't where employees work, but enabling them to do their work wherever they are.

9:45 a.m. - 10:30 a.m. Enable Employees to Do Their Best Work

Presented by Apple

Businesses everywhere are embracing mobile technologies. Join us for this session to hear how companies are modernizing their environment and establishing flexibility for employees through their own choices with technologies.

10:30 a.m. - 11:00 a.m. Networking Break

Grab some coffee and refreshments along with an opportunity to compare notes with your peers. Don't miss the opportunity to ask the experts at CDW's "Bring IT On" area!

11:00 a.m. - 11:45 a.m.

The Benefits of Modernizing With a Mobile First Architecture

Tim Canfield, Systems Engineer Manager, Aruba Networks

Today's workforce is agile and expects mobility, choice and simplicity. Employers expect trust efficiency and productivity. And we all expect personalized tools, apps and spaces. But the Frankenstein networks organizations use have become difficult to manage. Network and security assurance have become elusive. And the organization expects fast delivery of new services. How are organizations coping with these challenges? Many organizations are finding success with a mobile first architecture. Join us for this session to learn how this next-gen approach is simple, autonomous and secure.

The Digital Workspace: Breaking Through Traditional IT to Improve Business Outcomes

Gordy Wyatt, Director, EUC Partner Sales, VMware

The workplace and the workforce are changing, and with them the quality of employee and customer experiences is rising to the top of organizational priorities. Applications and people—combined with where and how employees work—are blending together to drive this technology-enabled transformation. To compete as large organizations or small, today's companies are positioning themselves to stay ahead of the curve by identifying new business outcomes, workflows, and how technology can enable them. Join us to hear how organizations are embracing the digital workspace to ultimately provide better experiences for employees and customers.



11:45 a.m. - 12:45 p.m. Networking Lunch with Discussion Tables

Engage with your executive peers in meaningful discussions. Pick a topic and share how it's working in your organization—or learn from others about what's working for them, including:

- Integrating Collaboration Tools for the Digital Workplace
- Securing the Digital Workplace
- Modernizing the Network for the Digital Workplace
- Adapting to Increasing Remote Worker Volume
- Best Practices in End-Point Management

12:45 p.m. - 1:25 p.m. Building the Future Workplace When IT Skills are Scarce

Jay Ferro, CIO, QUIKRETE
Jason James, CIO, Optima Healthcare Solutions
Jim Stone, CSO, Modern Technology Solution, Inc.
Adam Dennison, Publisher, CIO; SVP/General Manager, IDG Events

According to IDG's 2019 State of the CIO research, IT organizations continue to experience IT skills shortages led by data science/analytics, security, AI/machine learning, cloud services/integration, IoT and more. And according to IDG's 2019 Digital Business survey, CIOs report lack of staff and/or correct skill sets as the third biggest obstacle to achieving success with digital business initiatives. How are CIOs coping with these challenges? What skill sets will IT teams need to adopt and acquire? And what staffing strategies are working? Join us for this discussion as we address these questions and more.

1:25 p.m. - 1:40 p.m. Wrap Up Remarks

Michael Bock, Sales Director, CDW

1:40 p.m. Departures
