The 8th Annual CIO Workshop
on Collaboration and Interoperability in Infrastructure Management

Amsterdam, November 14/15, 2012

The Event

The eighth annual invitation-only CIO Workshop on Infrastructure Asset Management takes place the 14th and 15th of November, 2012, in Amsterdam. This intimate, candid*, and highly interactive global event 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 expect a stimulating event and concrete results. They can also look forward to receiving white papers describing key results from this and previous Workshops – a unique source of timely, peer-reviewed content 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 an independent group of global CIOs and other IT leaders. The 2012 Expert Advisory Panel members are:

Jim Conlin
Water and Wastewater Strategy Manager, Scottish Water

Andrew Cowell
Engineering Director, MWH

Neil Farmer
IT Director, Cross Rail

Branka Fister
Head of Civil, ALSTOM (Switzerland) Ltd.

Adrian Goulding
Expert Advisory Panel

Matthew Kyte
Corporate Director IT, Arcadis NV

Michel Luypaert
Director of Information, Alluris

Andrew Marks
Chief Information Officer, Tullow Oil

Charles Rowney (Chair)
ACR, LLC

Anders Thostrup
Shell

Henk Van Oostveen
Manager Technology and Architecture, ProRail

John Bailey
Chief Information Officer EMEA, Bechtel

Darryn Warner
CIO Balfour Beatty

Tim Walton
Tim Walton and Associates

Synopsis of the 2012 Proceedings

This year's Workshop theme, selected by the Expert Advisory Panel, focuses on the implications of contemporary practices in infrastructure information delivery. Information mobility and connectivity are now fundamental to facility construction and operation. Unfortunately, finding and/or demonstrating the value resulting from the expensive and often high-risk deployment of technology 'outside the walls' has been elusive.

The 2012 CIO Workshop theme is:

> **Emerging Practices in Asset Information Management:**
> **Finding Value in a Mobile Environment**

Under this general theme, there are three targeted areas of discussion. Together, they are designed to explore the wide range of challenges in providing secure and effective information delivery in the AEC space:

➢ ***Seeking Value:*** Identifying and quantifying the factors that represent the true returns on investment – both positive and negative.

➢ ***Management and Production:*** Exerting control on the uncontrollable, as multiple interconnected workplace models become the expectation.

➢ ***The Human Factor:*** Managing the realities of a workforce needing information access at the office, on the road and in the field.

Cross sector lessons learned are often among the most valued outcomes of these discussions, so global representatives from asset-intensive industries such as oil and gas, mining, water, energy, transportation, and construction will be present to discuss these challenges. Attendees will therefore have opportunities to share ideas and experiences not only within their own vertical sectors, but from operations outside their normal working environment.

Each area will be provided with a foundation of prepared content. Facilitated plenary and breakout sessions will then promote lively debate. To encourage open discussion and information sharing, the world-famous Chatham House Rule* is applied.

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*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.

Program Overview

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

Day 1 – November 14th, 2012

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 welcomed by Bentley Systems CEO Greg Bentley and are provided with a common understanding and set of expectations for the day and for the event as a whole by CIO Workshop Chair.

A. Charles Rowney   **Greg Bentley**
CIO Workshop   Bentley Systems

14:00 – 15:00 Keynote Address

"Mobile IT: New Value and Opportunity From Loss of Control"
Greg Williams, Executive Editor, Wired Magazine

This year's keynote speaker is Greg Williams, executive editor, Wired magazine, a three-time National Magazine Award-winning publication focused on how ideas and innovation are changing the world. Williams will make the case for businesses embracing consumerization and openness in their IT systems as they support today's demand for information mobility. While this may lead to some loss of control, systems and networks that are founded on flexibility, transparency, and creativity will deliver new value to the individual organizations deploying them, and ultimately serve to bolster the global economy.

> *Be Inspired:*
> *Thought Leadership in Infrastructure*
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> The CIO Workshop is held in conjunction with *Be Inspired: Thought Leadership in Infrastructure*, an invitation-only event that provides a unique forum for senior-level executives to learn about the innovations driving the development and operations of the world's top infrastructure projects.

15:00 – 17:00 Breakout Session 1 – Contemporary Business Practices in Distributed Information Delivery

Infrastructure construction and operation in the AEC space demands that the CIO deliver information to multiple locations and platforms. Attendees in this session will share experiences, and develop a mutual understanding of the current state of practice in both mobile and interconnected infrastructure oriented business operations.

