

# The 7th Annual CIO Workshop

## on Infrastructure and Asset Information Management

Amsterdam, November 9/10, 2011

### The Event

The seventh annual invitation-only CIO Workshop on Infrastructure Asset Management takes place 9<sup>th</sup> and 10<sup>th</sup> of November, 2011, in Amsterdam. This intimate, frank\*, and highly interactive session is led by CIOs and professionally managed.

Experienced facilitators and a balanced agenda in a high-end setting provide a focus and effective platform for networking and discussion. Those who attend can look forward to a stimulating event and concrete results. They can also look forward to receiving white papers describing key results from this and previous Workshops – takeaways that have been found to be a unique source of timely, solid, peer reviewed content, and that are available only to CIO Workshop participants.

Details of the event and its sponsor can be found at <http://www.cioworkshop.org>.

### The Expert Advisory Panel

The workshop is guided by a selected group of CIOs and other leaders of IT. The 2011 Expert Advisory Panel members are:

**John Bailey**

Chief Information Officer EMEA, Bechtel

**Jim Conlin**

Water and Wastewater Strategy Manager,  
Scottish Water

**Andrew Cowell**

Director Cross Sector Services, MWH

**Neil Farmer**

IT Director, Cross Rail

**Branka Fister**

Head of Civil, ALSTOM (Switzerland) Ltd.

**Adrian Goulding**

CIO, IM IT Manager Major Capital Projects, Chevron

**Matthew Kyte**

Corporate Director IT, Arcadis NV

**Michel Luybaert**

Director of Information, Alluris

**Andrew Marks**

Chief Information Officer, Tullow Oil

**Charles Rowney (Chair)**

ACR, LLC

**Avinash Sankholkar**

CIO & Head of System Integration, L&T Infotech

**Anders Thostrup**

Senior Manager Capital Projects and Asset  
Management Accenture Consulting Technology  
and Outsourcing

**Tim Walton**

Tim Walton and Associates

### Synopsis of the 2011 Proceedings

The 2011 agenda centers on a theme pivotal to managing IT functions in the enterprise – the massive costs and frustrations associated with projects and assets or operations faced with a multitude of uncertainties that span enabling technologies, management techniques, and the human realities of business. This is an area where CIOs face risks to the enterprise and even personally as they wrestle with ways to embed new technology, manage the pace of change, and address emerging challenges. The CIO Workshop provides a unique forum where participants can share ideas and can bring actionable solutions and strategies back to their home enterprises.

The 2011 CIO Workshop is titled:

#### **Managing the Infrastructure Asset Lifecycle: Coping with Risk while Delivering Value**

Topic areas to be addressed include:

- **Technology:** Integrating emerging technologies into the enterprise, and coping with the onslaught of social networks and ad hoc infrastructure.
- **Management:** Risk based investment and decision making as a model for minimizing risk to the Enterprise, the supply chain, and the CIO.
- **Lessons Learned:** A look at solutions in other sectors, sharing techniques that have worked and those that have not in ways that provide leverage across differing arenas, resources and infrastructures.

Representatives from the asset-intensive industries such as oil and gas, water, energy, transportation, building and construction industries will present and discuss these challenges.

Facilitated plenary and breakout sessions promote lively debate. To encourage open discussion and information sharing, the world-famous Chatham House Rule\* is applied.

\*The Chatham House Rule: "When a meeting, or part thereof, is held under the Chatham House Rule, participants are free to use the information received, but neither the identity nor the affiliation of the speaker(s), nor that of any other participant, may be revealed." Complete details may be found at <http://www.chathamhouse.org/uk/about/chathamhouserule>

# The 7th Annual CIO Workshop

## on Infrastructure and Asset Information Management

Amsterdam, November 9/10, 2011

### Program Overview

The pattern we've established is proven and effective. Set as a day-and-a-half event, the event provides plenty of time for formal presentations, interactive workshops, and individual networking, yet in most cases can readily be accommodated in the busy CIO's schedule.

#### Day 1

12:00 – 13:00 **Registration and Buffet Lunch**

CIOs meet, greet, and get to know each other over a private buffet.

13:15 – 13:45 **CIO Workshop Opening**

After welcoming remarks and introductions, CIOs are provided a common understanding and set of expectations for the day and for the event as a whole by CIO Workshop Chair Charles Rowney. At the request of the Expert Advisory Council, Bentley CEO Greg Bentley will provide an introductory set of remarks sharing observations on global trends in IT activity based on the unique perspective of a top tier global software provider.

**A. Charles Rowney**  
*Chair,  
CIO Workshop*

**Greg Bentley**  
*CEO,  
Bentley Systems*

14:00 – 15:00 **Keynote – Enterprise Asset and Information Management – Exploring Models for Success**

Noted author **Clive Deadman** will provide an engaging presentation distilling lessons learned from 37 case studies into thought provoking answers surrounding the key question of how utilities can select the right goals, organisational design, culture and engineering tools, to allow them to manage their complex asset bases and deliver truly excellent performance. Successful information management strategies underlying these lessons will be emphasized. Attendees will be provided with a copy of the speaker's book on this subject, which captures key concepts in informative and accessible text and figures.

