



FORRESTER®

Technology & Innovation Summit North America 2024

Austin & Digital

September 9, 2024 – September 12, 2024

Agenda downloaded: January 29, 2026 08:47:07 PM ET

Bold Starts: Monday, Sep 9

1:00 pm – 4:15 pm CDT	AI Innovation Lab: Discover. Experiment. Compete. (In-Person Only) Speakers: William McKeon-White, Senior Analyst, Forrester Elizabeth Cullen, Researcher, Forrester Madeline Cyr, Researcher, Digital Retail, Forrester Kevin Dean, CEO, ManoByte
4:30 pm – 6:00 pm CDT	Forrester Women's Leadership Program 4:30 pm Welcome Remarks Speakers: Sudha Maheshwari, VP, Research Director, Forrester 4:45 pm Fireside Chat: Empowering Growth Through Personal Branding 5:15 pm Activity & Networking Speakers: Sudha Maheshwari, VP, Research Director, Forrester Linda Ivy-Rosser, VP, Research Director, Forrester , , Forrester Allie Mellen, Principal Analyst, Forrester 5:50 pm Wrap-up & Overview Speakers: Sudha Maheshwari, VP, Research Director, Forrester
4:30 pm – 6:00 pm CDT	Level-Up Workshop: Craft A Winning Tech Strategy- Forrester's Blueprint for Success Speakers: Bobby Cameron, VP, Principal Analyst, Forrester Marianne Doran-Collins, VP, Consulting Director, Forrester Rowan Curran, Principal Analyst, Forrester Kalyan Sumanam, VP, Principal Consultant, Forrester Tracy Woo, Principal Analyst, Forrester Lee Sustar, Principal Analyst, Forrester Aaron Katz, VP, Research Director, Forrester Sean McCormick, Principal Consultant, Forrester
6:00 pm – 7:30 pm CDT	Welcome Reception
6:00 pm – 7:00 pm CDT	Executive Leadership Exchange (Invite Only): Meet Your Peers Reception

Tuesday, Sep 10

8:30 am – 9:30 am CDT	General Breakfast
8:30 am – 9:30 am CDT	Forrester Women's Leadership Program: Breakfast Panel Discussion Speakers: Heidi Norman, CIO and Director, Dept of Innovation & Performance, City of Pittsburgh Allie Mellen, Principal Analyst, Forrester Kim Tatum, Managing Director, Deloitte Consulting LLP

Tuesday, Sep 10

9:30 am – 10:15 am CDT	<p>Welcome & Opening Remarks</p> <p>Speakers: George Colony, CEO, Forrester Stephanie Balaouras, VP, Group Director, Forrester</p>
10:15 am – 10:45 am CDT	<p>Keynote: The Power of AI Computing</p> <p>Speakers: Julie Mohr, Principal Analyst, Forrester</p>
10:55 am – 11:45 am CDT	<p>Marketplace Coffee Break & Networking (In-Person Only)</p> <p>11:00-11:10am - Creatio: The Rise of No-Code: Inspiring Enterprise Automation Story Speakers: Andie Dovgan, Chief Growth Officer, Creatio Jason Miller, No-Code Evangelist & Principal Consultant, Creatio</p> <p>11:15-11:25am - Kyndryl: Create new customer value with data that powers AI Speakers: Shekhar Jadhav, Director, Data Consulting, Kyndryl</p> <p>11:30-11:40am - Brandwatch: Harnessing the Future: Brandwatch's Journey in AI & Innovation Speakers: Alan Dix, Vice President of Product Management, Brandwatch</p>
10:55 am – 11:25 am CDT	<p>Analyst-Led Roundtable</p> <p>Industry: Public Sector Speakers: Devin Dickerson, Principal Analyst, Forrester</p> <p>Fostering Digital Employee Experience and Collaboration Speakers: Cheryl McKinnon, Principal Analyst, Forrester William McKeon-White, Senior Analyst, Forrester</p> <p>Forrester Izola: Lessons Learned Building Our Own GenAI Tool Speakers: Doug Washburn, Vice President, Product Management, Forrester</p>
11:00 am – 12:15 pm CDT	<p>Level-Up Workshop: Reduce Technical Debt</p> <p>Speakers: Linda Ivy-Rosser, VP, Research Director, Forrester Bobby Cameron, VP, Principal Analyst, Forrester</p>
11:00 am – 11:30 am CDT	<p>Executive Leadership Exchange (Invite only): Exclusive Keynote Q&A With George Colony & Julie Mohr</p> <p>Speakers: George Colony, CEO, Forrester Julie Mohr, Principal Analyst, Forrester</p>

