



9.00 – 9.45 Registration Opens & Networking with TBM Summit Sponsors

9.45 – 10.15 **TBM Summit Welcome**

Ramon Baez, *Former SVP, Customer Evangelist & Advocate of Hewlett Packard Enterprise, Hewlett Packard*

Introducing the Technology Business Management movement: from 5 founding members to more than 3500 members in 5 years. Learn how this non-profit organisation and its work in defining IT financial standards can drive improved transparency and cost savings for IT departments.

10.15 – 11.15 **How KeyBank Gained Complete Transparency of its IT Costs**

Kim Manigault, *EVP-CFO, Technology & Operations, KeyBank*

KeyBank is a 190-year-old banking institution, headquartered in Cleveland, Ohio. It is one of the largest bank-based financial services companies in America, serving 15 states via a regional network of more than 1,200 branches, and over 1,500 ATMs.

In 2015 KeyBank began its journey into Technology Business Management (TBM) and started to experience the power of managing IT costs through a transparent view. In this candid conversation, Kim Manigault shares the lessons her team learned, provide fact-based guidance on their approach and demonstrate how they went live in less than 100 days to instantly achieve positive results.

11.15 – 11.30 Networking Break – Visit the TBM Summit Sponsors

11.30 – 12.15 **It's About Rewriting Your Company**

Paul Chapman, *CIO, Box*

To transform The world is digital. Business is digital. So how can companies drive value in the new digital economy? And what is the role of the CIO in driving this change? This highly visual presentation probes for the answers to the challenges facing organisations in the new economy.

12.15 – 13.15 Networking Lunch – Visit the TBM Summit Sponsors



13.15 – 14.00

Manage IT Like the CEO of Your Business

Craig Wishart, CIO, KPMG ANZ

While the business demands on today's CIOs are greater than ever, so is the potential for delivering value. In his diverse career, Craig Wishart has served in CIO, CTO, and General Manager positions, often serving both internal and external clients and owning P&L responsibilities. Consequently, he understands the opportunities for modern CIOs to not only provide effective IT-enabled services to the business but to also help the business innovate its offerings and deliver new sources of revenue. In this presentation, Wishart will share his three precepts for modern CIOs, the influence of the "FANG effect" and the most important role of a CIO today: communication. Wishart will also share his lessons learned from implementing TBM at two of companies why it is a core component of his strategy as a CIO.

14.00 – 14.45

Order from Chaos: Finding Hidden Sources of Value with TBM

Pete Wilson, VP, Customer Success – APAC, Apptio

We've all heard that one of the main benefits of implementing TBM is being able to gain efficiencies through acquiring new insights on the true state of IT costs and devices. But what does this mean in practice? And what sorts of insights can be found? Using his experience as a Global CTO implementing TBM as part of a global transformation program for Australian organization, Pete Wilson will talk through some of the steps of actionable insights he's been able to gain through embracing TBM.

14.45 – 15.00

Networking Break – Visit the TBM Summit Sponsors

15.00 – 15.30

Standards for Managing the Business of IT

Steve Hall, President, ANZ, ISG

Todd Tucker, Author & VP, Research, Standards & Education, TBM Council

A core mandate of the TBM Council is to create business standards and best practices for improving corporate outcomes. Key among these are the TBM Taxonomy, a standard, hierarchical set of categories for costs and other metrics, which is developed and maintained by the Council's standards committee. In this fireside chat, Todd Tucker (VP of Standards, Education and Research for the TBM Council) will sit down with Steve Hall (President, ANZ for ISG, a TBM Council Alliance



Partner) to discuss the standards and best practices that are available to you and how to put them to work. They will also share a brief history of the TBM Taxonomy and the Council's current work on value metrics, and how they enable meaningful transparency, benchmarking and decision making.

15.30 – 16.15

Reflections of a CIO Leader

Ramón Baez, *Former SVP, Customer Evangelist & Advocate, Hewlett Packard Enterprise, Hewlett Packard*

Ramón Baez's vast career experience spans across various Boards and global Fortune 100 companies. Prior to joining Hewlett Packard Enterprise, Ramón served as the Global CIO for HP. He also served as VP of information technology services and CIO of Kimberly-Clark, where he was responsible for leading the company's enterprise-wide information systems initiatives. Before Kimberly-Clark, Ramón served in CIO roles for Thermo Fisher Scientific, Inc. and Honeywell's Automation and Control Solution group. He began his career at Northrop Grumman, where he spent 25 years and finished as CIO for the company's electronics systems sensor sector.

Ramón speaks about the importance of CIOs in developing a flexible, innovative culture and hiring the right people for success. He shares his experience that proves it is only through collaboration that IT professionals and other leaders will ultimately improve business outcomes.

16.15 – 16.30

TBM Summit Concluding Comments & Prizing Drawings