15:00 – 17:00 **Afternoon Program – Embedding Emerging IM Solutions in the Enterprise**

Powerful new information technologies increasingly offer the opportunity to mesh projects and resources across and between enterprises in ways previously impossible. At the same time, social networking technologies, mobile solutions and leading edge technologies such as augmented reality come face to face with established enterprise management paradigms in ways that have yet to be resolved. This structured set of discussions will present strategies and solutions to common problems, and lead to a set of workable strategies that attendees may take advantage of in their own operations.

**Rob Whitesell**  
*SVP Infrastructure  
Products  
Bentley*

**Graham Young**  
*Senior Partner, Head  
of Information &  
Design Systems  
Foster + Partners*

**Matthew Kyte**  
*Corporate Director  
Information Technology,  
Arcadis*

**Steve Dunwell**  
*VP Construction,  
EMEA, Oracle*

17:15 – 22:00 **Evening Program**

After a break, CIOs will gather for a private cocktail reception to facilitate networking and discussion of issues of particular individual interest. Then the CIOs will be guests of honor at the Be Inspired Awards Gala Dinner, celebrating the world's most outstanding infrastructure projects.

#### Day 2

08:30 – 10:30 **Morning Session – Risk Based Decision Making in the Enterprise**

CIOs routinely balance potential negative and positive consequences for decisions made in good faith but under the pressure of imperfect data, limited time and stressed resources. These consequences increasingly make themselves felt not only by the enterprise and in the supply chain, but by the CIO personally. This session will explore strategies for investment that explicitly deal with risk and uncertainty, and will promote decision making methods that allow an informed and effective choice by the CIO.

**Andrew Marks**  
*Chief Information  
Officer,  
Tullow Oil*

**Anders Thostrup**  
*Senior Manager Capital  
Projects and Asset  
Management Accenture  
Consulting Technology and  
Outsourcing*

**Willem Bootsma**  
*Manager Asset  
Management,  
Vitens*

**Michel Luybaert**  
*Director of Information,  
Alluris*

# The 7th Annual CIO Workshop

## on Infrastructure and Asset Information Management

Amsterdam, November 9/10, 2011

### 10:30 – 11:45 **Morning Breakout Groups and Reports**

CIOs will break into facilitated groups (targeting water, oil and gas, energy, construction and transportation) and will explore the merits of various decision making approaches in the light of their own experiences. Consolidated findings will be recorded, for communication to the group at large.

### 11:45 – 13:15 **Lunch and Discussion – Generation Y and Beyond**

Over a private buffet lunch, attendees will learn of recent and ongoing research at Fujitsu, presented by CIO and CTO **David Smith**, who will develop a number of key themes that differentiate the generation that can't remember life before massive social connectivity via the Internet. The very real problems and opportunities associated with managing the onslaught of new perspectives in traditional business practices are discussed, with supporting statistics and findings plentiful and effectively presented.

### 13:15 – 14:30 **Afternoon Session – Cross Sector Synergies in Problem Identification and Solution**

Resource persons from legal, regulatory, and supplier contexts will discuss emerging solutions and potential pitfalls of managing information oriented solutions in the enterprise. A basis for evaluating common and diverging issues in the rail, energy, oil & gas and water sectors will be developed. Experiences in each area will be shared, as a starting point for breakout discussions.

**Jim Conlin**  
*Water and  
Wastewater  
Strategy Manager,  
Scottish Water*

**Neil Farmer**  
*IT Director,  
Cross Rail*

**Adrian Goulding**  
*CIO, IM IT Manager  
Major Capital Projects,  
Chevron*

**Henk Van Oostveen**  
*Manager Asset  
Information,  
ProRail*

### 14:30 – 15:45 **Afternoon Breakout Groups and Reports**

As with the morning session, breakout groups will explore and report on the problem in this session. For this session, the dimensions of the problems inherent in risk based investment and decision making in the represented sectors will be identified and workable solutions sought. The differing histories, investment capabilities and resource bases in the various sectors make this a fertile forum for development of ideas that may be proven elsewhere but still new to individuals in different sectors.

### 15:45 – 16:00 **Closing**

The event sponsor, Greg Bentley (CEO of Bentley) will provide a reaction to the events of the day and possible options going forward. Then, in closing, results are reviewed and takeaway content is provided to attendees. Initial plans for the 2012 event (targeting major projects management) will be discussed.

**Greg Bentley**  
*CEO,  
Bentley Systems*

**A. Charles Rowney**  
*Chair,  
CIO Workshop*