Tuesday, Sep 10

11:45 am – 12:15 pm
CDT**Breakout Sessions****LEADERSHIP & TALENT**

Make People The Key To Your Success In An AI World
 Speakers: James L. McQuivey, PhD, VP, Research Director, Forrester

TECHNOLOGY STRATEGY & ENTERPRISE ARCHITECTURE

Activate Your High-Performance IT Strategy In An AI-Driven World
 Speakers: Ted Schadler, VP, Principal Analyst, Forrester

BUSINESS APPLICATIONS & APPLICATION DEVELOPMENT

The Future Of Enterprise Software
 Speakers: Liz Herbert, VP, Principal Analyst, Forrester

INFRASTRUCTURE & OPERATIONS

Get To A Smart Future With The Right Tech Investments
 Speakers: Andre Kindness, Principal Analyst, Forrester Michele Pelino, VP, Principal Analyst, Forrester

DATA & ANALYTICS

Supercharge Your GenAI Initiatives With Vector Databases
 Speakers: Noel Yuhanna, VP, Principal Analyst, Forrester

AI

Win The Sprint, But What About the Marathon? Our AI Future
 Speakers: Brian Hopkins, VP, Emerging Tech Portfolio, Forrester Mike Gualtieri, VP, Principal Analyst, Forrester Srividya Sridharan, VP, Group Director, Forrester

12:25 pm – 12:55 pm
CDT**Case Study Sessions (In-Person Only)**

DataRobot: Multiplying Team Productivity for Faster Innovation
 Speakers: Lisa Aguliar, Global Head of Field CTO Team, DataRobot

Domo: How Telus overcame the leading cause of AI project failures
 Speakers: Karl Altern, Principal Program Manager, Domo Amaan Raza, Data Scientist, Customer Network Planning, Telus

Globant: GenAI - The challenge of scaling with impact
 Speakers: Hernan Tabah, Global Chief Digital and Technology Officer, Suntory Global Spirits Juan Bertiche, Managing Director – Consumer & Retail, Globant

Mural: Actionable Intelligence: The AI We Should Be Talking About
 Speakers: Anthony Coppedge, Principal Lead of eCommerce Seller Initiatives, IBM

Tuesday, Sep 10

12:55 pm – 1:55 pm
CDT**Lunch & Marketplace (In-Person Only)****1:00-1:10pm - Forrester: Deliver Data And AI At Scale**

Speakers: Aaron Katz, Vice President, Research Director, Forrester

1:15-1:25pm - ZenOptics: Eliminate Analytics Sprawl and Control Analytics Costs

Speakers: Saurbh Khera, CEO, ZenOptics Heena Sood, CTO, ZenOptics

1:30-1:40pm - Atlassian: The Future of IT Operations

Speakers: Brooke Fishback, Solutions Engineer - Jira Service Management , Atlassian

1:45-1:55pm - Airia: Optimize AI across your Enterprise with Airia

Speakers: Spencer Reagan, R&D, Airia

12:55 pm – 1:55 pm
CDT**Executive Leadership Exchange (Invite only): Exclusive Lunch**1:55 pm – 2:40 pm
CDT**Breakout Sessions + Ask An Expert****LEADERSHIP & TALENT****What It Really Means To Uplevel Your Workforce**

Speakers: Fiona Mark, Principal Analyst, Forrester Jonathan Roberts, Senior Analyst, Forrester Betsy Summers, Principal Analyst, Forrester

TECHNOLOGY STRATEGY & ENTERPRISE ARCHITECTURE**Enhance Your IT Capabilities For High-Performance**

