












CIO Insurance Summit Agenda

Agenda Key

	- Networking Opportunities & Session Breaks		- CIO Keynote Presentation
	- Executive Exchange		- CIO Focus Group
	- CIO Executive Visions		- Quick-fire Analyst Q&A Session
	- CIO Thought-Leadership		- Vendor Showcase
	- CIO Think Tank		- CIO Case Study

Summit Content Underwriters:



Day 1: Sunday, October 17th	
7am - 12pm	'Desert Golf Classic' - Shotgun Tournament
2pm - 5pm	Registration + Greeting to CIO Summit
4pm - 5.30pm	Executive CIO Think Tank
6pm - 7pm	Welcome Cocktail Reception
7pm - 9.45pm	<p>Welcome Address presented by Master of Ceremonies</p> <p>Matthew Josefowicz, Director of Insurance Practice, Novarica </p> <p>Welcome Gala Dinner + Keynote Speech</p>
Day 2: Monday, October 18th	

7am - 8am

Breakfast Networking Reception & Collection of Final Itinerary

CIO Keynote Presentation

From Crisis to Transformation: Rebounding, Transformation & Competing- Gearing up for Growth

8.10 - 8.50

Insurance organizations must position themselves to compete for growth in this rebound period. With many high profile mergers made over the past few years business leaders are turning towards organic growth to fuel its future success. CEOs are in turn demanding their technology teams to support this strategy and lead transformation across the firm's IT organization turning into a "value center" more akin to a line of business and supporting the introduction of new products, including new supply chain and payment processing solutions.

 [Sponsored by Cisco](#)

9.00 - 9.30

Executive Exchange

CIO Think Tank

Life/Annuity/Health

This session offers an opportunity for life/annuity/health company CIOs to discuss recent developments and pressures in their sector, including recent market dynamics, changes in the distribution force, emerging products, regulatory change, and the pressures that all of these developments put on systems and IT groups. The session will kick-off with a brief presentation on current issues by Novarica principal Don Desiderato, whose background includes positions as divisional CIO at Prudential and ING.

 [Moderated by: Don Desiderato, Principal, Novarica](#)

CIO Think Tank

Property/Casualty

This session offers an opportunity for property/casualty company CIOs to discuss recent developments and pressures in their sector, including recent market dynamics, changes in the distribution force, emerging products, regulatory change, and the pressures that all of these developments put on systems and IT groups. The session will kick-off with a brief presentation on current issues by Novarica principal Karlyn Carnahan, CPCU, whose background includes senior executive roles at Fireman's Fund and other property/casualty insurers.

 [Moderated by: Karlyn Carnahan, CPCU, Novarica](#)

9.35 - 10.05


Executive Exchange

CIO Thought-Leadership

CIO Thought-Leadership



Using Agile Business Planning to Drive Your IT Investment Strategy




Many insurers struggle to prioritize their IT investments in a way that is both meaningful to the business and sustainable quarter to quarter and year to year. Using a prioritized set of business capabilities linked to the overall business goals and to their underlying IT needs is a method that some carriers have used with great success. Furthermore, to make this approach successful, the organization must both deliver the capabilities and build an agile platform that allows for business and IT change. This session would explore the concept, benefits and offer a few case studies and some tips for getting started.

 [Sponsored by Diamond Management & Technology Consultants Inc.](#)


10.10 - 10.40



Executive Exchange

10.45 - 11.10	'Wired' Networking Break + Analyst Q&A Session							
11.15 - 11.45	Executive Exchange	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; background-color: #e1f5fe; text-align: center;">CIO Case Study</td> <td style="width: 50%; background-color: #fff9c4; text-align: center;">CIO Think Tank</td> </tr> <tr> <td style="text-align: center;"><i>How BI and analytics impact decision-making</i></td> <td style="text-align: center;"><i>Is IT Really a Source of Competitive Advantage?</i></td> </tr> <tr> <td>Business intelligence initiatives show up on more insurers' top three IT projects for 2011 than almost any other initiative, according to Novarica research. This case study session highlights the experience of an insurer that's used their investment in business intelligence and analytic systems to really affect business decision making and results. The case study includes information on defining the problem, deploying the right solution, empowering decision makers with the right information, and operationalizing the outcome.</td> <td>Nicholas Carr famously wrote that "IT Doesn't Matter," and while some, especially CIOs, might argue that information technology is absolutely critical to creating advantage in an information-based business like insurance, many in the insurance industry are inclined to agree that IT is not a locus of competitive advantage in today's market. This session offers a forum for these two sides to debate, with top executives either championing or challenging IT's position as a source of competitive advantage.</td> </tr> </table>	CIO Case Study	CIO Think Tank	<i>How BI and analytics impact decision-making</i>	<i>Is IT Really a Source of Competitive Advantage?</i>	Business intelligence initiatives show up on more insurers' top three IT projects for 2011 than almost any other initiative, according to Novarica research. This case study session highlights the experience of an insurer that's used their investment in business intelligence and analytic systems to really affect business decision making and results. The case study includes information on defining the problem, deploying the right solution, empowering decision makers with the right information, and operationalizing the outcome.	Nicholas Carr famously wrote that "IT Doesn't Matter," and while some, especially CIOs, might argue that information technology is absolutely critical to creating advantage in an information-based business like insurance, many in the insurance industry are inclined to agree that IT is not a locus of competitive advantage in today's market. This session offers a forum for these two sides to debate, with top executives either championing or challenging IT's position as a source of competitive advantage.
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		the CIO on creating customer experience.
3.15 - 3.45	Executive Exchange	<p>CIO Thought-Leadership</p> <p>Sponsored by Xpertdoc </p>
3.50 - 4.20	Executive Exchange	<p>CIO Thought-Leadership</p> <p>Sponsored by FICO </p>
4.25 - 4.55	Executive Exchange	<p>CIO Thought-Leadership</p> <p>Sponsored by NIIT Technologies </p>
5.00 - 6.00		<p>Keynote CIO Executive Visions</p> <p><i>Defining and Measuring Innovation in Insurance</i></p> <p>Innovation – in product, operating model, strategy, technology, and business practice -- is a major focus for insurers seeking growth and competitive position. But while it is much talked about in the executive suite and in the press, what is really occurring inside insurers today? How is innovation being generated, evaluated, and operationalized? And what is the role of the CIO in this process, and the impact on the IT organization and the broader company?</p> <p>This panel of top innovation executives from leading multinational insurers, moderated by conference agenda chair Matthew Josefowicz of Novarica, will address these questions with real world examples and opportunities for interactive discussion with attendees.</p> <p>Panelists: Bill Burrows VP new product Development, XL Capital Dave Peak, Head of Technology Innovation, The Hartford Karen Morris Chief Innovation Officer, Chartis Jon Bidwell, SVP/Chief Innovation Officer, Chubb</p>
6.00 - 7.00		Cocktail Reception & Networking
7.00 - 9.30		Gala Dinner Keynote Speech
9.30 - 10.30		Cheese & Wine Tasting
Day 3: Tuesday, October 19th		
7.30 - 8.30		Networking Breakfast & CIO Debate Group
8.40 - 9.20		<p>CIO Keynote Presentation</p> <p><i>"The Future of Software in the Insurance Industry"</i></p>

