Gartner
SYMPOSIUM ITXPO

Brisbane, Australia · 30 October - 2 November 2001

Agenda & Programs

Daily Agenda

Tuesday 30 October
Wednesday 31 October
Thursday 01 November
Friday 02 November

Tuesday, 30 October 2001

10:00 - 11:00 AM

Business Value of IT Framework
Opening the Kimono: IT Budgets Revealed
Living with Package Applications Support
Architecture and Planning for the Zero Latency Enterprise
The Future of Linux: Will the Penguin Fly?
External Service - Mastering The Rules of Engagement
Gartner's Research Process: Scenaric Planning Case Studies in Broadband & Mobility

11:45 - 13:00 PM   **Keynote**
Planning for the Next Generation of Customers: On Their Terms and Using Their Technology

13:00 - 14:30 PM   Lunch

14:30 - 15:30 PM

CIO Agendas: Leading the IT-Enabled Business
Keeping Your Business Secure
Business Applications for the Real-Time Enterprise
Application Integration: Building Real-Time Enterprises
Multi-Channel Marketing: The Business Realities
Creative Cost Containment
Networking the Real-Time Enterprise

16:00 - 16:45 PM   Education Sessions
Making the virtual workplace – work. Today!
Applications & Operations - Crossing the great divide
Getting it together digitally - store it, manage it, distribute it
Expanding your SAN into a SWAN
The e-Business Platform for Total Business Integration
Managing web content and software change across your organisation

17:15 - 18:15 PM

Knowledge Management Scenario
Growing Your Business in Tough Economic Times
Gartner CRM Vision: Business and Technology Strategies for More Profitable Customer Relationships
Application Development Scenario
Server Vendors in Asia Pacific: Powerhouses Compared
Corporate e-Learning: Transform Your Enterprise
Mobile and Wireless Computing: The Next User Revolution

18:15 - 19:15 PM   Welcome Reception - Proudly Sponsored by: Computer Associates

Wednesday, 31 October 2001

07:00 - 08:30 AM
Making the Most of Gartner Research

08:30 - 09:30 AM

Planning for the Real-Time Enterprise
Business Process Outsourcing: Still Unexplored Territory
ERP Vendors: The Changing Landscape
Software Portfolio Analysis: Checking Application Vital Signs
Client Computing Best Practices: Keeping the Inmates from Taking Over the Asylum
Bridging The Gap Between Business and IT
Security On the Run: Mobile and Wireless Security

10:00 - 11:00 AM

CRM Business Transformation: Where to Begin With Value Creation?
The Convergence Industry Landscape
Financial Services CRM: Moving Towards an Enterprise Approach
Web Services Scenario: Software as a Service Comes Alive
The Future of Storage Networking
Network Security: Staying on Top of the Explosion
Voice Over IP: Fact and Fiction

11:30 AM - 12:30 PM

Sourcing Goes Strategic: Raising the Bar on Value Delivered
e-Procurement in the Marketplace
Packaged Business Intelligence Applications: Friend or Foe?
Isn't XML Finished Yet?
The Internet Data Centre Revolution
Surviving in a 24x7 World
Networking at the Speed of Business

12:30 - 13:45 PM   Lunch

13:45 - 14:30 PM   Education Sessions
The View From Above - Best Practices in Enterprise Systems Automation
Creating the Intelligent Enterprise
Best Practices of Lifecycle Asset Management
Accelerating Quality Software Development
Storage Virtualisation - Doing more with less

15:00 - 16:00 PM
E-Government Scenario
Financial Services Scenario: The Dinosaur Awakens
Supply Chain Management Scenario
Enterprise IT Architecture: Foundation for Efficiency and Effectiveness
Storage Management
The Cost Management Scenario
How to Save Money and Be Beautiful in Networking

16:30 - 17:30 PM

Working with the Executive Team
Living with Powerhouse Vendors: The Vendors You Love to Hate
Enterprise Portals
Business Process Management: Serious About Processes?
Emerging High Impact Trends
The NSM Big 4: Dinosaurs or Dynamos?
Killer Wireless Lessons from Australia and Abroad

17:45 - 18:30 PM   Education Sessions
Spinning Straw into Gold
The Integration Ready J2EE Business Platform
Self-service Information Access is Good Business
Optimising Business Performance Management with Business Intelligence Applications
Solving the Challenge of Populating E-Marketplaces with Quality Content

18:30 - 20:00 PM   Networking Reception - Proudly Sponsored by: Information Builders Pty Ltd

Thursday, 01 November 2001

08:30 - 09:30 AM
The Innovation Cycle and the Speed of Change
Information Overload and The Email Monster
Enabling the Services Value Chain
Microsoft.Net vs. Java: Competition or Co-operation?
Distributed Computing Scenario: Pain in the Personal Domain
Contact Centres: Opening the Door to e-Business
A Broadband Rescue for Australia

10:00 - 11:00 AM
Knowledge Workers:Tapping into Talent

Industry Trends and Directions Scenario
Business Intelligence: Making the Data Make Sense
Application Server Scenario: From Stovepipes to Services
Windows 2000 Migrations - Are We There Yet?
Networked Systems Management Scenario: The Enterprise and Beyond
Virtual Private Networks in the Real-Time Enterprise

11:30 AM - 12:30 PM
Glocalising your IS
Global e-Commerce, Local Interests: The Legal Challenges
Instant Messaging, Presence, Hailstorm: Microsoft and AOL Face Off in the Battle
For the Internet
Legacy Software
IT Asset Manangement: The Changing Landscape
Sourcing for e-Business Initiatives
Application Architecture and Design for Wireless and Non-PC Devices

12:30 - 13:45 PM   Lunch

13:45 - 14:30 PM   Education Sessions
Its All in the Knowing
E-business Infrastructure: The Issues and the Answers
Building Systems because the Customer Matters
Application Performance - What does it deliver to your business?
Web Infrastructure Management Challenges and Solutions

15:00 - 16:00 PM
Creating Sustainable Interbusiness Processes
What Users Really Want from IT Service Providers
c-Commerce Scenario
How Web Services Mean Business
Enterprise Server Selection
Public Key Infrastructure and Digital Signatures
Enterprise Network Equipment: The New Battlefield

16:30 - 17:30 PM
Successful Project Management
Asia/Pacific IT&T Market Overview: More Growth?
Oracle's e-Business In Transition
The Challenges of Implementing a Data Warehouse to Achieve Business Agility
Microsoft: After the .NET and Department of Justice Dust Settles
The Benefits of Best Practices in Contact Centres
The Internet Appliances Invasion

17:45 - 18:30 PM   Education Sessions
Understanding .NET, how can this help transform my business?

18:30 - 22:30 PM   Special Evening Event

Friday, 02 November 2001

08:30 - 09:30 AM
Human Capital: Doing More with Less
Public Sector Knowledge Workplace: Now or Never
Peer to Peer (P2P): The New Web or a Storm in a Teacup?
Internet Software Scenario: Doing Business In, Rather Than On the Internet
Negotiating With Software Vendors: Would You Like a "License To Kill" For?
Fast Track Outsourcing Evaluations
Outfitting the Frontline: Phones, PDAs and Strategies for Use

10:00 - 11:00 AM
Creating the Executive Action Plan
Creating the Executive Action Plan
Applications Action Plan
Applications Action Plan
Planning for Discontinuities in IT Evolution
Planning for Discontinuities in IT Evolution
Delivering Networks for the Real-Time Enterprise

11:30 AM - 12:30 PM   Locknote
The Future of Technology