Speakers: Charles Betz, VP, Principal Analyst, Forrester

BUSINESS APPLICATIONS & APPLICATION DEVELOPMENT**INFRASTRUCTURE & OPERATIONS****The Future Of API-Led Business: How AI Will Change How You Do APIs And How You Do Business**

Speakers: David Mooter, Principal Analyst, Forrester

Great Digital Employee Experience - Not Just A Nice To Have

Speakers: Andrew Hewitt, Principal Analyst, Forrester Dr. Brian Gardner, Chief Information Officer, City of Dallas

DATA & ANALYTICS**AI****Modernizing Your Data Architectures With Cloud Data Platforms**

Speakers: Noel Yuhanna, VP, Principal Analyst, Forrester Peter Faseun, Principal Enterprise Architect, Humana Chuck DeVries, SVP and Technology Officer, Vizient Greg Bowles, Senior IT Manager, UFCU

Strategies To Win The AI Race

Speakers: Rowan Curran, Principal Analyst, Forrester

1:55 pm – 2:40 pm
CDT**Executive Leadership Exchange (Invite only) | Fireside Chat: IT Leadership In the New World of GenAI**

Speakers: Sharyn Leaver, Chief Research Officer, Forrester Aaron Levie, Chief Executive Officer, Co-founder, Box

Tuesday, Sep 10

2:50 pm – 3:20 pm
CDT**Case Study Sessions (In-Person Only)****Airia: Empower Your Teams to Innovate Faster; Enabling AI Across The Enterprise**

Speakers: Spencer Reagan, R&D, Airia

Camunda: How Cardinal Health Creates AI Personal Patient Journeys

Speakers: Steven Gregory, Director of Commercial Technologies Software, Cardinal Health

Credo AI: Scaling GenAI Governance: Mastercard and Credo AI's Blueprint for Enterprise Success

Speakers: Andrew Reiskind, Chief Data Officer, Mastercard Mike Rogers, Head of Revenue & GTM, Credo AI

Reltio: Building a customer data foundation in the age of AI

Speakers: Venki Subramanian, SVP, Product Management, Reltio

SoftRoad: Only 1 AI Migration: System Reform - Create Pure Open System & Add Values

Speakers: Daniel Deng, Account Executive, SoftRoad

3:30 pm – 4:00 pm
CDT**Breakout Sessions****LEADERSHIP & TALENT****Are You Leading Change Or Is Change Leading You?**

Speakers: Katy Tynan, VP, Principal Analyst, Forrester

TECHNOLOGY STRATEGY & ENTERPRISE ARCHITECTURE**Navigate The Four Styles Of High-Performance IT Governance**

Speakers: Christopher Gilchrist, Principal Analyst, Forrester

BUSINESS APPLICATIONS & APPLICATION DEVELOPMENT**INFRASTRUCTURE & OPERATIONS****Why Compromise? Transform SaaS Into Competitive Advantage With Cloud-Native Development**

Speakers: Devin Dickerson, Principal Analyst, Forrester

Build Trust Through Resilience, Leverage Trust For Resilience

Speakers: Brent Ellis, Principal Analyst, Forrester

DATA & ANALYTICS**AI****Ensure Data Governance Through Observability**

Speakers: Jayesh Chaurasia, Senior Analyst, Forrester

Follow The Rules To Win The Race With AI Governance And Regulations

Speakers: Alla Valente, Principal Analyst, Forrester

3:30 pm – 4:45 pm
CDT**Level-Up Workshop: The Keys to Surviving a Ransomware Attack**