Trends in technology, software engineering and changes in the software provider landscape are creating new opportunities and challenges for CIOs. Faced with rapid change, CIOs have to “get it right” when selecting software for their business and sorting through the new options such as SaaS, Framework-based software, open source, and other emerging software options. CIOs have an opportunity to increase IT scalability and flexibility, to address business needs faster at a lower cost through software. Jim Adamczyk, CTO of Accenture Software, will provide a glimpse into the future of software in the Insurance Industry based upon Accenture’s global software research and experience working with insurers around the world.

[Sponsored by Accenture](#) 

9.30 - 10.00	Executive Exchange	<p align="center">CIO Focus Group</p> <p align="center"><i>Can IT Drive Organizational Changes?</i></p> <p>In many insurers, IT is the one department with actual enterprise visibility into all of the processes and departments in the company, since IT is the one that provides the infrastructure for these processes. As such, IT is in a unique position to identify opportunities to rationalize operations and identify opportunities for productive change. But in many cases IT doesn’t have the political or organizational footing to drive these changes. This session examines what it takes to drive organizational change from inside IT.</p>	<p align="center">CIO Case Study</p> <p align="center"><i>Benefitting from Blended Sourcing</i></p> <p>Most large insurers, and a significant number of smaller insurers, now use blended sourcing to maximize the effectiveness of their IT staffing dollars. This session looks at the benefits and challenges in changing business practices to leverage capabilities of working with outsourcing partners. Issues include change management, cultural issues, managing expectations, and document results, and identifying further opportunities for.</p>
10.05 - 10.35	Executive Exchange	<p align="center">CIO Thought-Leadership</p> <p align="center">Sponsored by Mitratesh </p>	
10.40 - 11.10	Executive Exchange	<p align="center">CIO Thought-Leadership</p> <p align="center">Sponsored by Trend Micro </p>	
11.15 - 11.35	<p align="center">VIP Networking Break + Analyst Q&A Session</p>		
11.40 - 12.10	Executive Exchange	<p align="center">Quick-Fire Q&A with the Analysts</p>	<p align="center">Quick-Fire Q&A with the Analysts</p>
12.15 - 12.45	Executive Exchange	<p align="center">Vendor Showcase</p>	<p align="center">Vendor Showcase</p>
12.50 - 1.40	<p align="center">VIP Luncheon + Networking + CIO Open Forum Discussion</p>		
1.45 - 2.25	<p align="center">CIO Keynote Presentation</p> <p align="center"><i>Bringing Innovation Through Cloud Computing to the Insurance Industry</i></p>		

Keynote - CIO Executive Visions

How Changes in Information Technology are Changing the Insurance Business Model

The insurance industry is primarily concerned with gathering, analyzing, communicating, and storing and managing information to price and sell risk to customers and manage that risk internally. As an information-based business, changes in Information Technology have a potentially huge impact on the industry. This panel discussion of business and technology leaders examines some of the real and potential impacts of recent advances in IT on insurers business model from distribution and customer strategies, to internal operating models, to the core management of risk.

 [Moderated by Matthew Josefowicz, Director of Insurance Practice, Novarica](#)

2.30 -
3.30

Panelists:

Mark Berthiaume, CIO, Chubb's Specialty and Commercial Division
John Heidelberg, VP & CIO, Individual Risk Products, Guardian Life
Piyush Singh, SVP & CIO, Great American Insurance Group
Katie Cunning, SVP Worldwide Operations, CNA Insurance
Murli Buluswar, VP Insight & Innovation, Farmers Insurance
Michael Costonis, Managing Director, NA Insurance Industry, Accenture

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Closing Remarks

3.30 -
3.40

 [Moderated by Matthew Josefowicz, Director of Insurance Practice, Novarica](#)

3.45-
7.00

Recreation + Relaxation Time

7.00 -
9.30

Southwestern Dinner + Networking