Henk Van Oostveen	**Herman Winkels**	**Matthew Kyte**	**Adrian Goulding**	**Andrew Cowell**
ProRail	Rijkswaterstaat	Arcadis	EAP	MWH

The session will begin with five brief presentations, based on real situations. These will bring focus on the issues and questions concerning the business implications and drivers surrounding connectivity and mobility. The group will then split into small discussion groups, by sector, and will explore their ideas and experiences on the strengths, weaknesses and state of maturity in distributed information delivery practices in their sectors. The adequacy of the present ability to deliver secure, dependable information yet still deliver cost-effective IM/IT infrastructure will be identified.

17:15 – 22:00 Evening Program

17:15 – 18:00 Free time: For those wishing to chat and reflect on the day's events prior to reconvening at the reception, coffee and cakes will be provided.

18:00 – 19:00 Private reception: Attendees enjoy a quiet opportunity for cocktails and networking adjacent to the Restaurant Reflet.

19:00 – 22:00 Exclusive evening meal: Attendees dine at a historic downtown Amsterdam location (the Restaurant Reflet, the oldest original restaurant in Amsterdam) where networking and one-on-one interaction is the central objective.

08:30 – 11:45 Breakout Session 2 – Controlling the Uncontrollable

The group will reconvene with a set of presentations centered on the issues of managing, deploying, controlling, the demand for highly interconnected mobile and static business as well as the processes to maintain and support them. Attendees will then split into several facilitated groups.

Anders Thostrup	*Alistair Kell*	*Tony Yortis*	*Andrew Cowell*
Shell Oil	BDP	Sinclair Knight Merz	MWH

The groups will systematically work through the management realities faced by the CIO charged with provisioning and controlling this part of IM/IT capabilities in the enterprise. They will compare notes as to what works and what doesn't, and will develop a realistic lessons learned and a best-practices approach that they can use as a reality check and template back to their organisations. Workable solutions and coping mechanisms will be shared with the objective of providing attendees with insights into strategies they, too, might employ – or avoid.

11:45 – 13:15 Lunch and Discussions

During an informal lunch buffet, attendees will circulate and network, discussing any and all topics of mutual interest, and sharing information management, communications and mobility issues of their own.

13:15 – 13:45 Special Presentation – "Innovative ALIM at the Ecofys Wind Turbine Test Site", Michiel Müller, Ecofys

This session will be an exploration of a highly innovative approach to Asset Lifecycle Information Management in the context of a wind farm implementation, which demonstrates that cost cutting in wind production is not just a matter of materials and design – it is also a matter of effective and innovative information management techniques.

13:45 – 15:45 Breakout Session 3 – Bridging the CAPEX/OPEX Divide – Possible Solutions and the Role of the CIO

At the specific request of the Expert Advisory Panel, Bentley will work with attendees in a collaborative session aimed at sharing ideas on preferred solutions. Introductory content will be provided by Bentley Management who, with two expert analysts, will explore research results on how Corporate Technology Strategy and Operational Technology Strategy are different. The enhanced ROI through information systems that support information mobility to bridge the divide between operations and corporate IT/engineering will be presented and discussed.

Alan Kiraly	*Paul Marshall*	*Dick Slansky*	*Terrence O Hanlon*
VP, Operations Product Management	VP, Asset Performance	Senior Analyst, ARC	CEO, Reliabilityweb.com

After the presentation segment of the session, participants will break into four groups targeting specific potential solution themes in these areas. They will then re-convene and report on their basic conclusions. It is intended that in a future communications, attendees will be updated on continued research into this fundamental and challenging question.

15:45 – 16:00 (nominal) - Conclusion

Prior to concluding the day, attendees will briefly share key points developed in the various breakout groups from their own perspectives. General reactions to the problems at hand will be voiced.

Bentley CEO Greg Bentley will then offer closing comments and reflections on the 2012 Workshop, as well as a brief overview of highlights for the coming year. Finally, Workshop Chair Charles Rowney will discuss steps forward, including a schedule for development of the various white papers and other outcomes of the Workshop, and will formally close the proceedings.

Greg Bentley	*A. Charles Rowney*
Bentley Systems	CIO Workshop