Speakers: Allie Mellen, Principal Analyst, Forrester

Tuesday, Sep 10

4:00 pm – 4:45 pm CDT	<p>Marketplace Coffee Break & Networking (In-Person Only)</p> <p>4:05-4:15pm - 1E Limited: Empowering the Digital Employee Experience: 1E's Autonomous DEX Platform and AI Integration Speakers: Katherine Cattini, Director of Product Marketing, 1E</p> <p>4:20-4:30pm - Aisera: A Dive into Enterprise GenAI Use Cases and Quickest Path to ROI Speakers: Abhi Maheshwari, CEO, Aisera</p> <p>4:35-4:45pm - Treasure Data: Unlocking the Future of Marketing with AI and CDPs Speakers: Kazuki "Kaz" Ohta, Co-Founder & CEO, Treasure Data</p>
4:00 pm – 4:30 pm CDT	<p>Analyst-Led Roundtable</p> <p>Industry: Healthcare Speakers: Alla Valente, Principal Analyst, Forrester Michele Pelino, VP, Principal Analyst, Forrester</p> <p>Industry: Financial Services Speakers: Tracy Woo, Principal Analyst, Forrester Lee Sustar, Principal Analyst, Forrester</p> <p>Demystifying the Components of AI Architecture Speakers: Brian Hopkins, VP, Emerging Tech Portfolio, Forrester</p>
4:45 pm – 5:15 pm CDT	<p>Keynote: Unleash Your Potential With High-Performance IT</p> <p>Speakers: Chuck Gahun, Principal Analyst, Forrester Monty Bedi, EVP and CIO of ALM, Capital Markets, Finance and Risk Technology, PNC Bank Kevin Sturlaugson, Associate Chief Information Officer, Bureau of Indian Affairs (BIA)</p>
5:15 pm – 5:25 pm CDT	<p>Closing Remarks</p> <p>Speakers: Stephanie Balaouras, VP, Group Director, Forrester</p>
5:30 pm – 6:30 pm CDT	<p>Reception</p>
7:00 pm – 9:00 pm CDT	<p>Executive Leadership Exchange (Invite Only): Exclusive Dinner</p>

Wednesday, Sep 11

8:30 am – 9:30 am CDT	General Breakfast
9:30 am – 9:45 am CDT	Welcome & Opening Remarks Speakers: Stephanie Balaouras, VP, Group Director, Forrester
9:45 am – 10:15 am CDT	Keynote: Align By Design Or Risk Decline Speakers: Brandon Purcell, VP, Principal Analyst, Forrester
10:15 am – 10:45 am CDT	Keynote: Forrester Technology Awards 2024 -Technology Strategy Impact Award Speakers: Sharyn Leaver, Chief Research Officer, Forrester Meghan Condon, Senior Vice President, Digital Transformation & Operating Officer, Best Buy Sean McCormack, Chief Information Officer, First Student
10:55 am – 11:45 am CDT	Marketplace Coffee Break & Networking (In-Person Only) 11:00-11:10am - Agile Dream Team: How to Assemble AI-powered - High-performing Software Development teams : Processes & Best-Practices Speakers: Gabriel Duque, Director of Technical Client Solutions, Agile Dream Team Leonardo Vargas, CTO, Agile Dream Team 11:15-11:25am - ServiceNow: Modernize Legacy Applications and Processes with GenAI Speakers: Peter Russo, VP, Creator, ERP and Platform Foundations, ServiceNow 11:30-11:40am - TransUnion: How to take more control over the analytics value chain Speakers: Gwendolyn Smith, Director of Product Marketing, TransUnion
10:55 am – 11:25 am CDT	Analyst-Led Roundtable AI's Impact On IT Sustainability Goals Speakers: Alvin Nguyen, Senior Analyst, Forrester Making Sense Of DataOps and ModelOps Speakers: Rowan Curran, Principal Analyst, Forrester Forrester Izola: Lessons Learned Building Our Own GenAI Tool Speakers: Doug Washburn, Vice President, Product Management, Forrester
10:55 am – 11:35 am CDT	Forrester Women's Leadership Program: Brand Skill Building Workshop Speakers: Julie Young, Senior Consultant, Forrester Marianne Doran-Collins, VP, Consulting Director, Forrester

Wednesday, Sep 11

11:00 am – 12:15 pm CDT	<p>Level-Up Workshop: Assess Your AI Data Readiness</p> <p>Speakers: Jayesh Chaurasia, Senior Analyst, Forrester Zeid Khater, Analyst, Forrester Chris Gallacher, VP, Principal Consultant, Forrester</p>												
11:45 am – 12:15 pm CDT	<p>Breakout Sessions</p> <table border="1"> <tr> <td>LEADERSHIP & TALENT</td><td>TECHNOLOGY STRATEGY & ENTERPRISE ARCHITECTURE</td></tr> <tr> <td>The ROI Of Team Culture Speakers: Angelina Gennis, Principal Analyst, Forrester</td><td>2024 Enterprise Architecture Award Speakers: Charles Betz, VP, Principal Analyst, Forrester Manoj Mathew, Vice President, Enterprise Architecture & Modernization , Scotiabank</td></tr> <tr> <td>BUSINESS APPLICATIONS & APPLICATION DEVELOPMENT</td><td>INFRASTRUCTURE & OPERATIONS</td></tr> <tr> <td>How AI And Automation Are Becoming The Cornerstone Of Enterprise Application Delivery And Modernization Speakers: Akshara Naik Lopez, Senior Analyst, Forrester</td><td>Get Your Cloud Costs Under Control With A FinOps Practice Speakers: Tracy Woo, Principal Analyst, Forrester</td></tr> <tr> <td>DATA & ANALYTICS</td><td>AI</td></tr> <tr> <td>Crucial Components For Establishing An Effective Data And AI Team Speakers: Kim Herrington, Senior Analyst, Forrester</td><td>AI And Your Tech Talent – It's Not All About the AI Speakers: Fiona Mark, Principal Analyst, Forrester</td></tr> </table>	LEADERSHIP & TALENT	TECHNOLOGY STRATEGY & ENTERPRISE ARCHITECTURE	The ROI Of Team Culture Speakers: Angelina Gennis, Principal Analyst, Forrester	2024 Enterprise Architecture Award Speakers: Charles Betz, VP, Principal Analyst, Forrester Manoj Mathew, Vice President, Enterprise Architecture & Modernization , Scotiabank	BUSINESS APPLICATIONS & APPLICATION DEVELOPMENT	INFRASTRUCTURE & OPERATIONS	How AI And Automation Are Becoming The Cornerstone Of Enterprise Application Delivery And Modernization Speakers: Akshara Naik Lopez, Senior Analyst, Forrester	Get Your Cloud Costs Under Control With A FinOps Practice Speakers: Tracy Woo, Principal Analyst, Forrester	DATA & ANALYTICS	AI	Crucial Components For Establishing An Effective Data And AI Team Speakers: Kim Herrington, Senior Analyst, Forrester	AI And Your Tech Talent – It's Not All About the AI Speakers: Fiona Mark, Principal Analyst, Forrester
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12:55 pm – 1:55 pm CDT	Executive Leadership Exchange (Invite Only): Exclusive Lunch & HPIT Roundtables												

Wednesday, Sep 11

12:25 pm – 1:15 pm CDT	Analyst Relations Lunch												
12:25 pm – 1:15 pm CDT	Lunch & Learn Session (In-Person Only) Mural: The Secret Sauce to Powering Team Performance Speakers: Amelia Jones, Principal CSM, Mural Mike Lyons, Agile Capability Lead, Accenture Federal Services												
1:25 pm – 2:10 pm CDT	Breakout Sessions + Ask An Expert <table border="1" data-bbox="316 473 2196 959"> <tr> <td>LEADERSHIP & TALENT</td> <td>TECHNOLOGY STRATEGY & ENTERPRISE ARCHITECTURE</td> </tr> <tr> <td> Unlock AI's Full Potential With Forrester's AIQ Framework Speakers: James L. McQuivey, PhD, VP, Research Director, Forrester </td><td> Strategic Investments For Unlocking High-Performance IT Value Speakers: Carlos Casanova, Principal Analyst, Forrester Christopher Gilchrist, Principal Analyst, Forrester </td></tr> <tr> <td>BUSINESS APPLICATIONS & APPLICATION DEVELOPMENT</td> <td>INFRASTRUCTURE & OPERATIONS</td></tr> <tr> <td> Build A Workforce Comfortable With Navigating An Intelligent Enterprise Speakers: Kate Leggett, Vice President, Principal Analyst, Forrester </td><td> Define Your Next-Generation Cloud Operating Model Speakers: Lee Sustar, Principal Analyst, Forrester Tracy Woo, Principal Analyst, Forrester </td></tr> <tr> <td>DATA & ANALYTICS</td> <td>AI</td></tr> <tr> <td> Master The Discipline Of Decisions To Drive Analytical Impact Speakers: Brandon Purcell, VP, Principal Analyst, Forrester Aldila Yunus, Researcher, Forrester </td><td> Behind The Scenes: AI Models, Platforms, And Infrastructure To Deliver AI Speakers: Mike Gualtieri, VP, Principal Analyst, Forrester </td></tr> </table>	LEADERSHIP & TALENT	TECHNOLOGY STRATEGY & ENTERPRISE ARCHITECTURE	Unlock AI's Full Potential With Forrester's AIQ Framework Speakers: James L. McQuivey, PhD, VP, Research Director, Forrester	Strategic Investments For Unlocking High-Performance IT Value Speakers: Carlos Casanova, Principal Analyst, Forrester Christopher Gilchrist, Principal Analyst, Forrester	BUSINESS APPLICATIONS & APPLICATION DEVELOPMENT	INFRASTRUCTURE & OPERATIONS	Build A Workforce Comfortable With Navigating An Intelligent Enterprise Speakers: Kate Leggett, Vice President, Principal Analyst, Forrester	Define Your Next-Generation Cloud Operating Model Speakers: Lee Sustar, Principal Analyst, Forrester Tracy Woo, Principal Analyst, Forrester	DATA & ANALYTICS	AI	Master The Discipline Of Decisions To Drive Analytical Impact Speakers: Brandon Purcell, VP, Principal Analyst, Forrester Aldila Yunus, Researcher, Forrester	Behind The Scenes: AI Models, Platforms, And Infrastructure To Deliver AI Speakers: Mike Gualtieri, VP, Principal Analyst, Forrester
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1:55 pm – 2:40 pm CDT	Executive Leadership Exchange (Invite Only) Workshop: How Ready Are You For High Performance IT? Speakers: Bobby Cameron, VP, Principal Analyst, Forrester												

Wednesday, Sep 11

2:20 pm – 2:50 pm
CDT**Breakout Sessions****LEADERSHIP & TALENT****Are You A Better Boss Than A Bot? Level Up Your Leadership Skills For An AI-Infused World**

Speakers: Katy Tynan, VP, Principal Analyst, Forrester

TECHNOLOGY STRATEGY & ENTERPRISE ARCHITECTURE**Master Strategic Portfolio Management With A Strategic Value Office**

Speakers: Margo Visitacion, VP, Principal Analyst, Forrester

BUSINESS APPLICATIONS & APPLICATION DEVELOPMENT**Journey Maps And Value Streams Bring Relevancy To Your Tech Stack Investments**

Speakers: Joe Cicman, Principal Analyst, Forrester Christopher Condo, Principal Analyst, Forrester

INFRASTRUCTURE & OPERATIONS**The Future Of VMware: What Are Your Options?**

Speakers: Naveen Chhabra, Principal Analyst, Forrester

DATA & ANALYTICS**AI****Democratize Enterprise Data With AI-Infused Business Intelligence**

Speakers: Boris Evelson, Vice President, Principal Analyst, Forrester Aaron Katz, VP, Research Director, Forrester

Secure And Manage The Risks Of AI

Speakers: Jeff Pollard, VP, Principal Analyst, Forrester

2:50 pm – 4:05 pm
CDT**Level-Up Workshop: Storytelling: Influence Without Authority**

Speakers: Kim Herrington, Senior Analyst, Forrester , , Forrester

2:50 pm – 3:35 pm
CDT**Marketplace Coffee Break & Networking (In-Person Only)****2:55-3:05pm - Incode Workforce: Close the backdoor to social engineering.**

Speakers: Harsha Balakrishnan, Senior Sales Intelligence, Incode

3:10-3:20pm - ManoByte: HubSpot Uses Gen AI to Enhance Customer Experience

Speakers: Kevin Dean, CEO, ManoByte

3:25-3:35pm - Acceldata: From Insight to Action: How Data Observability Delivers Transformative Use Cases Across Industries

Speakers: Mahesh Kumar, CMO, Acceldata

Wednesday, Sep 11

3:20 pm – 3:50 pm CDT	<p>Analyst-Led Roundtable</p> <p>Combining Structured & Unstructured Data For AI & Insights Speakers: Zeid Khater, Analyst, Forrester</p> <p>Enabling Self-Service Data With Data Catalogs Speakers: Jayesh Chaurasia, Senior Analyst, Forrester</p> <p>Forrester Izola: Lessons Learned Building Our Own Gen GenAI Tool Speakers: Doug Washburn, Vice President, Product Management, Forrester</p>
3:35 pm – 4:05 pm CDT	<p>Keynote: The Shape Shifting Technology Leader.</p> <p>Speakers: Fiona Mark, Principal Analyst, Forrester</p>
4:05 pm – 4:35 pm CDT	<p>Keynote: AI, Low-Code, And The End Of Software Development As We Know It</p> <p>Speakers: John Bratincevic, Principal Analyst, Forrester</p>
4:35 pm – 4:45 pm CDT	<p>Closing Remarks</p> <p>Speakers: Stephanie Balaouras, VP, Group Director, Forrester</p>
4:45 pm – 5:45 pm CDT	<p>Reception</p>
4:45 pm – 5:45 pm CDT	<p>Executive Leadership Exchange (Invite Only): Exclusive Reception With Teams</p>

Thursday, Sep 12

8:30 am – 9:30 am CDT	<p>General Breakfast</p>
9:30 am – 9:35 am CDT	<p>Welcome & Opening Remarks</p> <p>Speakers: Stephanie Balaouras, VP, Group Director, Forrester</p>

Thursday, Sep 12

9:35 am – 10:05 am CDT	Keynote: The Real-Time Data Opportunity Speakers: Mike Gualtieri, VP, Principal Analyst, Forrester												
10:05 am – 10:35 am CDT	Keynote: Observe The Future Of AIOps, It's Happening Now Speakers: Carlos Casanova, Principal Analyst, Forrester												
10:45 am – 11:30 am CDT	Marketplace Coffee Break & Networking (In-Person Only) 10:50-11:00am - Broadcom: Driving Innovation With AI And Value Stream Management Speakers: Lance Knight, Chief Value Stream Architect, Broadcom 11:05-11:15am - Box: Building an Intelligent, Secure Content Strategy Speakers: William Higgins, Team Manager, Solutions Engineering, Box 11:20-11:30am - Workgrid: Making AI Work for You Speakers: Rob Ryan, Director of Product Marketing and Business Value, Workgrid												
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Thursday, Sep 12

12:10 pm – 12:40 pm
CDT**Breakout Sessions****LEADERSHIP & TALENT**

You Break It, You Buy It: Trust In The Future Of Work
Speakers: Jonathan Roberts, Senior Analyst, Forrester

TECHNOLOGY STRATEGY & ENTERPRISE ARCHITECTURE

Assure High-Performance IT Alignment With Forrester's Value Creation Flow Framework
Speakers: Gordon Barnett, Principal Analyst, Forrester Bobby Cameron, VP, Principal Analyst, Forrester

BUSINESS APPLICATIONS & APPLICATION DEVELOPMENT

Establishing Trust With Service Providers In The Age Of GenAI
Speakers: Christopher Condo, Principal Analyst, Forrester Bill Martorelli, Principal Analyst, Forrester

INFRASTRUCTURE & OPERATIONS

Navigating The New Terrain Of Platform Teams In Operations
Speakers: Julie Mohr, Principal Analyst, Forrester

DATA & ANALYTICS

Synthetic Data Fuels New Use Cases
Speakers: Zeid Khater, Analyst, Forrester

AI

The Training Regimen: Model Training And Customization Options
Speakers: Rowan Curran, Principal Analyst, Forrester

12:50 pm – 1:20 pm
CDT**Keynote: Predictions 2025**

Speakers: Jeff Pollard, VP, Principal Analyst, Forrester Christopher Gilchrist, Principal Analyst, Forrester Rowan Curran, Principal Analyst, Forrester Tracy Woo, Principal Analyst, Forrester Allie Mellen, Principal Analyst, Forrester

1:20 pm – 1:25 pm
CDT**Closing Remarks**

Speakers: Stephanie Balaouras, VP, Group Director, Forrester